



Urgent arrangements with non-panel service providers Procedure

1. Purpose

This procedure outlines the Department for Child Protection's (DCP) approach to placing a child or young person with complex medical or disability needs into an urgent non-family based care service supported by a non-panel service provider¹.

2. Scope

This procedure applies to all DCP staff involved in placing a child or young person in an urgent arrangement with a non-panel service provider when all other placement pathways have been exhausted.

3. Authority

3.1 Legislative context

- [Children and Young People Safety Act 2017 \(CYPS Act\)](#)
- [Children and Young People \(Safety\) Regulations 2017](#)
- [Family and Community Services Act 1972](#)
- [Child Safety \(Prohibited Persons\) Act 2016 \(CSPP Act\)](#)
- [State Records Act 1997](#)

3.2 Whole of Government requirements

- [South Australian Contract Management Policy](#)
- [South Australian Risk Management Framework](#)

3.3 DCP requirements

- [DCP Strategic Plan](#)
- [Contact Management Framework](#)
- [Procurement Governance Policy](#)
- [Risk Assessment Framework](#)
- [Quality and Safeguarding Framework](#)
- [Place a child or young person in care chapter of the Manual of Practice](#)
- [Placement Procedure](#)
- [Reporting a suspicion a child or young person is at risk Procedure](#)
- [Significant Incident Reporting Procedure](#)
- [Safeguarding children and young people Practice Paper](#)

¹ Any service provider who does not have a contract with DCP to deliver residential care services.



3.4 Principles

- The safety of children and young people is the paramount consideration.
- Timely, holistic assessment is essential to identifying and meeting the needs of children and young people.
- Preference is given to safe placements with a person with whom the child or young person has an existing relationship.
- Attention is paid to early, thorough scoping of kinship placements.
- The placement of Aboriginal children and young people is consistent with the Aboriginal and Torres Strait Islander Child Placement Principle (ACPP) (section 12 of the CYPS Act).
- The placement of children and young people from culturally and linguistically diverse (CALD) backgrounds is consistent with the CALD child placement Policy.
- Decisions are made in an open, transparent and accountable manner and will recognise and respond to the needs and views of children and young people.
- Enabling a documented contract management process.
- Enabling value for money through an identified contract management and procurement process.

4. Procedure requirements

- Children and young people under guardianship of the Chief Executive are required to be placed in accordance with section 84(1) of the CYPS Act.
- Where children and young people are placed under this procedure in a DCP facility, this will be considered a residential facility established under section 36 of the Family and Community Services Act (see section 84(1)(d) of the CYPS Act).
- All staff in these facilities are therefore required to undergo psychometric assessment in accordance with section 110A(1) of the CYPS Act.
- Where children and young people are placed in accommodation that is sourced by the service provider (and the facility is not licensed) then it will be considered that the child has been placed “in any other suitable place” under section 84(1)(d).
- Persons aggrieved by placement decisions made under section 84 of the CYPS Act are entitled to seek an internal review of the decision and a review of the decision by SACAT. The decision maker under this procedure is the Deputy Chief Executive.

4.1 Exhausting the standard placement process

The DCP case worker and DCP Placement Services must exhaust all Out of Home Care (OOHC) placement options through the standard placement processes outlined in the [Place a child or young person in care chapter](#) of the Manual of Practice and the [Placement Procedure](#), prior to initiating an urgent arrangement. This includes attempts to source an appropriate placement through, but not limited to:

- a family member, relative or a person in the child or young person’s network who is not an approved carer but may meet the legislative criteria for temporary placement under section 77 of the CYPS Act
- an approved carer with an existing relationship to the child or young person
- a placement with existing service providers contracted to deliver family based and/or non-family based care
- a DCP Residential Care placement or Placement and Support Packages (PaSP) placement.

4.2 Determining need

If a placement is not sourced through the standard placement process, the DCP case worker is to determine the staffing model required to meet the child or young person’s individual needs as outlined in the [Place a child or young person in care chapter](#) of the Manual of Practice, including supports to manage complex



medical and/or disability needs. The DCP case worker is to consult with DCP Disability and Development Services (DDS) who can:

- provide guidance regarding the support needs of children and young people with disability and developmental delay
- provide names of NDIS support providers currently in the market place who may be able to provide the staffing model required to meet the child or young person's disability and/or clinical care needs. DDS will not be able to make recommendations regarding choice of service provider or comment on quality of support provision.

It is recommended that the DCP case worker continues to work in partnership with DCP Placement Services to identify other options within the broader OOHC system even once an urgent placement has been established.

4.3 Liaising with non-panel service providers

After consultation with DCP Placement Services, the DCP case worker will contact the non-panel service provider(s), and:

- confirm Working with Children Check (WWCC) and Psychological Suitability Assessment compliance
- ascertain whether the service provider is a current vendor and obtain the Basware vendor identification number. If not a current vendor, provide the service provider with a [Vendor creation/amendment form](#) to complete and return within 24 hours of receipt
- seek a quotation for a residential care service for a maximum of four weeks. Please refer to [Appendix 1](#) example
- obtain the service provider details, including trading name, contact name and telephone number, business address, this information is required for the [Urgent arrangement with a non-panel service provider Memorandum](#) (memo)
- ascertain whether the service provider has suitable accommodation to deliver the temporary residential care service. If it is confirmed as being suitable, the DCP case worker must send the [Urgent arrangement assessment Form](#) (EAA) to the service provider to complete and submit with the required attachments to [DCP Licensing](#) within 24 hours of receipt or the following working day.

4.4 Access to accommodation

If the service provider does not have access to suitable accommodation, the DCP case worker must advise DCP Placement Services, who will:

- liaise with the Manager, DCP Assets and Facilities and identify if a property within the DCP Assets and Facilities portfolio of properties may be available to be used on a short-term basis to deliver a residential care service
- seek approval from the Director, DCP Residential Care and Executive Director, OOHC to use the facility on a short-term basis.

An EAA form is not required to be completed for DCP properties.

4.5 Obtain approval

The DCP case worker is responsible for completing and submitting a memo seeking expenditure, procurement and urgent arrangement approval from the Deputy Chief Executive, who is the delegated authority, to place a child or young person with a non-panel service provider. The memo must be submitted with the service provider's quotation and requires endorsement of the delegates listed in the memo including the Regional Director and Executive Director, OOHC. The child or young person is not to be placed



in the urgent arrangement with the service provider until the memo has been approved by the delegated authority.

4.6 Contracting with the non-panel service provider

Once the memo is approved by the Deputy Chief Executive, it is returned to the DCP case worker who provides the approved vendor (service provider) details to [DCP Service Contracts and Licensing \(SC&L\)](#), who will:

- coordinate vendor setup in Basware (if required)
- coordinate a Purchase Order (PO) to cover immediate contract requirements (up to \$55,000 GST incl) and if required, coordinate subsequent PO's where the value exceeds \$55,000 (GST incl) in accordance with the Financial Authorisations Register
- coordinate provision of the PO to the service provider and communicate the invoicing process
- manage in accordance with contract management processes
- SC&L to notify DCP Procurement and Contracting Unit, as soon as practicable (via dcpprocurement@sa.gov.au) of the placement and include the quote, purchase order and approved memo.

4.7 Safeguarding

4.7.1 DCP case worker responsibilities and safeguarding visit

The DCP case worker is responsible for transporting the child or young person to the urgent arrangement and providing a detailed handover to the rostered carers. The DCP case worker must ensure that the accommodation is suitable, adequate provisions are in place and the child or young person is settled prior to leaving the child or young person in the care of the non-panel service provider. The DCP case worker must complete the [Urgent arrangements preliminary safeguarding check](#) and return to [DCP Licensing](#) within 24 hours or the following working day.

The DCP case worker must visit the urgent arrangement weekly, including unannounced visits. It is a primary responsibility of the DCP case worker to establish a consistent and trusting relationship with child or young person placed in care and such relationships can only be built through regular and meaningful contact.

4.7.2 DCP After Hours safeguarding visits

DCP After Hours will undertake a safeguarding visit within 48 hours of the urgent arrangement commencing. SC&L is to liaise with DCP After Hours to arrange this visit upon receipt of the [memo](#).

DCP After hours (including the DCP Residential Care Mobile Night Team) can provide some out of business hours support if the non-panel service provider does not have an on call structure in place. The type of visit (face to face or telephone) and the frequency of the support required is to be identified by the DCP case worker in the memo. SC&L is to advise DCP After Hours of any additional support that has been identified in the memo when arranging the initial safeguarding visit. Please note, additional support is subject to the capacity of the after-hours teams.

4.7.3 DCP Service Contracts and Licensing safeguarding visit

SC&L is to undertake a site visit within two weeks of the urgent arrangement commencing to assess the compliance requirements as per the EAA.



4.7.4 Raising concerns

If concerns are identified during any of these visits, immediate action is to occur to determine if the urgent arrangement will continue or be terminated. Concerns regarding the accommodation or non-panel service provider must be escalated through SC&L.

If there are concerns about the child or young person's safety and wellbeing in the placement because of a reasonable suspicion that the child or young person has been harmed, there is a risk of harm to the child or young person, or the carer has breached acceptable standards of care, the person undertaking the visit must report the concern. Please refer to the [Raising and responding to care concerns chapter](#) and [Supporting children and young people in care chapter](#) of the Manual of Practice, [Safeguarding children and young people Practice Paper](#), [Reporting a suspicion a child or young person is at risk Procedure](#) and the [Significant Incident Reporting Procedure](#).

4.7.5 Record keeping

Any contact with the child or young person in the urgent arrangement or details of site visits must be recorded in C3MS by the person undertaking the contact. All other records must be retained in accordance with the [State Records Act 1997](#).

4.8 Extensions

Potential urgent arrangement extension requests, beyond the initial four week approval, are subject to the outcome of the SC&L site visit.

Any requests to extend a placement with a non-panel service provider requires the DCP case worker to seek a new quotation from the non-panel service provider for the required period and submit a new [memo](#) seeking the Deputy Chief Executive's approval to extend the placement, including an outline of efforts taken to identify an alternate OOHC placement. Any extensions are to be actioned prior to placement expiry.

If relevant, the DCP case worker is to outline how the NDIS Plan is being utilised and whether any specialist disability funding is available to support the child or young person's disability needs. The DCP case worker must consult with DCP DDS prior to any NDIS funding being nominated to support the child or young person's disability support needs.

Once the memo is approved, the DCP case worker is to provide to [SC&L](#) who will undertake the tasks associated with the approved recommendations in consultation with DCP Procurement and Contracting Unit where required.

5. Compliance, monitoring and evaluation

This document will be reviewed every three years to ensure currency and applicability, or more frequently if there are any changes to workplace practices and/or relevant legislation.

Staff will monitor compliance against this procedure and advise Commissioning, Procurement and Contracts of any changes.



6. Related documents

Related documents, forms and templates
Urgent arrangement with a non-panel service provider Memorandum
Urgent arrangement assessment Form
Vendor Request Form
Urgent arrangement preliminary safeguarding check

Document control


Reference No./ File No.			
Document Owner	Lead Writer (position)		
Directorate/Unit: Commissioning, Procurement and Contracts	Manager, Commissioning, Procurement and Contracts		
Accountable Director: Director Commissioning, Procurement and Contracts			
Commencement date	1 August 2025	Review date	30 November 2025
Risk rating	Consequence Rating	Likelihood	Risk Rating
Risk Assessment Matrix	Moderate	Possible	Moderate

REVISION RECORD		
Approval Date	Version	Revision description
08 November 2022	1.0	Final version
1 August 2025	1.1	Formerly Emergency arrangements with a non-panel service providers Procedure. Minor amendments made to update the language regarding 'emergency' to 'urgent' in alignment with an Auditor-General recommendation.



Appendix 1

Appendix 1: Sample quote



Business Name
Date of Quote
Telephone Number
Address
ABN

Service Quote *Child/Young Person/s name

This quote is submitted on the following basis:

Service Provider current knowledge of C/YP needs as set out in the referral form.
In discussion with *Case Manager and/or *Supervisor.

Prices are based on the current ** PRICE GUIDE.
The below quote is based on the expected staffing levels as agreed:
24hrs/2:1 staffing (1 overnight active and 1 passive overnight).

Invoices will reflect the different price limits which apply depending on the bookings and when the support is delivered.
Invoicing will reflect actual bookings.

*A one-off Establishment Fee will be charged for costs that providers face in establishing arrangements with participants:
Establishment Fee for Personal Care/Participation \$\$\$

*Public Holiday rates will apply for 24hrs of PH subject to PH occurring within the service dates.
STA And Assistance - 1:1 - Public Holiday Day \$\$\$

01_204_0115_1_1 Assistance with Self-Care Activities in a STA - Public Holiday \$\$ per hour (for 2:1 additional staff) i.e., \$\$

Reference: <https://www.ndis.gov.au/providers/price-guides-and-pricing>

Item	Description	Quantity	Unit Price AUD	Amount AUD
01_058_0115_1_1	STA And Assistance 1:1 - Weekday Tuesday 9/8/22 1700hrs to 0600hrs	1	\$\$	\$\$
01_200_0115_1_1	Assistance With Self-Care Activities in a STA - Day time Additional Staff (2:1) Tuesday 9/8/22 1700hrs to 2000hrs	1	\$\$	\$\$
01_201_0115_1_1	Assistance With Self-Care Activities in a STA - Evening time Additional Staff (2:1) Tuesday 9/8/22 2000hrs to 2300hrs	1	\$\$	\$\$
Total				\$\$, \$\$\$