

COVID 19 Provider Funding Framework

Purpose: This framework seeks to identify in principle decisions for providers to use to engage with their funders to determine which scenario is relevant to different service types or providers and identify operational implications. These discussions could be grouped around certain service types, certain regional requirements and how impacted regions are by COVID-19.

Previously on MSD web page		Scenario A	Scenario B	Scenario C
Under COVID-19 Alert Levels 3 and 4 (previous contract concessions still on MSD provider web pages):		Provider delivering BAU services that are impacted by Omicron:	Provider delivering an element of BAU services that are impacted by Omicron alongside being part of the primary COVID-19 Care in the Community welfare response for which they are contracted:	Provider fully pivoted to support Omicron response by repurposing baseline contracts and accessing grants: Notes: Only applies to Providers invited to support the Care in the Community Welfare Response by their funding agency.
We will provide certainty of funding for NGO social service partners during Alert Level 4 and Alert Level 3.		We will provide certainty of funding for NGO social service partners under phase 2 and 3 of the Government's Omicron Plan.		
1	This means that we will not hold back funding because of under-delivery against contract volumes for (at least) the period of Alert Level 4 and Alert Level 3. For existing social service contracts paid on a 'fee for service' basis, if lockdown at Level 4 or 3 is extended beyond two weeks, we will pay based on current trends for (at least) the period of Alert Level 4 and Alert Level 3 (eg payment for the months affected at same level as average of the previous three months, or the same period last year). Note that this does not extend to ACC-funded services where this is not permitted within the law.	This means that we will not hold back funding because of under-delivery against contract volumes for the period of phase 2 and phase 3 Omicron responses. For existing social service contracts paid on a 'fee for service' basis, if phase 2 or 3 is extended beyond two weeks, we may where appropriate pay based on current trends for (at least) the period of phase 2 and 3 (eg payment for the months affected at same level as average of the previous three months, or the same period last year). Note that this does not extend to ACC-funded services where this is not permitted within the law		
2	We will give as much certainty on future funding as possible. Where possible, funding levels will be maintained through the period of uncertainty.	We will give as much certainty on future funding as possible. Funding levels will be maintained through the period of uncertainty. This may not apply in circumstances where decisions have already been made and communicated around future funding for providers.		
3	We commit to working smartly with NGO social service partners. This means we will work together as funding agencies to join up our communications with NGO social sector partners. We will balance interactions equally between information or intelligence gathering and seeking the views of community organisations about any help they need to better support their communities.	We commit to working smartly with NGO social service partners. This means we will work together as funding agencies to join up our communications with NGO social sector partners. We will balance interactions equally between information or intelligence gathering and seek the views of community organisations about any help they need to better support their communities.		
4	We commit to supporting NGOs to be flexible to the differing needs of their communities. This means relaxing contractual requirements so that NGOs can work outside of contractual requirements if needed (eg suspending home visits, taking on roles assigned by community leaders etc.)	We commit to supporting NGOs to be flexible to the differing needs of their communities. This means relaxing contractual requirements so that NGOs can work outside of contractual requirements if needed (eg suspending home visits, taking on roles assigned by community leaders etc.)		
5	We will support NGOs wherever possible to remove barriers to people receiving assistance - eg people having to prove they have been to Work and Income before being able to access support.	We will make it easier for NGOs to wherever possible remove barriers to people receiving assistance – eg using contracted resource to connect people to the right supports when they present, even if they are presenting for support out of scope of the NGOs remit.		
6	We will not require any reporting information to be submitted during the Alert Level 4 and Alert Level 3 period unless this information is required by legislation (eg court mandated services). Please contact your relationship or contract manager if you are unsure. Social service providers will still be expected to collect core business information (eg numbers of people supported etc.) during this period so that, as the situation returns to normal, data on service delivery can be brought together, and we can better understand the impact of Covid-19 on social service organisations and the people and communities they support. Some NGOs providing essential services may be approached about providing more frequent high-level reporting. This will ensure that trends in demand for essential services can be understood and responded to in a timely way.	<p>We will be flexible around reporting requirements and deadlines during the phase 2 or 3 period unless this information is required by legislation (eg court mandated services). Please engage your relationship or contract manager if impacts on your staffing inhibits your ability to provide normal BAU reporting requirements.</p> <p>Social service providers will still be expected to collect core business information (eg ., numbers of people supported etc.) during this period so that, as the situation returns to normal, data on service delivery can be brought together, and we can better understand the impact of Covid-19 on social service organisations and the people and communities they support.</p>	<p>We will be flexible around reporting requirements and deadlines during the phase 2 or 3 period unless this information is required by legislation (eg court mandated services). Please engage your relationship or contract manager if impacts on your staffing inhibits your ability to provide normal BAU reporting requirements.</p> <p>Social service providers will still be expected to collect core business information (eg numbers of people supported etc.) during this period so that, as the situation returns to normal, data on service delivery can be brought together, and we can better understand the impact of Covid-19 on social service organisations and the people and communities they support.</p> <p>NGOs providing functions under the welfare response, are required to continue to report on any activities undertaken to support the Care in Community welfare response using weekly pulse check surveys sent by MSD and then use the MSD tool to record activity after its implementation in late March 2022.This will ensure that trends in demand for support for those self-isolating can be understood and responded to in a timely way.</p>	<p>We will not require reporting against BAU services when these are suspended to support the welfare response.</p> <p>NGOs providing functions under the welfare response, are required to continue to report on any activities undertaken to support the Care in Community welfare response using weekly pulse check surveys sent by MSD and in addition use the MSD tool to record activity after its implementation in late March 2022. This will ensure that trends in demand for support for those self-isolating can be understood and responded to in a timely way.</p>