

CSP Referral System Instructions

Casework Support Funded Services, Youth Justice NSW

This resource has been developed to assist YJ Caseworkers (YJCW) and Assistant Managers in referring young persons (YP) to Service Providers for casework support under the new interim Casework Support Program (CSP) referral system.

What is the new system?

The Funded Services Unit (FSU), in collaboration with the Funded Services Advisory Committee, developed the new interim CSP referral system to address issues and gaps in the current referral system.

The interim referral system operates independently of CIMS, except for case notes. Case notes must be used to document developments of the CSP referral, and record consent and approval given by YP in relation to the referral.

The new referral system:

- streamlines the referral process
- proactively shares critical information
- clarifies information sharing restrictions
- opens dialogue for risks and vulnerabilities
- captures feedback from YJCWs, Assistant Managers and YP
- fosters connection to Country with improved focus on cultural goals for Aboriginal YP

A form has been developed to capture and convey all the necessary information for Youth Justice and the Service Provider to effectively manage the YP.

What is the CSP Referral Form?

The interim referral form comprises four sections – Referral, Intake, Review, and Exit. The Review and Exit sections contain questionnaires for the YP and the YJ Casework.

The form is designed to operate as a 'living' document, to be modified and updated throughout the life of the referral. The form is designed to be used entirely electronically to ease administrative burdens and work duplication on staff. There is also a paper-based version available.

As the referral form is a living document, YJCW should send through the most up-to-date version of the document after each stage. For example, once an Intake occurs and the whole form should be sent through to the CSP Referrals inbox and to the Service Provider.

Informed Consent

A referral can only proceed with the YP's informed consent. A YP must be aware that they are consenting to having their personal details and, possibly, criminal history being disclosed to the

Service Provider. The criminal history, or details of offending behaviour, may need to be disclosed to perform a risk assessment by Service Provider. This consent appears on the Referral form and should be accompanied by a CIMS case note reflecting how it was obtained.

If a YP refuses consent to the referral or disclosing details that are material to risk assessments, the referral cannot proceed.

Service Delivery Reports

The Service Delivery Report is a 'living document' updated weekly by CSP worker. The form is designed to replace the 6- and 12- weekly reports, but contains sections for an informal review by the CSP worker at the mid-way point. This form does not need to be sent to the CSP Referrals inbox and may be stored locally according to local office information storage processes.

What is the Referral process?

Referral – YJ Caseworker

1. Obtain YP's informed consent and note CSP organisation on YP's consent form.
2. Complete referral form with YP.
3. Where sections of the form contain information that are in *Client Risk Assessment Form*, write 'refer to Client Risk Assessment Form'.
4. YJCW sends form to Assistant Manager for review and approval.
5. Note down actions and consent method in CIMS.

Referral – Assistant Manager

1. Assistant Manager reviews and approves form.

2. Assistant Manager or Admin sends approved form to CSPReferrals.YJ@justice.nsw.gov.au, and the Service Provider. YJCW can be included at Assistant Manager's discretion.
3. Save to your G Drive/relevant secure location.

What is the Intake Form process?

1. Complete the Intake section of form before, during or after meeting.
2. Send whole form to the Assistant Manager for review and approval.
3. Assistant Manager or Admin sends approved form to CSPReferrals.YJ@justice.nsw.gov.au and Service Provider.
4. Save to your G Drive/relevant secure location.

CSP Worker's Weekly Updates

Once program commences, CSP workers should provide weekly updates via the Service Delivery Report (SDR).

1. CSP worker emails SDR to YJCW weekly, or as agreed upon by both YJCW and CSP worker.
2. YJCW copies 'comments' section into CIMS.
3. The updated Service Delivery Report is saved with referral form, replacing the former version. I.e. save Week 2's report over Week 1's report.

What is the Review and Exit Form process?

1. Complete the Review section at approximately the midpoint of the referral. The Exit form is to be completed at the end of the referral.
2. Send whole form to Assistant Manager for review and signature.

3. Assistant Manager approves form and sends form to CSPReferrals.YJ@justice.nsw.gov.au and Service Provider.
4. Save to your G Drive/relevant secure location.

Signatures

To streamline the process and respect COVID restrictions, signatures are not required on the referral form. Alternative methods are used to confirm consent (i.e. case notes reflecting how consent occurred).

Goal Outcome Scaling System

The Exit form has been updated with a new scaling system (+2 to -1) replacing the 'Successful/Not Successful' system. The form outlines what score is to be selected for which outcome.

A score of +2 should be used where the goal has been achieved completely (i.e. a Medicare Card has been received by the YP).

A score of +1 should be used where significant work was undertaken by the goal wasn't completed (i.e. Medicare Card was applied for but is yet to be received by YP).

A score of 0 should be used where a goal is withdrawn, or it cannot be achieved due to circumstances outside the YP's or Service Provider worker's control (i.e. COVID).

A score of -1 should be used where no work was undertaken despite prompts.

Questionnaires

The questionnaires for the YP must be conducted as privately as possible, to facilitate an open and honest discussion. Therefore, it is expected that the questionnaire is completed away from the CSP worker.

Reporting

The Funded Services Unit will email Assistant Managers a fortnightly report. This will include a list of all active referrals, what stage they are up to, the goals selected and any action required.

Assistant Managers must follow up any outstanding reports or documents.

A Quarterly report will also be sent to each location providing data analysis to assist with quarterly reporting.

Who to contact?

If you are uncertain about any of the process speak to your Assistant Manager. If the issue cannot be resolved, please contact the Funded Services Unit at CSPReferrals.YJ@justice.nsw.gov.au or FundedServices.JJ@justice.nsw.gov.au.

If you have any feedback, questions or concerns about the new process, please contact the Funded Services Unit via the emails above or via Microsoft Teams – Suzie Baker (Assistant Project Officer) or Catriona McDonnell (Manager).