

TAKE NOTE

A YJNSW
Practical Guide
to Case Noting



YJNSW, acknowledges the Traditional Owners and Custodians of Country throughout Australia and their continuing connection to the land, culture and community. YJNSW, pays respect to Elders past, present and future.

TAKE NOTE: A YJNSW PRACTICAL GUIDE TO CASE NOTING

Take Note is a manual that outlines how to write case notes in a way that meets legal and operational needs while supporting a case management service model.

This Manual provides a case note format that must be used when recording all supervision interviews and can be adapted to any ongoing interaction or event with or related to the young person.

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“Words on the written page are powerful. They are in many ways immortal – they outlive the circumstances in which they are written and often the authors that penned them...”

— Goodman & Trowler, 2012

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ABOUT THIS MANUAL

This Manual is a reference document to provide you with clear direction to record your work accurately and consistently.

The purpose of the Case Note Manual is to:

emphasise good recording of information to meet regulatory requirements

highlight the guiding principles of good case note writing

illustrate how to structure case notes using the Detail, Assessment, Intervention, Plan (DAIP) framework

foster good case note writing to improve case management processes

highlight the different case note types and reasons and when to use them

provide examples to help write good case notes.

1.1 WHO IS THE CASE NOTE MANUAL FOR?

The Manual is for all Youth Justice NSW (YJNSW) employees. While certain sections may be more relevant than others depending on your role, the recording of all interactions or attempted contacts with the young person, their families and service providers is crucial.

1.2 SUPPORTING DOCUMENTS

This manual should be read with the following policies and related documents:

- *Court Communication Policy*
- *Court Report Writing Manual*
- *Giving Evidence Policy*
- *File Management Policy*
- *Case Management Policy*
- *Collaborative Case Management of Young People in Custody*
- *YJ Psychologists' Manual*
- *Department of Justice Style Guide*

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**CONTENT PRINCIPLES —
CASE NOTING**

Content principles set the rules for how to write effective case notes. They help frame your work to make informed decisions about case management practices which are responsive to the needs of the young person and YJNSW.

The YJNSW case noting principles are:

creating case notes that are young person’s focused

meeting evidence-based case management practices

writing in simple, objective, accurate and concise sentences

being sensitive to, and promoting cultural diversity and inclusiveness

recording information that is strength based, respectful and free of discriminatory comments

explaining and justifying the decisions you have made

recording information that is relevant, written in an active voice and in first person

recording chronologically and in a timely manner (i.e. record at the time or shortly after the event occurred).



“Record keeping provides an opportunity for analytical reflection and evaluation of information, particularly in relation to decision making, formulating hypothesis and evolving collaborative ways of working.”

— Trevithick 2005 in Cummings 2007

2.1
WHY WE CASE NOTE

Case noting is important because it provides the accountability needed to show compliance with professional, operational and legislative requirements.

Documenting requirements involve:

providing evidence of your case work activities (i.e. what has been done, what has been tried but did not work and what ones were successful to achieve set goals) with the young person

demonstrating the planning for future interventions and case work discussions

telling the young person's life story with YJNSW and other service providers

showing that you are providing appropriate duty of care

reflecting on the young person's, or family's safety and functioning

providing evidence that withstands legal and operational scrutiny



Good record keeping helps you make sound decisions.



Good case notes reflect the quality of the interaction.

2.2
WHAT TO AVOID IN
CASE NOTES



For your case notes to comply with the *Content Principles*, it is important that you avoid:

clichés (e.g. 'I don't want to open up a can of worms') and jargon

negative, biased stereotypes and prejudices

phrases that have little meaning e.g. 'Due to the fact'

standalone statements such as 'no issues to report' or 'the young person behaved well' to describe the interaction with the young person

disclosure of unrelated information about the young person's or their parents'/ carers' affairs

any comment that is difficult to defend in a court of law

recording a future date in case notes, particularly for case plan reviews, as it does not follow the guiding principles of reporting information that is accurate and authentic

copying and pasting large amount of an email that is irrelevant (i.e. only copy and paste emails if recording of the exact information is necessary)

any allegations made against other employees or community agencies, unless directed by your manager. (See Complaints Policy or the Child Protection Mandatory Reporting Policy)

recording a medical diagnosis if you are not employed as a YJNSW Psychologist or do not have proof or confirmation from a medical or allied health professional of the diagnosis.



Good case notes result in information that can be trusted.



Good case notes support accountability and continuity of service delivery

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CASE NOTE STRUCTURE

Using a standardised method of recording information helps us to collect relevant information in a consistent way that is easily understood by workers.

The introduction of the **DAIP** (Details, Assessment, Intervention, Plan) case note model aims to standardise case note practice.

The DAIP case note model must be used for all supervision interviews that are offence focused and/or reflect compliance with the 'Risk/Needs Schedule of Standard for community supervision'. This model should be used for other case note reasons, where appropriate. Using the DAIP headings in the actual case note could help you follow this structured model of recording information.

THE DAIP STRUCTURE:



Why, where, who, and what did you see, hear, or discuss?



What does this mean to you? A summary of interaction and the young person's presentation.



What have you done with it?



Where to after this? Follow up and plan for next contact.



DETAIL

Why, where, who, and what did you see, hear, or discuss?



In this section record all the factual details that are relevant such as:

- the purpose of the contact
- the kind of contact i.e. home visit, office, FaceTime, or a phone call
- the time and duration of the contact
- who was involved in the contact
- what did you see, discuss or hear (if relevant)?

ASSESSMENT

What does this mean to you?
A summary of interaction and the young person's presentation.*



Record your observations and assessment of what occurred, or of the information available to you including:

- the young person's mood, attitude, reported thoughts, behaviour and actions
- the young person's strengths and vulnerabilities
- their current family context
- relationships
- safety (i.e. does the young person feel safe to share and receive support)
- developmental and emotional vulnerabilities
- issues that need further attention
- level of cooperation/insight into reasons for their own behaviour
- effectiveness of actions being taken by the young person
- the young person's level of engagement and progress
- any identified risks, needs or responsivity information including cultural needs
- any case plan progress and focus of supervision discussion

INTERVENTION

What have you done with it?



Record here the actions that you have taken including:

- any action based on your assessment and the rationale for your decisions
- what was done during the contact to meet the required need(s) directly
- the name of the offence focused intervention, worksheet and tools used, when relevant
- the rationale for why a specific exercise was used or not used if it was different to what was provided in the offence focused program
- evidence of any responsivity needs being addressed
- review of intervention/activity/practice with the young person

PLAN

Where to after this? Follow up and plan for next contact.



Record:

- the goals, actions and activities for the young person to do
- the goals, actions and activities you or other stakeholders
- the next appointment date, time and other key dates if (e.g. next court date in a remand intervention case note).

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CONFIDENTIALITY

It is important to inform the young person that information about them will be recorded and will not be shared unless it is allowed by the specific policy, needed by law or the young person has given consent to share.

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WHEN TO ENTER CASE NOTES ON CIMS

Case notes must be recorded in CIMS soon after the interaction or event and no later than three (3) business days. Writing case notes soon after the interaction or event are more likely to be an accurate reflection of what happened. Case notes should be entered in chronological order in CIMS.

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HOW TO RECORD

All employees are encouraged to use [CIMS \[CLICK\]](#) (an online help tool) as their first point of reference when they need assistance with CIMS.



Each young person has their own electronic case note record stored in the Client Information Management System (CIMS) from point of entry to case closure.

The reason should always reflect the purpose of your information. Sometimes there may be more than one case note reason needed to be recorded on CIMS. For example, a Supervision case note is created to record the interview details and an Issue/Concern case note is created to alert employees about the young person's reported concerning thoughts or mood.

If you are unsure what Case Note Reason to use on CIMS, review the case note descriptions in section 8.1 to guide you in your decision.

Note: All supervision interviews must be recorded under Case Note Reason – Supervision on CIMS.

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CIMS — CASE NOTE DATE

When recording a case note on CIMS, enter the date of the interaction, task or event in the Note Date field. You do not need to include the date of the interaction within the actual case note.

The Note Created field automatically generates the date the note is created which cannot be changed once saved.



Good case note records provide a window on the professional judgement being exercised at the time.

“Having a case note structure provides a road map as workers no longer need to wonder — what to put in, what to leave out, or how to organise a case note so that it is always clear, relevant, and useful.”

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CIMS CASE NOTE TYPES

There are several CIMS Case Note Types to choose from. When entering a case note, a ‘Notes’ screen is generated displaying a list of pre-filled information or is blank and will require you to enter information manually.

CASE NOTE TYPE	WHEN TO USE
Classification Note	Record casework information relating to a young person’s classification status.
Standard	Record information of the day-to-day management of a young person.
YJC Referral	Record activities related to the Youth Justice Conferencing (YJC) within the YJC Case Note Module.

After choosing the Case Note Type you need to choose the relevant Case Note Reason. You should exercise your judgement when selecting the reason which best reflects the purpose of the information you are recording.

Case Note Reasons:

CASE NOTE REASON (USERS)	DESCRIPTION
Accommodation All employees	Information about accommodation including: <ul style="list-style-type: none"> homelessness referrals to homelessness services address check form details residential placements s28
Administration All employees	Activities associated with the administration of business practices including: <ul style="list-style-type: none"> receiving files (e.g. C or D) registering files (e.g. C or D) transferring of orders, filing down any information relating to admission and discharge from centre and related facilities
Bail Assistance Line – BAL Referral Community	Activities associated with accessing BAL to help the young person to be granted bail.
Behaviour Observation Custody	All behaviour observed about a young person’s daily: <ul style="list-style-type: none"> performance response expression of behaviour compliance whether positive or negative Detainee Risk Management Plan (DRMP) observation other information and relevant reports outcome assessments young person’s response to a visit including AVL
Case Conference All employees	Information or activities related to holding a case conference including: <ul style="list-style-type: none"> discharge case conferences multidisciplinary interagency meeting including YJNSW Funded Services Casework Support case conference outcomes
Case Plan Review Custody/Community	<p>A case plan review is only undertaken when the plan is reviewed with the young person. Where the young person’s whereabouts are unknown or has been missing their supervision, record the information under an Issues/Concerns case note.</p> <p>Case plan reviews are a summary of updates or actions achieved since the last case plan review and any actions needing follow-up for review by management, as shown in <i>Section 9: Reviewing and Approving Case Notes</i>.</p> <p>Use the headings in the <i>Case Management Procedure</i>.</p> <p>Document on CIMS – using the words in bold as a header in each section:</p> <ul style="list-style-type: none"> a summary of the case plan review with the young person any additional details about the child/young person’s progress not already noted in the case plan review with the young person (e.g. successes, difficulties) any changes in the child/young person’s circumstances, or added information since the last review, that affects the case plan or your assessment of the child/young person changes you will make in your approach to intervention, including any obstacles that need to be addressed other relevant information Assistant Manager’s Review (as per Case Management procedures)

CASE NOTE REASON (USERS)	DESCRIPTION
Casework All employees	General case management activities including: <ul style="list-style-type: none"> ▪ interactions with parents/carers/significant other ▪ referrals to services, including YJNSW funded services ▪ outcomes achieved or generated from Client Services Meeting (CSM) ▪ case discussions/consultations ▪ emails from YJNSW Funded Services Casework Support notifying of any actions in progress or completed ▪ financial support ▪ chaplaincy ▪ mentor scheme activities ▪ application for leave requests – custody /community ▪ detainee telephone requests ▪ Detainee Risk Management Plan discussions with stakeholders (i.e. young person is not participating in the interaction) ▪ organise contacts with legal representatives for young people ▪ any interactions or activities relating to classification matters or processes ▪ other activities not captured elsewhere
Child Protection Issue All employees	Child protection issues, including: <ul style="list-style-type: none"> ▪ mandatory reporting outcomes ▪ any suspicion, disclosure, or risks of abuse (as per related policy) ▪ police contacts about child protection issues
Clinical Assessment Clinical Manager/ Psychologists/ Speech Pathologists/ Occupational Therapists	Document status of assessment, any observations and/or follow ups related to the management of the young person.
Counselling Psychologists/ Speech Pathologists/ Occupational Therapists/ AOD Counsellors	These are not clinical case notes. Interactions/activities that relate to the young person's safety, management and case plan.
Court Report Community	Information relating to any court report including background, bail and breach reports.
CSO Community	Community Service Order (CSO) attendance, hours completed and progress
Disability All employees	Interactions/activities that relate to the case coordination and management of the disability, including: <ul style="list-style-type: none"> ▪ contact with the Justice Liaison Officer for assistance with NDIS ▪ conduct NDIS case work such as gather evidence for an access request or contact an NDIS Planner for the young person ▪ contacts with Justice Health, a family member, Education to gather evidence about a disability ▪ discussions about appropriate responses/behaviour management
EPIC Scheme Acmena YJ Centre only	Activities specific to the young person's behaviour, progress and achievements.
Group Work All employees	The young person's performance and participation in the group including: <ul style="list-style-type: none"> ▪ information about tasks/activity ▪ attendance ▪ follow-ups such as homework, journals, worksheets
Intelligence All employees	Information that may be useful to the Security and Intelligence Unit including: <ul style="list-style-type: none"> ▪ breaches of security – escape ▪ contrabands ▪ gang affiliation ▪ Counter Violence Extremist (CVE) or National Security Intelligence concerns

CASE NOTE REASON (USERS)	DESCRIPTION
Issues/Concerns All employees	Concerns about the young person's wellbeing / welfare or observed behaviour change, including: <ul style="list-style-type: none"> financial crisis accommodation safety or concerns rationale for creating an Alert on CIMS any general or aggressive behavioural concerns self-harm or suicide ideation concerns anything significant that needs to be noted to alert staff concerns about lack of reporting or noncompliance with supervision requirements whereabouts unknown and attempts to locate
Legal Matters All employees	Activities and outcomes related to legal matters including: <ul style="list-style-type: none"> 1st & 2nd warning letters for breach action revocation breaches remand interventions new court dates application to keep supervision for 18+ approvals rationale for suspension of orders registrable offender information including contact with police Apprehended Violence Order (AVO) information other related legal activities
Other Custody only	Any activity/interaction that does not fit the description of any other case note reason. This should be used sparsely.
Supervision Custody/Community	Supervision contacts/activities including: <ul style="list-style-type: none"> those associated with, and reflective of, the 'Risk/Needs Schedule of Standards for community supervision' emails from YJNSW Funded Services – Casework Support notifying and describing their face to face supervision session offence focused intervention DRMP discussions with young person intervention or communication with a young person while on bail supervision
WDO All employees	Activities related to a Work Development Orders (WDO) including: <ul style="list-style-type: none"> registration of WDO Number outstanding debt amount activities related to WDO plan contact with Revenue NSW or service providers regarding WDO reporting hours on portal

CASE NOTE REASON (YJC ONLY)	DESCRIPTION
Pre-Conference	Activities related to the referral process including: <ul style="list-style-type: none"> determination suitability or eligibility issues missing data time frame issues allocation completion and forwarding of written correspondence to referrer, DPP, participants and convener contact with referrer or participants prior to forwarding of referral to convener
Conference Preparation	Activities related to conference preparation including: <ul style="list-style-type: none"> contact with convenors receipt of pre-conference documents from convenors WH&S approvals contact with stakeholders contact with participants pre-conference debriefs and endorsement of conference
Conference	Activities related to the conference including: <ul style="list-style-type: none"> occurrences within the conference failure to reach an agreement any non-attendance adjournment or re-convening

CASE NOTE REASON (YJC ONLY)	DESCRIPTION
Outcome plan monitoring	Activities related to the monitoring of the Outcome Plan including: <ul style="list-style-type: none"> • contact with young person • contact with supports • contact with stakeholders • outcome plan task progress and completion • completion and forwarding of written correspondence to referrer or participants including the young person • warning processes undertaken • issues with outcome plan tasks • adjustments to outcome plan required • concerns about the young person' lack of compliance with their outcome plan
Post-Conference	Activities related to post conference (except outcome plan monitoring) including: <ul style="list-style-type: none"> • completion and forwarding of written correspondence to referrer and participants • management approval of Outcome Plan for Police referral • outcome of Court approval of Outcome Plan • allocation of outcome plan monitoring to YJCW • confirmation of the Post Conference supervision with convenor • completion and forwarding of written correspondence to referrer and participants
Referral finalisation	Activities related to the finalisation of the referral including: <ul style="list-style-type: none"> • closure of outcome plan tasks • completion of outcome plan • completion and forwarding of written correspondence to referrer or participants including the young person • outcome from referrer for Court referrals • completion and forwarding of the Criminal Records Section notification • any file closure processes (e.g. filed in compactus)
Issues and Concerns	Concerns about the young person's wellbeing / welfare or behaviour: <ul style="list-style-type: none"> • financial crisis • accommodation safety or concerns • rationale for creating an Alert on CIMS • any general or aggressive behavioural concerns • self-harm or suicide ideation concerns • anything significant that needs to be noted to alert staff • whereabouts unknown and attempts to locate

CASE NOTE REASON 'RESTRICT ACCESS STATUS' (PSYCHOLOGISTS ONLY)	DESCRIPTION
Clinical Assessment	Clinical interpretation from Psychological tests (acute tests, not psychometric)
Counselling case note	Case notes are developed to outline: <ul style="list-style-type: none"> • the initial assessment • counselling sessions • case formulation • decision-making • treatment plan • sensitive information only relevant to other psychologists (e.g. medication, diagnosis, drug use etc)

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WHEN A SECOND CASE NOTE IS NEEDED

The recording of one case note for an interaction is generally appropriate. However, there may be occasions where a further case note is required to record specific information to accurately reflect the information collected.

For example, you should create a Supervision case note to reflect general contact with the young person **and** a WDO case note to reflect WDO activities for data collection purposes.

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REVIEWING AND APPROVING CASE NOTES

All case notes must be viewed as potential evidence to be produced when requested by legal, professional or operational authorities.

Managers are responsible for ensuring that the necessary information is recorded in case notes while monitoring the quality of the service provided to withstand legal scrutiny. Managers must support caseworkers to improve their case noting practice, where appropriate.

Employees must submit the following case note to their manager for approval:

- Issues /concerns
- child protection issues
- Intelligence
- Case plan review
- Detainee Risk Management Plan Case discussion (where relevant)
- case discussion and management decisions
- temporary interstate travel request (where relevant)
- case notes marked 'Confidential'
- where specified by policy or procedure

Would I be able to respond confidently about the case note if I had to provide it in evidence to court?

When I am not available, could a colleague read the case note and easily know what the next step is to help the young person to achieve their goals?

If my young person – or their carer/ parent – read the note, would they feel respected and agree with my objective account of the interaction?



Managers may request other case note reasons to be sent to them for approval.

The case note will automatically default to your manager for approval in CIMS. If you need your manager to review and approve your case note, you must click on the 'Ready to be Approved' function. However, if your case note does not need your manager's approval, remove the manager's name and click on the 'Completed' status. The Completed status will finalise the case note record which is non-editable..

When a case note is incomplete, you must select the 'Working in Progress' until completed and send to your manager for approval, if applicable. The case note must be completed within three (3) business days of the interaction. If the case note is not completed within the time frame, a notification will be automatically generated into your InTray indicating that there is an outstanding 'Working in Progress' note that requires completion. When a case note is not completed within five (5) days, a notification will generate into your manager's InTray for resolution. The Manager will request that you complete the 'Note' and return to them for review and approval, if applicable.

11

CIMS ACCESS STRUCTURE

There are specific 'Restrict Access' categories available to be used to add or approve case notes on CIMS that help to protect all information recorded, reviewed and collected. The access levels are:

- Standard – Normal
- Confidential
- Psychologist case note*
- Classification

11.1 STANDARD (NORMAL ACCESS)

All authorised employees have Standard access to CIMS to record and review information about the day-to-day management, interaction and interventions with the young person and significant others. Case notes are sent to line managers for approval, where appropriate. See section 8 of this document for more information regarding the approval process.

11.2 CONFIDENTIAL (RESTRICTED ACCESS)

Confidential case notes are only used to record sensitive information about the young person including their disclosure of alleged abuse, or security/intelligence matters. This information will only be accessible to the author and designated manager.

When entering the information on CIMS, you must select the 'Confidential' access type and use the 'Ready to be Approved' function that automatically sends a notification to the designated manager for review and decision. The approving manager must consider the confidentiality of the information and decide on the necessity to restrict access. Only the author and the designated manager and senior manager have access to the 'Confidential' case note.

If the case note stays 'Confidential', the manager must ensure that a 'Standard' case note has been entered with adequate information to inform others who may be working with the young person.

11.3

**PSYCHOLOGIST CASE NOTES
(RESTRICTED ACCESS)**

Youth Justice Psychologists can create case notes in CIMS that are accessible to all youth justice employees ('Standard'), to their direct line manager ('Confidential'), or to other psychologists ('Psychologist Case Note') to view.

When a YJ Psychologist creates a case note on CIMS, they must select the 'Standard' case note type; choose 'Counselling' or 'Clinical Assessment' as case note reason; and then select 'Psychologist Case Note' if they only want the information to be viewed by other Youth Justice psychologists, or 'Normal' for everyone in Youth Justice to view.

Where a case note with the restricted access field 'Psychologist Case Note' has been entered, it must be accompanied by a 'Standard' case note. This 'Standard' case note must not be a copy of the information recorded in the restricted case note but it details relevant information relating to a young person's case management and safety concern.

Case notes with the restricted access field 'Psychologist Case Note' are submitted to their professional supervisor for review, where required. The 'Standard' and 'Confidential' notes will default to their designated line manager for approval. Refer to the *YJ Psychologists' Manual* for more information about how to enter case notes on CIMS.

11.4

**CLASSIFICATION CASE NOTE
(RESTRICTED ACCESS)**

Classification case notes can only be created by those who are employed in Classification roles. All Classification case notes (i.e. Normal, Confidential and Classification Confidential) must be approved by the designated Manager - Coordinator Classification and Placements.

Most employees can view Classification case notes with a Normal level of access restriction.

Confidential and Classification Confidential case notes are only used to record sensitive information about the young person or their classification process. These case notes are only accessible by the Classification Manager and designated senior manager. Once you have chosen the case note access status, use the 'Ready to be Approved' function which automatically sends a notification to your manager for review and decision.

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CIMS ALERT REGISTER

Alerts are short and informative notes about risks to the young person, and related concerns when interacting with them. Alerts are separate from case notes and can be accessed through the 'Alerts' button, under the young person's photo, or name in CIMS.

The alert system is intended as an added support for employees in custody and community settings to identify and inform each other of young people who may pose a risk to themselves or others in the community or centres to apply effective case management practices.

The alert system is not about labelling a young person.

13

AMENDING OR CHANGING CASE NOTES

To comply with good record keeping practices, case notes must not be altered or deleted once saved as 'Approved' or 'Completed'. Any additional information gained at a later date must be reported in a separate case note and not added to the original case note in CIMS.

If a change is needed, you must record the change as a new case note and include an explanation of the error in the earlier case note. Where you believe a case note should be removed, the matter must be referred to your manager to determine whether a request for the deletion is appropriate to go ahead.

For all Case Plan Review case notes, the Assistant Manager must review and either 'Approve' or 'Not Approve'. They must create a new case note explaining their decision.



Integrity of case notes is essential. Don't change them. If you realise later that they are factually incorrect, add a new case note stating it is an amendment to the original note.

**SAMPLE 1:
COMMUNITY
CASEWORKER**

Case note type: **Standard**
Case note reason: **Supervision**


DETAIL:

Why, where, who,
and what?

Jason attended supervision with me at Lismore YJCO between 11–11.20am (20 minutes). Jason was difficult to engage in supervision as he reported that he had been up most of the night playing his Xbox. He was 30 minutes late to his appointment.


ASSESSMENT:

What does this
mean to you the
caseworker?

Jason is continuing to not engage well in supervision, not just on this occasion which he blames on tiredness. He is not only disengaging with me, as he did not attend his appointment with the YJ Psychologist (Lavina) last week due to him feeling unwell. He did call her to let her know, which I reinforced as a positive behaviour/response.


INTERVENTION:

What did you do
because of your
assessment?

I had a discussion with Jason restating the requirements of supervision and his need to be an active participant and the consequences if his behaviour and attitude to supervision does not improve (role clarification). I suggested that at next week's supervision we review his case plan goals and strategies to make sure they are still appropriate and relevant.

After the discussion around his lack of engagement, we worked on the CHART Module 3 "Thinking and Offending" objective: "Identify thoughts, feelings and 'red flags' that contribute to their offending behaviour".*

Together we completed a Thinking Report on the whiteboard around his break and enter offence. Although Jason was a little bit difficult to engage he was able to list some of his feelings and thoughts at the time of the offence and we commenced discussion around identifying the "rule" that gave him permission to break into the house. Jason had trouble with this and presented more justifications than rules. Given his lack of engagement today I said we would revisit this Thinking Report again next week. I did find that having Jason write on the whiteboard instead of me, engaged him more in the process.



* If using the *CHART Module/Carousel* to record what intervention you conducted with a young person, you can case note the worksheet name or module objective under the **Intervention** heading advising that further details about the intervention session are recorded in the *Module/Carousel*. If not, you must include the intervention session details in the **Supervision** case note, as shown in this example.


PLAN:

Where to
after this?

I advised Jason that either I or Lavina will text him his appointment time to meet with Lavina next week.

At Jason's next supervision session on Monday XX/XX/XX, in the office at 10.30am, we will:

- review his case plan goals and strategies to improve his engagement in supervision.
- revisit his Thinking Report and continue discussions around his "rule".

**SAMPLE 2:
COMMUNITY
CASEWORKER**

Case note type: **Standard**
Case note reason: **Supervision**



DETAIL:

Why, where, who,
and what?

I conducted supervision with Joni for 1.5 hours at the meeting place. The focus of this supervision session was *Module 3: Power and Relationships of MJML*, utilising Clap sticks to engage Joni and facilitate our conversations.

Joni reported he was happy with himself and his behaviour in custody, and that he is trying his best, and proud of his achievements. In this session Joni helped prepare the Bundi stick and spent time sanding, oiling and engaging with the Clap sticks.



ASSESSMENT:

What does this
mean to you the
caseworker?

Joni appeared alot happier in this session than the last supervision session we did and he engaged well in our conversations. Joni engages well in supervision sessions when he uses the Clap sticks and I will continue to encourage this.



INTERVENTION:

What did you do
because of your
assessment?

While working on the Bundi stick and the Clap sticks I engaged Joni in discussions around the objectives of *Module 3: Power and Relationships of MJML*. I used the example of Floyd Mayweather as someone who is admired for his success at boxing and the money he has made from boxing but is known to abuse his partners.

I used this example to engage Joni about:

- the difference between having power and money and fame and how Floyd's abuse to his partners is overlooked
- how people who use violence as power, and people use fear to overpower other people
- how power is misused through religion and culture
- how powerful it is to walk away from conflict and saying 'no' to friends



PLAN:

Where to
after this?

Next supervision XX/XX/XX at 10.30am. I will review today's learning with Joni then commence *Module 4: Violence from MJML*. I plan to continue utilising the Clap sticks to engage Joni in discussions.

**SAMPLE 3:
CUSTODY
CASEWORKER**

Case note type: **Standard**
Case note reason: **Supervision**



DETAIL:

Why, where, who,
and what?

I met with Joe at 3pm in the Xxxxx Room. Billy Bloggs, youth officer, was in the hallway outside of the room. We had prearranged to meet to do a CHART session.



ASSESSMENT:

What does this
mean to you the
caseworker?

Summary of the Interaction: Joe said he had a 'shit day' at school as everyone including the teacher was picking on him. I asked him why he thought they were all picking on him and he said he didn't know as he hadn't done anything to them.

Prior to meeting with Joe, I read the case notes from the youth officers and had contact with the school and I was aware that Joe was having issues in the classroom and what appeared to be over-reacting to anything that was said to him.



INTERVENTION:

What did you do
because of your
assessment?

I said to Joe that we wouldn't do the *CHART Motor Vehicles* session planned for today. I wanted to work through with him the problem solving model that we have worked on at Orana (i.e. POS Problem solving (problem; objective solution)). After some time of working through the model with Joe, Joe talked about how he was missing his family and that he felt really down. In the strategies that we brainstormed together, we decided that I would contact his family, which I did, and arrange for them to visit Joe in the next week.



PLAN:

Where to
after this?

Next supervision scheduled on XX/XX/XX at 12.30pm.

Send reminders to the family the day before to ensure that they are coming. If they are not coming, they need to inform Joe and work through his disappointment issues without having major incidents.

Enter today's session in the CHART problem solving module.

Advise the school that Joe is missing his family and this could explain his behaviour in class and with the other detainees.

Advise the Unit Manager and other relevant staff of the plans.

**SAMPLE 4:
YOUTH WORKER**

Case note type: **Standard**
Case note reason: **Casework**



DETAIL:

Why, where, who,
and what?

- 11.15am, interview with Sajid - Drama Unit
- Sajid asked me to help him call his lawyer during lunch. He said that he was worried and nervous about his next court date.



ASSESSMENT:

What does this
mean to you the
caseworker?

- He was anxious – fidgeting and pacing in the recreational room.
- He wanted to talk to the lawyer to help him understand what he needs to do.



INTERVENTION:

What did you do
because of your
assessment?

- I arranged access to a phone, Sajid had a 10-minute call with his lawyer.
- Sajid said he felt much calmer after the phone call. He stopped fidgeting and pacing.



PLAN:

Where to
after this?

- I will talk with Sajid today and assess any behaviour changes.
- If there is no behavioural changes or concerns, no further action is required.

**SAMPLE 5:
COMMUNITY
CASEWORKER**

Case note type: **Standard**
Case note reason: **Accommodation**



DETAIL:

Why, where, who, and what?

9.30 – 10.30am interview with Tony at the office.

- Tony attended the office unexpectedly on his own. He said he was worried that he was homeless and needs somewhere to stay.
- Tony reported he had an argument with his mother about his friends who are staying overnight, his mother wanted him to stop inviting them over. Tony said he did not want to stop and was then told to leave.



ASSESSMENT:

What does this mean to you the caseworker?

Tony is homeless and requires crisis accommodation.



INTERVENTION:

What did you do because of your assessment?

- I called Tony's mother who confirmed that he cannot return home. Tony said he did not want to return home and asked me to help him find somewhere to stay.
- I provided Tony access to a phone and a list of crisis accommodation refuges to contact.
- Tony rang several crisis accommodation refuges and participated in two intake assessments, over the phone.
- After an hour of contacting different services, Tinamba Crisis Accommodation Service accepted Tony's referral.
- Tony is approved to stay at Tinamba for 2 weeks. Their case worker Sharon will help Tony apply to stay longer or find another place to live.
- Tony signed a consent form, saying that I can let Tinamba know about his current situation.
- Tony left the office and was planning to travel directly to Tinamba by train.
- I gave him an Opal card with \$10 on it.



PLAN:

Where to after this?

- I will contact the refuge at 4pm to ensure that Tony had arrived and check-in with him.
- I will visit Tony at the refuge tomorrow.
- I will contact Tony's mother to advise of current situation.

**SAMPLE 6:
COURT INTAKE
REMAND
INTERVENTION**

Case note type: **Standard**
Case note reason: **Legal Matters**



DETAIL:

Why, where, who,
and what?

XX Children's Court Intake

Young person: Billy Smith
Magistrate: Duncombe
Solicitor & organisation: Ms Jane Kennedy, CLS
Support persons: Mary Smith, mother
AVL / In person: AVL

Remand reason:

Alleged offences of:

- Aggravated B&E dwelling etc in company steal <=\$60000-T1
- Take & drive conveyance w/o consent of owner-T2
- Possess prohibited drug x3
- Custody of knife in public place - subsequent offence
- Possess/attempt to prescribed restricted substance



ASSESSMENT:

What does this
mean to you the
caseworker?

Perusal of CIMS / Justicelink:

First time in custody: No
Youth Justice involvement: Yes

Current supervised orders: 12m PY & Bail supervision
Parental Responsibility status: PR to Minister
Young person interviewed: Yes, phone call with XX at RYJC
(*summarise what was discussed*)
Solicitor informed: Yes, casework information/bail
plan supplied

Bail Plan (incl transport):

YJCO Bail plan and Randwick PALM letter of acceptance submitted to the Court Young person has been found suitable for PALM rehabilitation program and she is eligible to enter the program today before 3pm. Palm Staff will be transporting the young person from Reiby to Randwick Palm.

Young person's bail to continue for some offences and is bail refused in relation to fresh offences of Larceny and Aggravated B&E dwelling etc in company steal <=\$60000-T1.

Continued over...



INTERVENTION:

What did you do because of your assessment?

Court Proceedings:

- YJCW Intake was not dialled in the court for this matter. Court's clerk contacted and he has informed that the Magistrate had YJCO bail plan and did not wish to have YJCW intake dialled in for that matter.
- Email sent to Community Legal Service requesting information about court's proceedings regarding young person's release application to update my remand intervention.

Court Outcome:

Release application lodged: Yes
 Unacceptable Risk(s) found: Yes

- Committing serious offences and endangering the safety of the community however, it was mitigated by strict bail conditions noted below.

Bail refused / granted:

Bail granted – with conditions:

- Reside at Reside at PALM, [REDACTED]
- Not to be with or contact Sage. Not to enter Fellow Creek,
- Follow all house rules of the residential rehab where you are living,
- Drug/Alcohol restriction- Not drink alcohol or take drugs which were not prescribed by your doctor or other medical practitioner,
- Supervision- Follow all instructions of Youth Justice and go to the offices of Youth Justice when told to do so in relation to all matters where a plea of guilt has been entered,
- If discharged or exit program for any reason young person must contact Youth Justice and report to nearest police station forth with.

Next Court Date:

7/12/2020 at Surry Hills CC for mention / pleas.



PLAN:

Where to after this?

Post court:

Remand Intervention screen: completed
 Court Intake form: completed, emailed to CW Jones

Notifications:

(manager, centre, parent/carer, accommodation facility etc)

- YJCW notified by phone about Court outcome and advised to notify Randwick PALM staff to arrange for young person's transport from Reiby to PALM as confirmed on the YJCO bail plan.

**SAMPLE 7:
YOUTH JUSTICE
CONFERENCING**

Case note type: **YJC Referral**
Case note reason: **Choose from the list of available options**



PRE-CONFERENCE:

- Considerations undertaken about geographic locations, gender, availability, culture and WH&S protocols (as per Form 9a).
- Nil alerts on CIMS.
- Phone call to CC NAME, nil conflicts identified.
- Following discussion, YJC referral allocated to CC NAME.



**CONFERENCE
PREPARATION:**

- Pre-Conference Debrief conducted: discussion of the provided Convenor Checklist, risks/needs of YP, referrals, outcome plan tasks (SMART), monitor options and attendees.
- Discussion of recommendation needs such as Headspace.
- Discussion of 10 day cooling off period, met.
- Discussion of 28-day time frame – not met due to the following reasons: victim availability. Field Risk Assessment received and approved for conference day.
- Confirmed endorsement for conference to proceed.

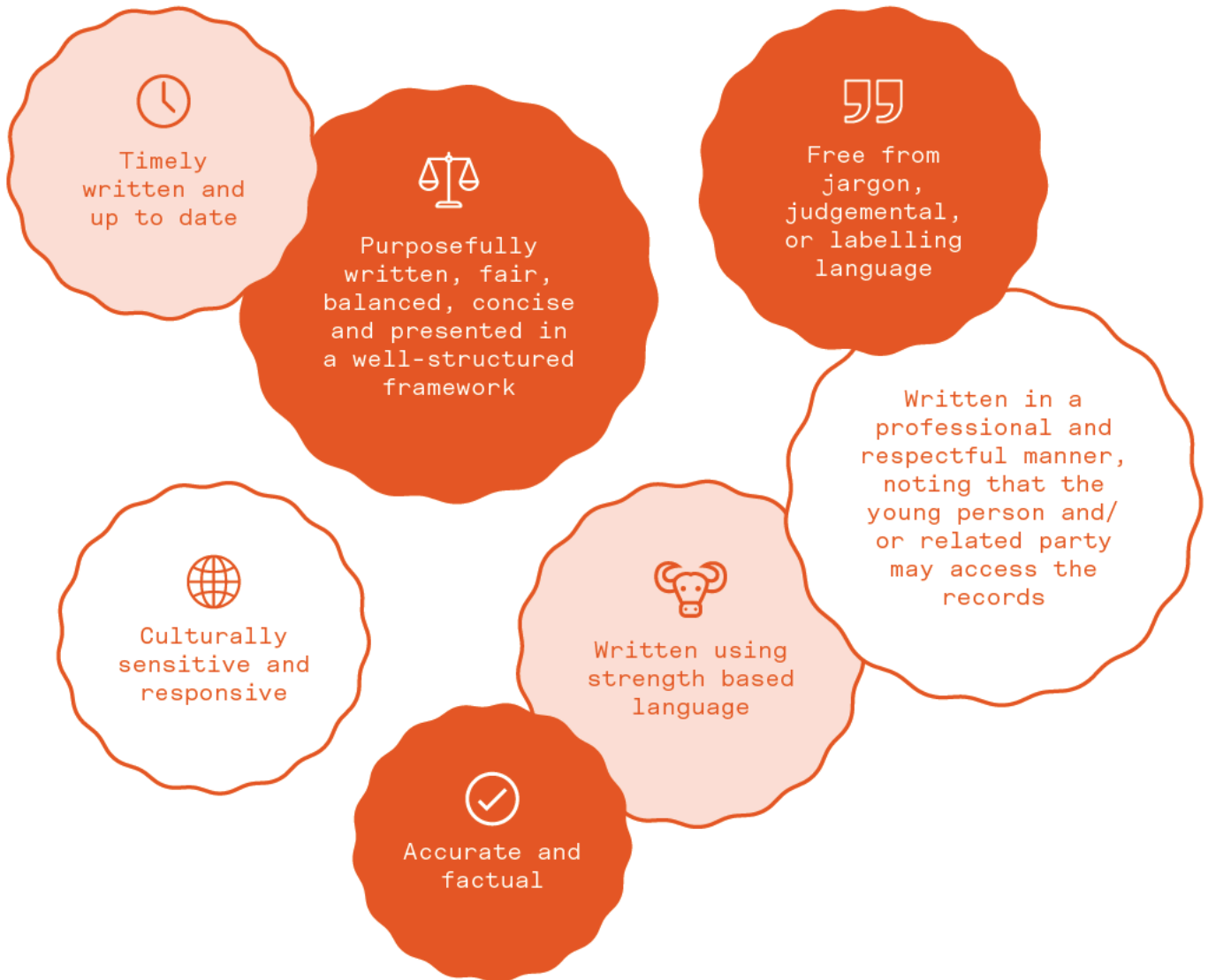


**REFERRAL
FINALISATION:**

Outcome plan completed. Referral finalised, and Batch number obtained. All letter's approved, including CRU letter. File to admin to send letters and complete file down.

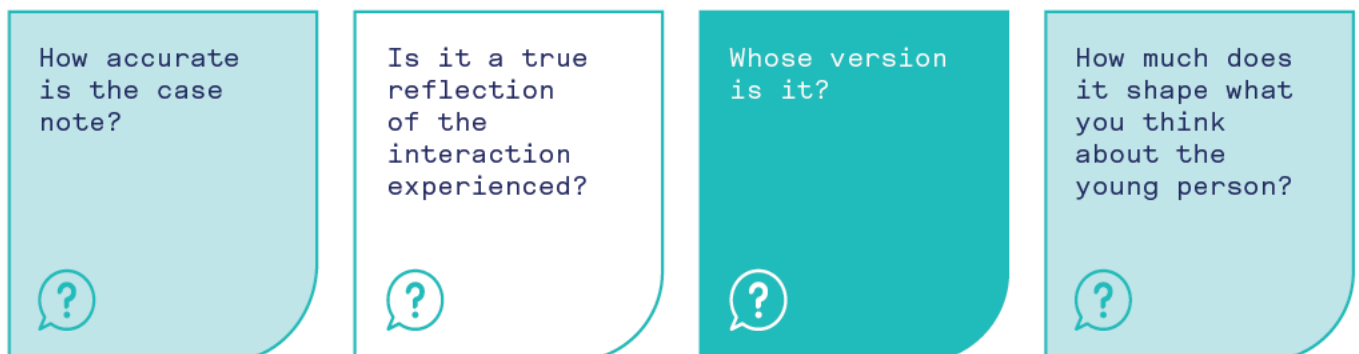
Recording smarter, not harder

Good case notes are:



Reflective questions

What to consider when deciding if a case note is well written:





**Communities
& Justice**