Service Delivery Specifications[[1]](#footnote-1)

**PROGRAM OVERVIEW**

**Collaborative service delivery**

Youth Justice NSW and service providers will work together to provide joint service delivery to support young people. This will be achieved through the adoption of a case management approach that:

* Reflects principles of best practice for offender interventions
* Facilitates the engagement of young people and their families in the process
* Clarifies roles and responsibilities of all parties
* Consistently reviews the effectiveness of the interventions planned for the young person
* Manages the assessment, planning, interventions and review of work in relation to the case plan.

**Target group**

The target group for the Short Term Crisis Accommodation Program is young people under the supervision of Youth Justice within the community who have been assessed as having a medium to high level of offending related risk and need. The crisis accommodation service may also be used to support young people in their transition into the community from custody.

**Culturally appropriate service provision**

Service providers will be expected to deliver services in a culturally respectful way, working with Aboriginal and Torres Strait Islander young people and their families; and young people and their families from Culturally and Linguistically Diverse (CALD) backgrounds.

**Service staffing**

The service must engage staff with expertise in working with adolescents, preferably adolescents with complex needs and who have the minimum qualifications or experience as outlined in each individual service specification.

Staff must be provided with regular professional development, training and supervision to ensure a high standard of service delivery. Wherever possible, the staff mix should reflect the cultural mix of the target group. Cultural competency training should be undertaken by all staff to ensure the cultural needs of young people and their families are met.

**Key performance indicators (KPI)**

The service will be responsible for the regular collection and reporting of information about the efficiency, effectiveness and quality of outcomes. The data will allow Youth Justice to gauge the comparative success of a program in meeting its objectives.

Services will be measured against the following:

* General standards that all service providers working with Youth Justice are required to meet
* Key Performance Indicators specific to Short Term Crisis Accommodation services
* Those individual case plan outcomes agreed for each young person.

The collection of data is the responsibility of both Juvenile Justice and the service. The service will also be required to participate in any other evaluation or review of the accommodation program that Youth Justice may decide to undertake.

**How We Will Work Together**

**Coordinated service delivery**

Through coordinated service delivery Youth Justice and the service will:

* Be guided by a single criminogenic risk / needs assessment (conducted by Youth Justice) and case plan (developed by Youth Justice)
* Clearly identify, articulate and address the assessed needs of young people and their families
* Identify appropriate services or programs and advocate on behalf of young people to ensure access
* Track progress, engage and work with the young person and their families to ensure agreed outcomes are achieved

**Single assessment of young person**

The accommodation service provider will not conduct alternate needs assessments. Health and Safety risk assessments will be conducted by service providers as required. Where service providers believe there is a need for specialist assessment they are to discuss and come to a joint agreement with the Juvenile Justice Caseworker to ensure coordinated case management.

**Service outline**

Short term crisis accommodation is provided for young people (including children under 16 years of age) who do not have access to stable or safe accommodation.

The basic service is the provision of safe accommodation, with 24 hour supervision provided. The level of supervision will need to be appropriate to meet the needs of young people with medium to high risk of reoffending. Services must have the capacity to place young people at short notice and must be able to provide care for children under 16 years of age.

The service will also provide casework support. This will include elements of the casework support service involving accommodation focused case work such as researching longer-term accommodation options and developing an appropriate accommodation transition plan. This may involve facilitating access to family restoration programs, supported medium to long term accommodation or to the out-of-home care system.

The service will require suitably trained staff with skills to work with adolescents exhibiting challenging casework needs and behaviours.

**Program duration**

Crisis accommodation is to be provided for a maximum of 28 days per referral. The service will aim to transition the young people from Crisis Accommodation as soon as is appropriate.

1. *Current specifications for the Short Term Crisis Accommodation program are a legacy from the former Joint Support Program and will expire in June 2023. New program requirements for accommodation services commissioned by Youth Justice will be developed for services to contracted after that time.* [↑](#footnote-ref-1)