



Justice
Juvenile Justice

Collaborative Case Management of Young People in Custody

(JJCW (Custody) Operating Manual Version Two)



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Background

Introduction of caseworkers in custody

In July 2017, 22 caseworker roles were added to the staffing structure of JJNSW custodial centres. The caseworker role was introduced to enhance case management practice and to strengthen transition and exit processes for young people moving between custody and community environments.

The JJCW (Custody) balances providing support for the safe, secure and smooth operation of each centre with operationalising the principles of effective rehabilitative case management (as outlined in the *JJNSW Case Management Policy*).

Case management in custody aims to align and seamlessly interface with case management in community to ensure young people experience a consistent approach and are provided with an evidence based and effective continuum of rehabilitative services across the two environments.

The JJCW (Custody) Manual and Action Learning Project

Version one of this manual was introduced in conjunction with commencement of the JJCW (Custody) role as a means of providing an outline of functions and responsibilities. In the absence of the JJCW (Custody) role in procedure, version one superseded all other procedure related to case management of young people in custody, with the intention of trialling proposed functions prior to cementing the role in procedure.

The JJCW (Custody) Action Learning Project provided a structured mechanism for continuous improvement through rolling consultation and trialling of alternative approaches, with JJCWs (Custody) and their managers providing input regarding the operational viability of proposed functions outlined in the manual. Consultation and feedback from representatives in other roles was also sought through the Community Procedures Review Committee (PRC), Custodial Consultation Committee (CCC), Regional Partnership Programs/Conferences, quarterly Senior Practice Officer forums and quarterly JJ Leadership and Centre/Area Managers meetings.

Consultation on Version Two of the JJCW (Custody) Manual

In addition to rolling consultation on version one, feedback was sought on the draft of version two, with employees across numerous different roles providing input through this process. This input was collated and collectively analysed by the Operations Unit (Custody,

Community, Youth Justice Conferencing and Practice Teams), before this final version was put forward to the Executive Leadership Team (ELT) for endorsement.

Purpose

Outlining functions and responsibilities in the absence of procedure

Consistent with version one, the purpose of version two of the JJCW (Custody) Operating Manual (entitled 'Collaborative Case management of Young People in Custody') is to provide an outline of the functions and responsibilities of the JJCW (Custody) role as at time of release (July 2018).

Since the introduction of caseworkers in custody, routine procedural review (conducted by the Operations Unit) has incorporated integration of the role, with many procedures now including the JJCW (Custody) role (*Detainee Risk Management Plans Procedure, Admissions and Discharge Procedure, Parole Policy* and related procedure, and *Community Supervision for 18 and Over Policy* and related procedure). Version two of the manual reflects consistency with policy and procedures updated since introduction of the JJCW (Custody) role.

The manual provides a series of process maps and flowcharts that deliver clear guidelines around allocation of responsibilities and tasks assigned to the JJCW (Custody) role; however, this document is relevant to all roles involved in case management of young people detained in JJNSW centres.

The functions and responsibilities of JJCWs (Custody and Community) outlined in this manual will be progressively added to all relevant policies and procedures. Once all functions, tasks and processes outlined in this manual are embedded in JJNSW policy and procedure, it will be retired.

Informing incremental review and update to procedure

The intention is to continue to trial functions in order to provide direction for procedure review and update into the future. Based on the various mechanisms of feedback, changes have been made to some tasks and further guidance provided, particularly in the area of collaboration between JJCW's.

As policies and procedures are incrementally reviewed, feedback will be sought as to operational viability of functions and responsibilities as outlined in this manual. This consultation will primarily occur through the Community Procedural Review Committee

(PRC) and Custody Consultative Committee (CCC), however feedback can also be provided at any time through the Operations Support email address:



Once all procedures relating to the roles and responsibilities of the JJCW (Custody) role are formally cemented in procedure, this manual will be rendered obsolete and will be retired.

Caseworker Collaboration

The *JJNSW Case Management Policy (2016)* highlights collaborative practice as a core principle of effective case management.

With young people now assigned both a JJCW (Custody) and a JJCW (Community), caseworker collaboration also provides the foundation for applying all of the principles of effective case management in JJNSW as outlined in the *JJNSW Case Management Policy*, namely case management that is:

- based on sound assessment
- collaborative, client-centred and values children/young people's agreement to partake in the processes at all times
- addresses and is responsive to individual needs
- is informed by approaches and includes interventions that are evidence-based
- fosters children/young people's skills, strengths, self-determination and self-efficacy
- takes into account children/young people's culture, perspective, abilities, social context and developmental stage
- includes children/young people's family and other support systems
- respects the rights and dignity of children/young people
- adapts to changes in children/young people's priorities and circumstances
- is time-limited and delivered in a timely manner
- is supported by good record keeping

A collaborative and coordinated approach to applying these principles across the custody-community continuum is fundamental to enhancing case management and strengthening the transition and exit processes for young people moving between different environments (the rationale for the introduction of custodial caseworkers) and is critically linked to achieving the division's broader purpose of '*empowering young people to fulfil their potential without offending*'.

Collaborative Case Management in practice and determining lead Case Management

The *JJNSW Case Management Policy (2016)* highlights that in practice, case management involves coordinating services and interventions to help children/young people reduce reoffending and build their capacity to achieve positive life outcomes.

Coordinating services for young people in custody and maintaining continuity and seamless transition of services across JJNSW requires caseworkers to build and maintain strong professional working relationships with each other.

Decision making around case management should always be responsive and informed by the best interest of the young person. However on the whole, determining which JJCW is responsible for taking lead case management is informed by the length of time a young person has spent in custody and their planned discharge date. Unless there is a clear rationale otherwise, handover of lead case management from the JJCW (Community) to the JJCW (Custody) occurs once the young person has been held in custody for two weeks, whilst transition of lead case management back to the JJCW (Community) occurs two weeks prior to discharge from custody.

The JJCW with lead case management is responsible for coordinating the primary practices of case management as outlined in the *JJNSW Case Management Policy (2016)*, however should always enact this role in close collaboration with their custody or community counterpart.

What does effective collaborative and coordinated case management look like?

An effective collaborative and coordinated case management partnership between custody and community JJCWs is evidenced by practice not limited to, but including:

- Caseworkers communicating with each other as expediently as possible when a young person enters custody, with initial contact identifying any outstanding or partially completed case management tasks and agreement regarding who is responsible for completing these tasks, as well as the anticipated time frame (e.g., partially completed YLSI/CMI-AA to be completed by JJCW (Community) within one week).
- Caseworkers meeting each other face-to-face wherever the opportunity arises (e.g. when visiting a young person in custody or in association with case conferences).
- Both caseworkers actively participating in the development of case plans, case plan reviews and case conferences.
- Both caseworkers keeping up to date and comprehensive records- to avoid duplication, the caseworker with lead case management responsibility should take responsibility for

documenting case management tasks (e.g., case plans, case plan review notes and case conferences), however both caseworkers are responsible for case noting their contact and all follow-up actions required of them.

- Caseworkers recording reasons for scoring each domain of the YLSI/CMI-AA (to provide context and avoid assessment duplication).

What if it's not working?

Regardless of who has lead case management, it is the responsibility of both caseworkers to build and maintain a working relationship with each other. It is an expectation that it is clearly evident that both caseworkers maintain input into the young person's case management and that the young person's best interest is at the forefront of practice and decision making.

It is expected that caseworkers will discuss and resolve matters that arise in their working relationship as dual case managers. Any matters that cannot be resolved by caseworkers themselves should be escalated to Assistant Managers accompanied by an explanation of what actions have been taken to achieve resolution.


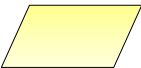


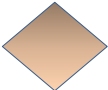

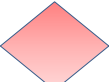
Custodial Case Management Stages

- 1) **Admission, Induction & Assessment:** Processes associated with general admission of a young person entering custody and intensive bail intervention for a young person on remand up to two weeks.
- 2) **Ongoing case management:** Ongoing case management processes applied to any young person in custody beyond two weeks.
- 3) **Discharge and Exit:** Processes associated with discharge of a young person exiting custody.

Acronyms

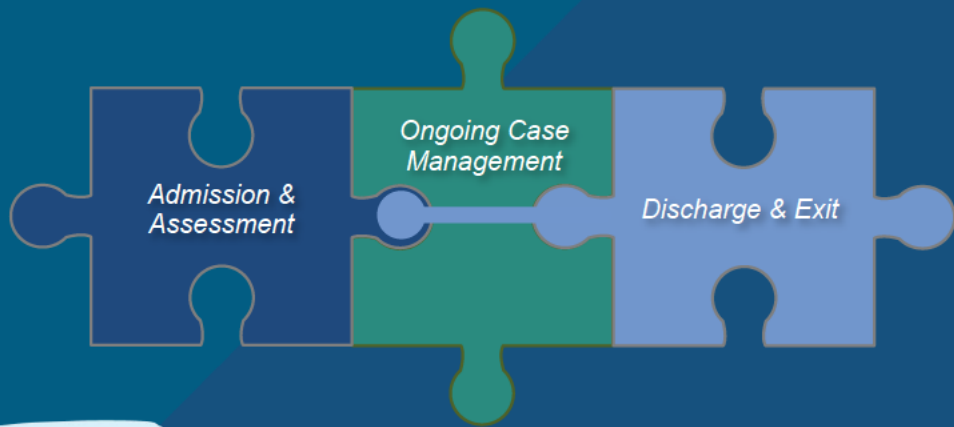
JJCW (Custody)	Juvenile Justice Caseworker in Custody
JJCW (Community)	Juvenile Justice Caseworker in Community
YP	Young person
AMCS	Assistant Manager Client Services
AM	Assistant Manager
UM	Unit Manager
SS	Shift Supervisor
AO	Admissions Officer
KW	Keyworker
FaCS	Family and Community Services
S28	Section 28
ITC Report	Information to Court Report
CSM	Client Services Meeting
CAM	Client Assessment Meeting
YLS-CMI/AA	Youth Level of Service – Case Management Inventory Australian Adaptation
BGR	Background Report
SYORP	Serious Young Offenders Review Panel
DRMP	Detainee Risk Management Plan

Flowchart Key

	Document to be completed by JJCW (Custody)		Transition from / to other flowchart
	Non JJCW (Custody) specific process or action		Document to be reviewed and/or actioned by JJCW (Custody)
	Court outcome		JJCW (Custody) specific process or action
			Other outcome



***Admission &
Assessment***



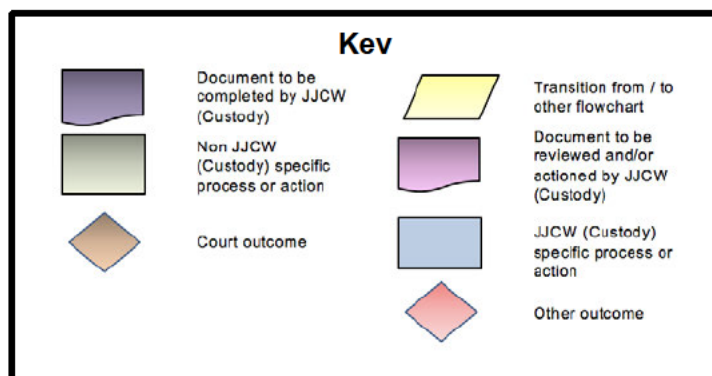
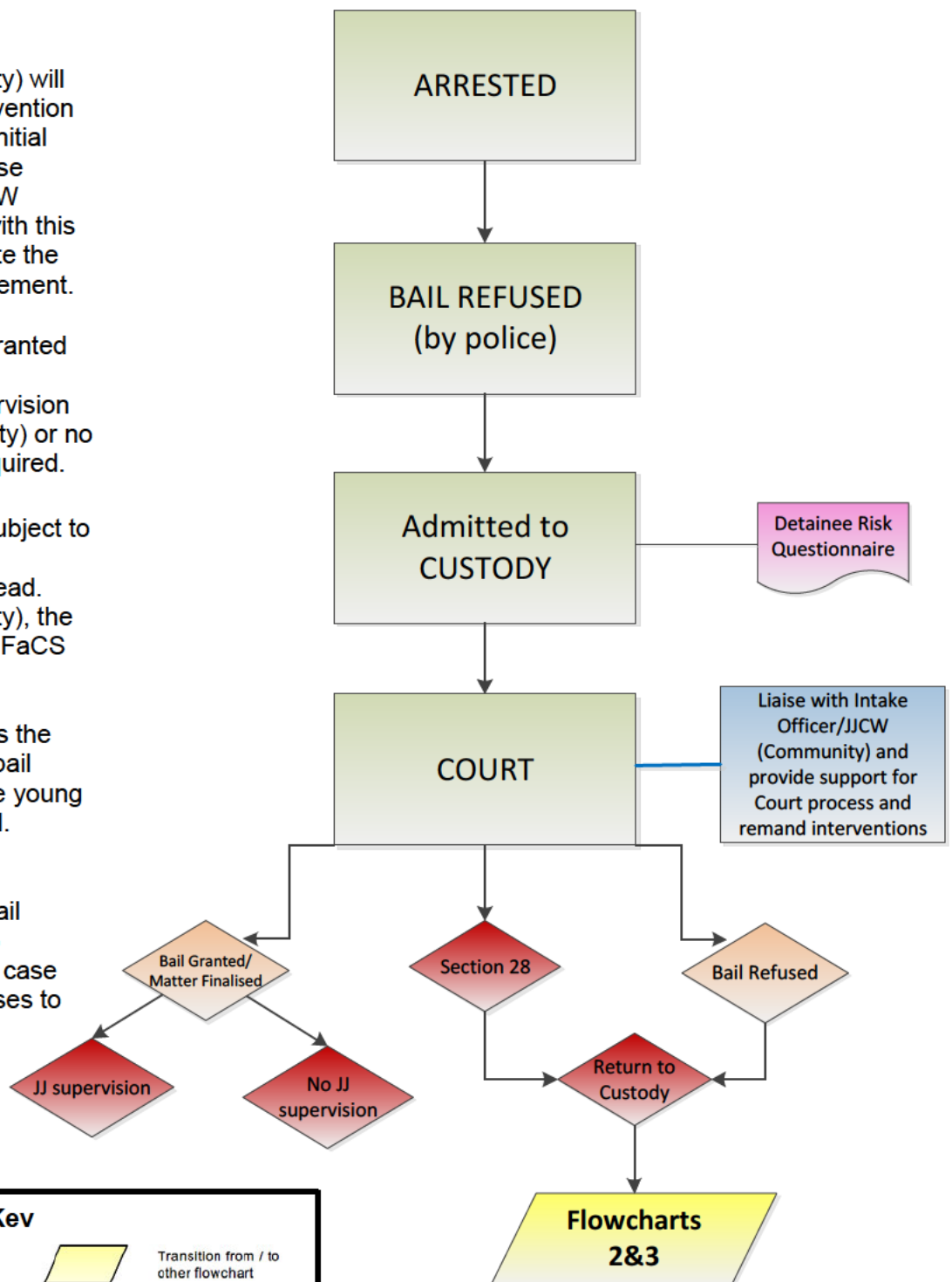
*Admission &
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*Ongoing Case
Management*

Discharge & Exit

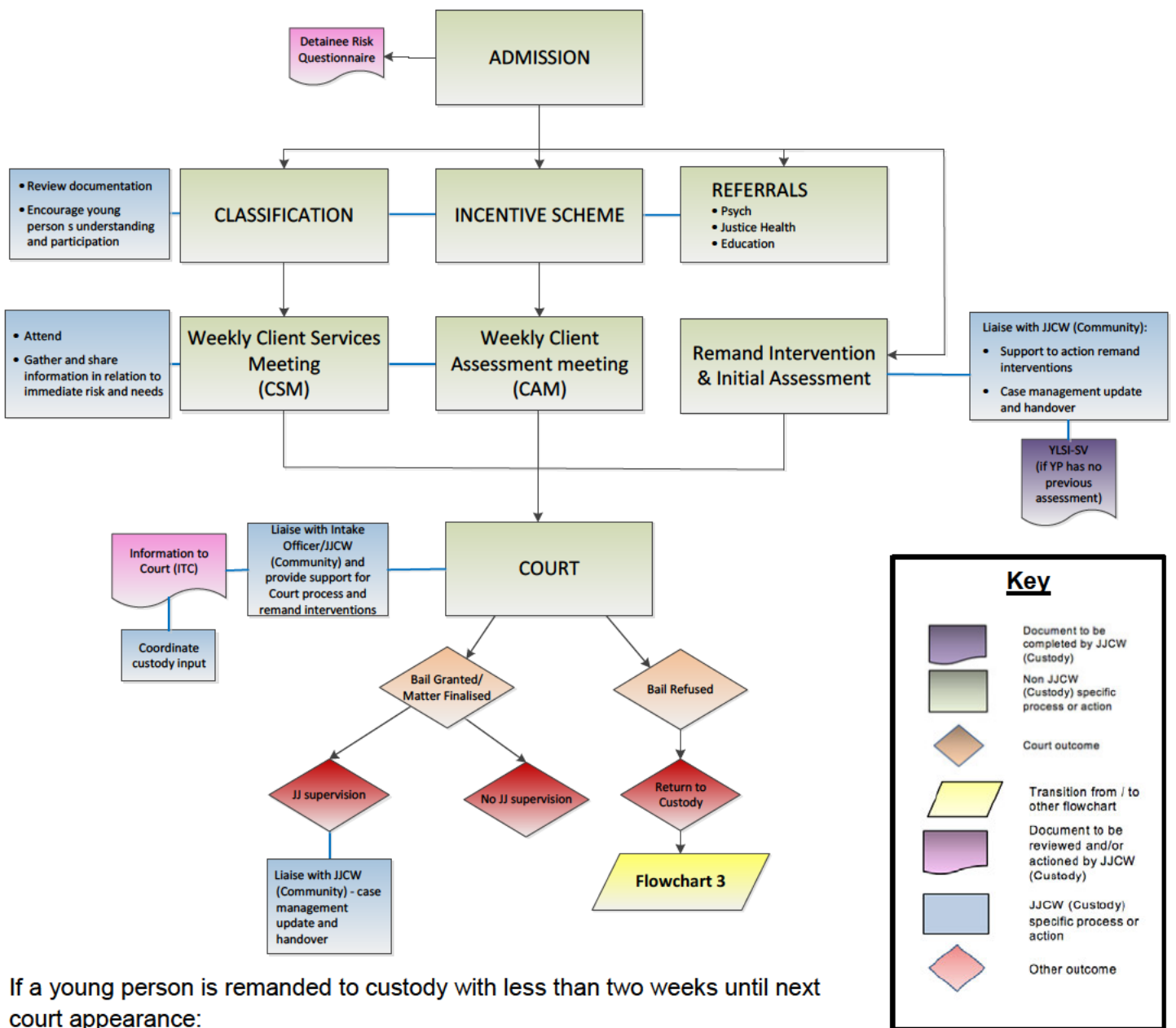
Flowchart 1: Bail Refused by Police

- The JJCW (Community) will lead the remand intervention for a young person's initial and subsequent release applications. The JJCW (Custody) will assist with this process and coordinate the young person's involvement.
- If a young person is granted bail they will either be provided with JJ supervision by a JJCW (Community) or no supervision will be required.
- If a young person is subject to a s28 bail, the JJCW (Community) retains lead. The JJCW (Community), the JJCW (Custody), and FaCS Caseworker (where applicable) work collaboratively towards the conditions of the s28 bail being satisfied and the young person being released.
- If a young person is bail refused, they return to custody and custodial case management progresses to the ongoing case management stage (*Flowcharts 2 and 3*).



Flowchart 2:

Bail refused – Next Court Date within two weeks



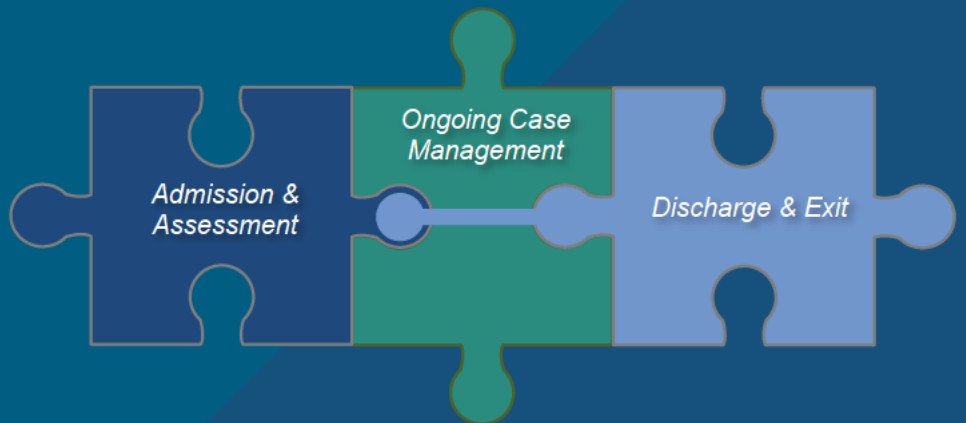
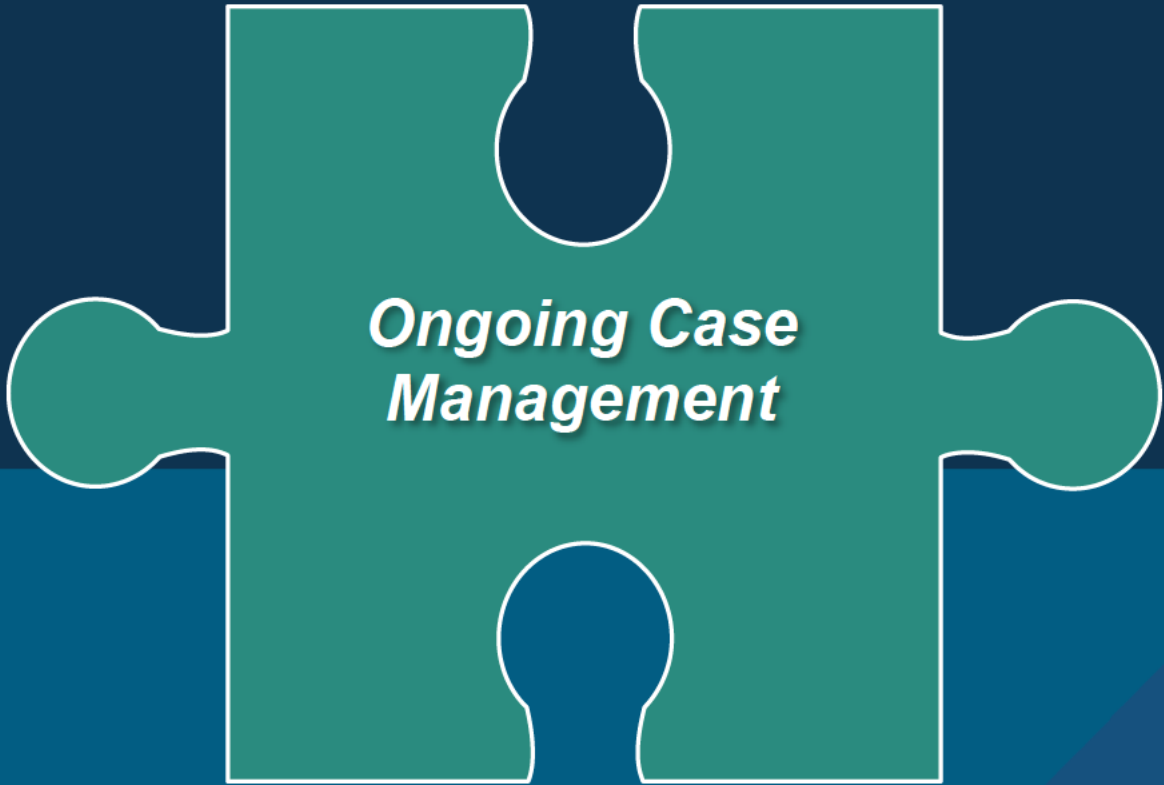
If a young person is remanded to custody with less than two weeks until next court appearance:

- The JJCW (Community) retains lead case management responsibility with the support of the JJCW (Custody)
- This is a period of information gathering.
- Case management is focussed on identifying and responding to immediate needs.
- Classification of the young person occurs.
- Young person may attend education and other programs (subject to risk assessment/classification).
- Young person is placed on the incentive scheme.
- The JJCW (Custody) attends and participates in the YP's weekly CAMs as needed.
- The JJCW (Custody) attends and participates in the YP's weekly CSMs.
- The JJCW (Community) leads coordination of remand interventions. The JJCW (Custody) assists with this process and coordinates the young person's involvement.
- If the young person has no current assessment the JJCW (Custody) completes the YLS/CMI-SV in collaboration with JJCW (Community).

Admission and Assessment Process Map

PROCESS	TASKS	WHEN	TIMEFRAME
ADMISSION & ASSESSMENT	Review case allocations CIMS	Daily Routine	First daily task
	Case management update/handover with JJCW (Community) <ul style="list-style-type: none"> If no JJCW (Community) listed, bring to attention of AM 	Routine activity when assigned new admission	Within 2 business days of case allocation wherever possible
	Review Detainee Risk Questionnaire (DRQ) and other documentation entered on CIMS		
	Administer YLS/CMI-SV and record on CIMS if all criteria met: <ol style="list-style-type: none"> No current or previous YLS/CMI-AA recorded on CIMS No previous convictions and no plea of guilty entered No BGR ordered 		
	Review referrals made on admission in CIMS and make further support referrals where appropriate. Support and monitor YP's referrals to: <ul style="list-style-type: none"> Education (school) Justice Health (clinic) Psychologist 		
BAIL	Review remand interventions completed on CIMS. Liaise with JJCW (Community)/Intake Officer (who lead remand interventions) and support completion of outstanding remand intervention tasks, facilitating YP involvement wherever possible.	YP court date < 2 weeks	Within 1 business day of case allocation (except Control Order)
	Provide the JJCW (Community) with information relevant to the Information to Court Report - Bail. Explain/provide update information to YP where appropriate and possible.	When ITC Report is requested	As per court's requirement
	Assist JJCW (Community) to address YP's bail refusal risk and/or meeting S28 bail requirements.	YP refused bail or subject to S28 bail	Within 1 business day of bail refusal.

PROCESS	TASKS	WHEN	TIMEFRAME
BAIL	<p>Liaise with JJCW (Community)/Intake Officer and FaCS CW to facilitate YP entering into bail agreement at the point they meet S28 bail requirements.</p> <p>Explain bail agreement to YP and family wherever possible.</p>	YP subject to S28 bail	Immediate and repeat every 2 days
	Case management update/handover with JJCW (Community).	If YP released with JJ supervision	1 working day after YP released on bail
INCENTIVE SCHEME	Work collaboratively to support YP to understand and participate in Incentive Scheme.	YP's next Court date is over 3 days away	Within 1 business day of case allocation
	<p>Attend YP's weekly CAMs where appropriate:</p> <ul style="list-style-type: none"> • Support YP's participation and understanding • Contribute to determination of incentives and movements between stages. • Assist YP to identify strategies that will assist them to maintain positive behaviour in collaboration with KW. • Attend to any follow-up actions 	Bail refused and YP's next Court date is over 3 days away	Weekly scheduled meeting day and time
CSM	<p>Attend weekly CSM meeting:</p> <ul style="list-style-type: none"> • Gather and share information in relation to YP's immediate case management. • Provide observation and feedback to inform CSM risk assessment. 	Bail refused and YP's next Court date is over 3 days away	Weekly scheduled meeting day and time
ARUNTA & VISITORS	<p>Arunta and Visitor requests are entered into CIMS for Centre approval by the receiving contact officer (Community and/or Custody)</p> <p>Refer to <i>Facilitating Contact with Family / Significant Others</i> procedure</p>	If contact is requested by YP or family / significant other	Immediate



Flowchart 3: Bail refused – total remand period exceeds 2 weeks

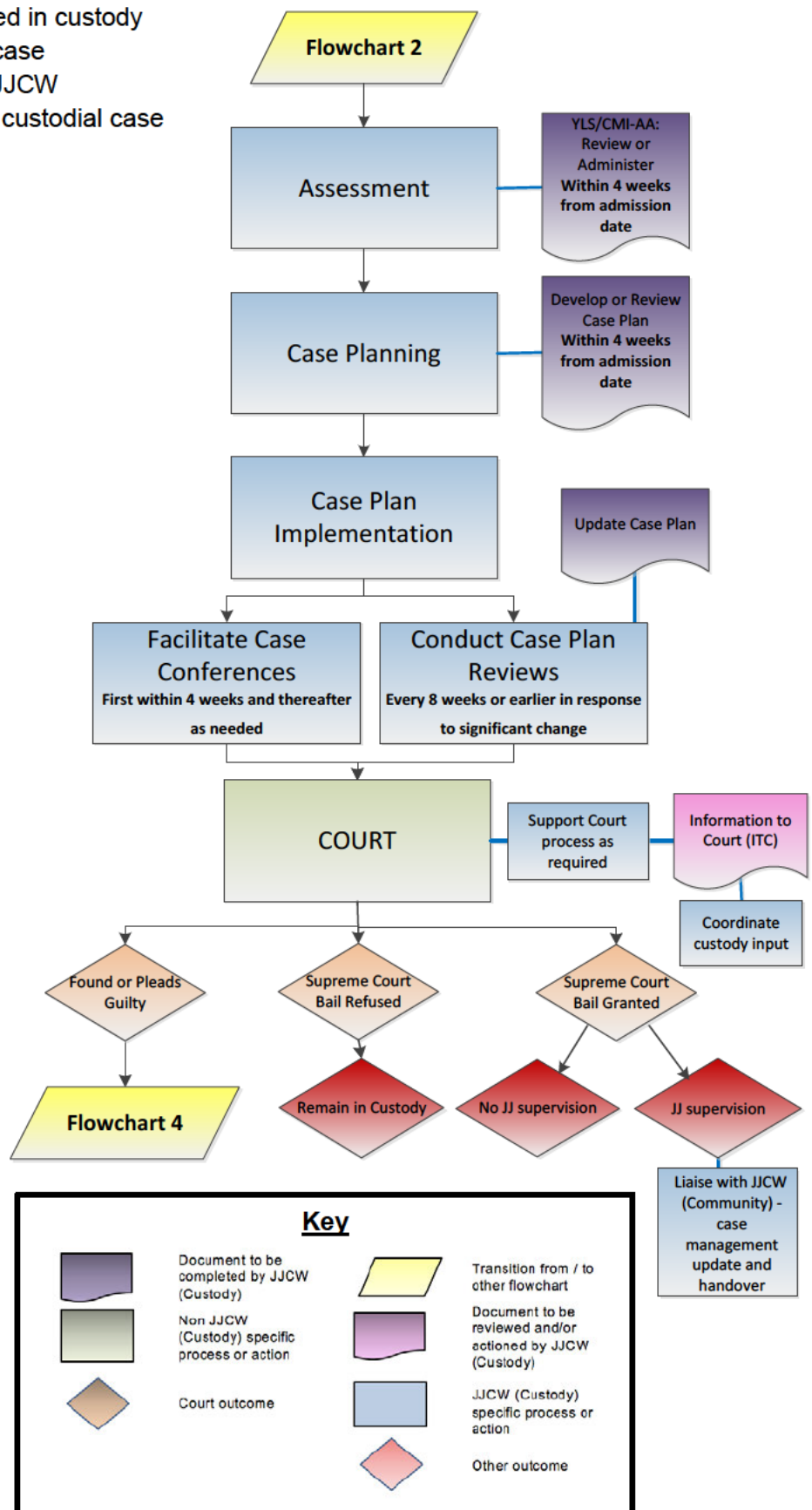
Once a young person has been remanded in custody for a period exceeding two weeks, lead case management responsibility shifts to the JJCW (Custody), who commences longer term custodial case management activities including:

- YLS/CMI-AA: Administer or Review
Note: Any significant change in circumstances (including entering custody) requires the assessment to be reviewed.
- Review and/or develop a case plan based on:

- Input of young person in relation to identifying issues and goals.
- YLS/CMI-AA and other sources of information regarding risks and needs
- Consultation with JJCW (Community)
- Consultation with young person's family/guardian
- CSM meetings
- Any other relevant sources of information

- Implement case plan including conducting and coordinating interventions.
- Conduct initial case conference within four weeks from admission date and thereafter as needed

- Conduct Case Plan Reviews every eight weeks or earlier in response to significant change
- Provide information to JJCW (Community)/Intake Officer to inform completion of Information to Court Report (ITC) as required.



Flowchart 4: Young person receives control order and/or is on remand at time of sentence

Once a young person pleads or is found guilty the JJCW (Community) completes the Background Report (BGR) and re/administers the YLS/CMI-AA.

- If the young person is in custody at this time the JJCW (Custody) provides the JJCW (Community) with information relevant to the BGR and YLS/CMI-AA (Note: information provided **MUST** be casenoted in order to constitute a source of information in a BGR).

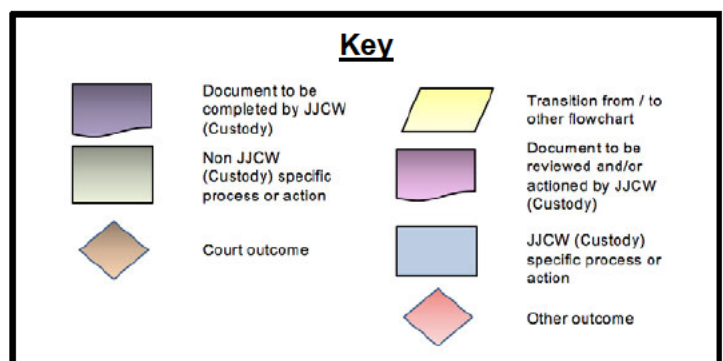
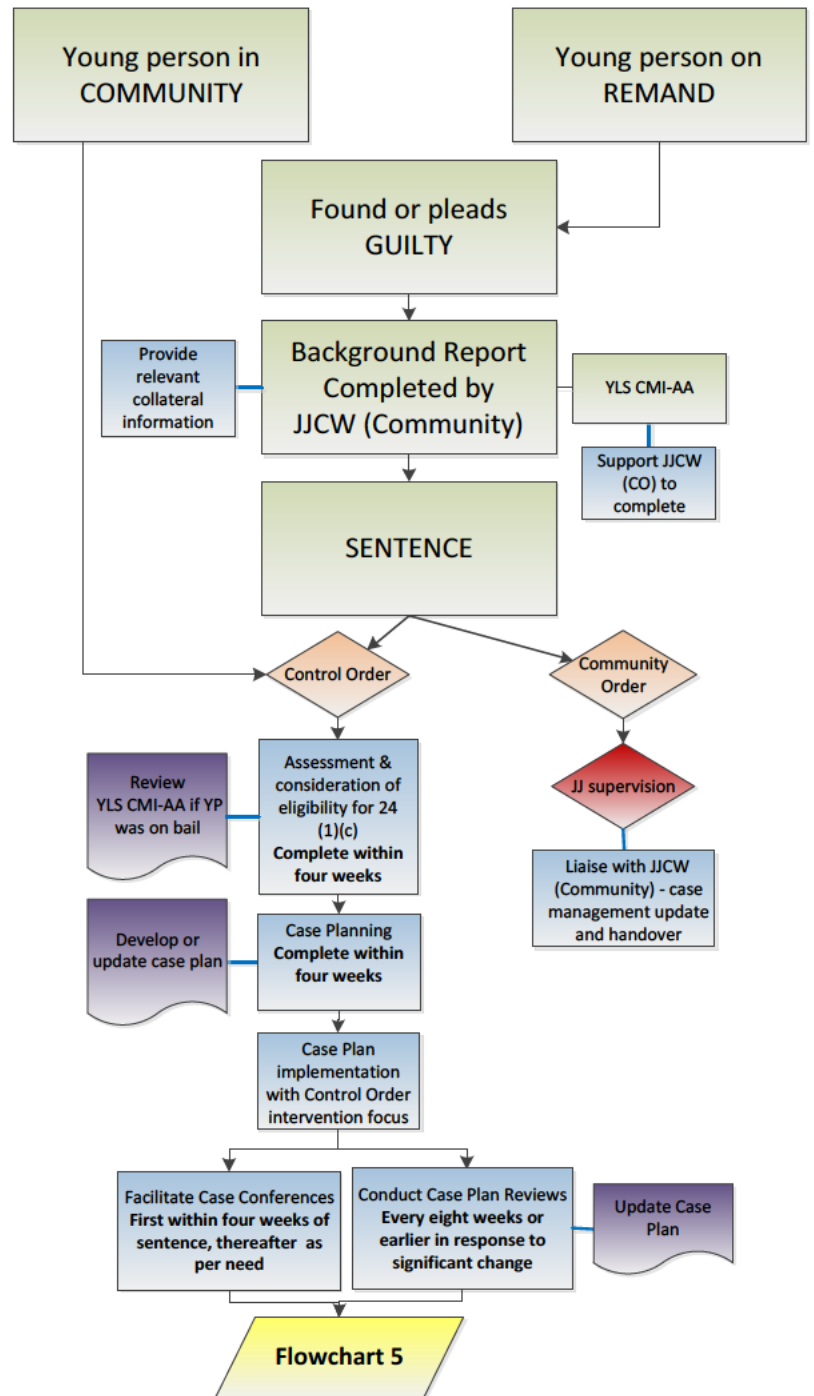
- If a young person is sentenced to a Control Order:

- If the YP was on bail at sentence the JJCW (Custody) reviews the YLS/CMI-AA on the basis of entering custody (as this warrants a change in circumstances).

- JJCW (Custody) completes/updates the case plan to include interventions relating to the control order (i.e. criminogenic risks and needs related to offences for which YP has been subject to Control Order) as well as other issues/risks/needs/ goals as identified by young person, JJCW (Community) and family/other relevant parties (note: if YP is to be transferred, outgoing centre JJCW should ensure all documentation is up to date) .

- Maintain responsibility for facilitating case conferences and case plan reviews, and updating the case plan until such time as case management is handed over to JJCW (Community) (at least two weeks prior to YP exiting custody).

- Commence focussed discharge planning (Flowchart 5) in close collaboration with JJCW (Community) prior to YP's release:
 - o 16 weeks prior for Parole Jurisdiction
 - o 12 weeks prior if the young person will be 18 or over at time of release
 - o Eight weeks prior for all other YPs



Ongoing Case Management Process Map

PROCESS	TASKS	WHEN	TIMEFRAME
HANDOVER	<p>Case management update/handover with JJCW (Community)</p> <ul style="list-style-type: none"> • If no JJCW (Community) listed, bring to attention of AMCS. • Make contact with YP's family and explain your role as JJCW (Custody) • If YP is subject to a Control Order consider eligibility for 24 (1)(c) and action if applicable 	Control Order OR bail refused next Court appearance > 2 weeks.	Within 2 business days of admission
ASSESSMENT	<p>YLS/CMI-AA:</p> <ul style="list-style-type: none"> • <i>REVIEW and RE-ADMINISTER</i>: YP has a current YLS/CMI-AA on CIMS or has had one administered in the past • <i>ADMINISTER</i>: YP has never had a YLS/CMI-AA entered on CIMS 	<p>Next court date is over 2 weeks away AND A background report has not been requested.</p>	Within 4 weeks of admission
	<p><i>Ongoing Assessment</i></p> <p>Review and re-administer YLS/CMI-AA if any of the following criteria are met:</p> <ul style="list-style-type: none"> • Significant change in circumstance • Additional information • Every 6 months <p>Refer to <i>Case Management</i> policy and procedure</p>	Any criteria are met	Commence within 5 business days of meeting any criteria
	<p>Liaise with psychologist: seek feedback and collateral information to inform assessment.</p>	Whenever commencing or reviewing assessment	At assessment commencement
	<p>Gather collateral information relevant to informing comprehensive assessment.</p>		At assessment commencement

PROCESS	TASKS	WHEN	TIMEFRAME
CSM	<p>Attend CSM when YP is listed:</p> <ul style="list-style-type: none"> • Seek information to inform assessment. • Present assessment outcomes. • Seek input in relation to the development of YP's case plan. • Present YP's case plan and update as reviewed. • Provide observation and feedback to inform CSM risk assessment. 	Bail refused and YP's next Court date is > 2 weeks away OR YP subject to Control Order	Weekly scheduled meeting day and time
LEAVE	<p>Support and assist with leave applications where required.</p> <p>Discuss and ascertain support for leave at case conference.</p> <p>Input activities arranged into case plan where appropriate.</p> <p>Review detainee and supervisor leave feedback forms and identify/respond to any issues and concerns.</p>	YP has a scheduled or expected release date	Discuss and ascertain support at case conference
INCENTIVE SCHEME	Support YP to understand and participate in Incentive Scheme on an ongoing basis.	Ongoing	Ongoing
	<p>Attend YP's CAM meeting as appropriate:</p> <ul style="list-style-type: none"> • Support YP's participation and understanding of CAM. • Contribute to determination of incentives and movements between stages. • Assist YP to identify strategies that will assist them to maintain behaviour in order to meet case plan goals in collaboration with KW. • Attend to any follow-up actions 	Bail refused and next Court date > 3 days away OR YP subject to Control Order	Weekly scheduled meeting day and time as needed
BAIL	Work collaboratively with JJCW (Community) (who lead coordination of remand interventions) to address YP's bail refusal risk and/or meeting S28 bail requirements, including providing explanation and updates to YP and family where appropriate.	Ongoing	Ongoing
	<p>Supreme Court Further Release Application:</p> <ul style="list-style-type: none"> • Provide the JJCW (Community) with information relevant to the ITC 	Contact from JJCW (Community) or Court Intake Officer.	As per court's requirement

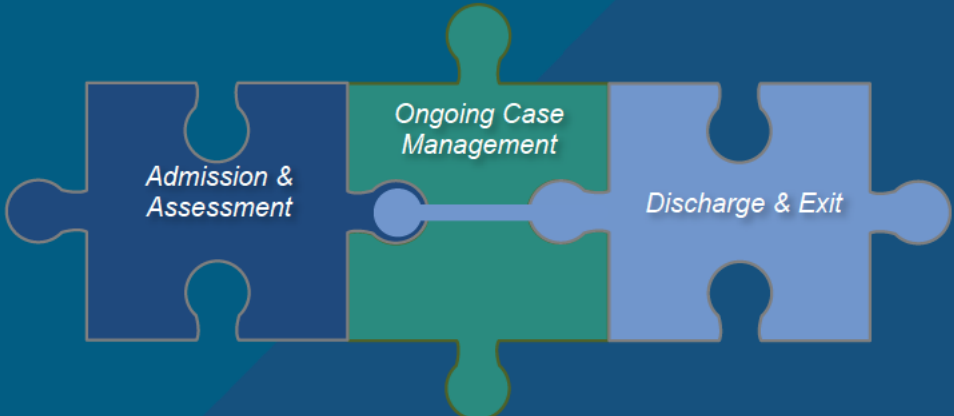
PROCESS	TASKS	WHEN	TIMEFRAME
BAIL	<ul style="list-style-type: none"> report. <p>Explain/provide update information to YP and family where possible</p>		
	<p>Case management update/handover with JJCW (Community) where YP has continued Juvenile Justice involvement.</p>	YP released on bail	Next working day after YP's release on bail
CASE PLAN	<p>Conduct a caseplan review with YP and in consultation with JJCW (Community), KW, UM and psychologist (where involved). Refer to Case Management Policy and Procedure:</p> <ul style="list-style-type: none"> Liaise with and wherever possible support the direct participation of JJCW (Community) 	YP has current case plan developed by JJCW (Community)	Within 4 weeks of admission OR receiving a Control Order; thereafter every 8 weeks or earlier in response to significant change
	<p>Develop case plan with YP and in consultation with JJCW (Community) KW, UM and psychologist (where involved).</p> <p>Continue to conduct caseplan reviews. Refer to <i>Case Management</i> Policy and Procedure</p>	YP has no current case plan	
CASE CONFERENCE	<p>Facilitate case conferences:</p> <ul style="list-style-type: none"> Liaise with and encourage participation of appropriate parties (Family; JJCW (Community); KW; UM; psychologist) Support YP and families understanding and participation in case conference Chair case conference <p>Attend to and/or monitor follow-up actions (including subsequent case plan reviews)</p> <p>For a young person who will be subject to Parole refer to Parole Policy and Procedure</p>	<p>Admission</p> <p>Receives Control Order</p> <p>Scheduled</p> <p>Change in circumstances</p>	4 weeks from admission OR receiving a Control Order; thereafter based on need EXCEPT_Discharge (see <i>Discharge and Exit</i>)

PROCESS	TASKS	WHEN	TIMEFRAME
INTERVENTION	Engage YP in interventions identified within case plan (CHART, X Roads etc.)	When identified in caseplan	Meet with YP on a weekly basis (minimum)
	Case manage provision of other interventions: <ul style="list-style-type: none"> • Make referrals for internal and/or external interventions identified within case plan (e.g., agency endorsed programs and/or psychologist) • Encourage and support YP's engagement • Track and monitor YP's engagement and progress 	Case plan completed and interventions identified	Ongoing once case plan established
DRMP	Support YP to understand DRMP and encourage YP's engagement with psychologist to address behaviours as appropriate Refer to <i>Detainee Risk Management Plan</i> procedure	YP becomes subject to DRMP	As required
BACKGROUND REPORT	Liaise with JJCW (Community) and identify what (if any) custodial information is required for the BGR and the timeframe for providing information. Take lead in coordinating and providing custody related information to JJCW (Community) within agreed timeframe. NB: Conversations between caseworkers MUST be casenoted in order to constitute a source of information in a BGR.	If/when a YP has a background report ordered	As per JJCW (Community) request
WARATAH PROGRAM	Identify if/when YP is suitable for referral to program Complete referral in consultation with JJCW (Community).	If/when YP is a suitable candidate	If/when YP is a suitable candidate
WORK RELEASE & WORK EXPERIENCE	Collaborate with UM and KW to identify if/when YP is suitable to attend work release/ experience opportunities Discuss with YP their interest in participating in work experience/release Conduct case conference and input activities arranged into case plan	If/when YP is a suitable candidate	If/when YP is a suitable candidate

PROCESS	TASKS	WHEN	TIMEFRAME
<p>WORK & DEVELOPMENT ORDERS (WDO)</p>	<p>Ascertain if YP has existing WDO (refer custody intake form)</p> <p>Discuss potential for YP to complete WDO activities whilst in custody with KW, UM and AMCS, as well as YP.</p> <p>Record WDO activities agreed to on YP's case plan.</p> <p>Liaise with JJCW (community) and establish plan for YP to complete WDO activities in custody</p> <p>Establish reporting arrangements to ensure YP's WDO hours are recorded in the Revenue NSW Portal</p> <p>NB: Local processes are supported whilst new policies and procedures for WDO are in development. Once implemented the new policies and procedures will take precedence.</p>	<p>Check with all YP on remand for greater than two weeks.</p>	<p>Ongoing task for all YP with Revenue NSW debt</p>
<p>YOUTH JUSTICE CONFERENCE</p>	<p>Ensure YP is aware of any outstanding Conference Outcome Plan.</p> <p>Liaise with formal monitor of Conference Outcome Plan (JJCW (Community) or other) and discuss/identify how YP will progress with plan whilst in custody.</p> <p>Arrange for young person to have contact with the YJC Convenor</p> <p>Assist YP to complete requirements of Conference Outcome Plan whilst in custody</p>	<p>YP has outstanding YJC or receives YJC whilst in custody</p>	<p>Check if YP has outstanding conference plan</p>



*Discharge
and Exit*

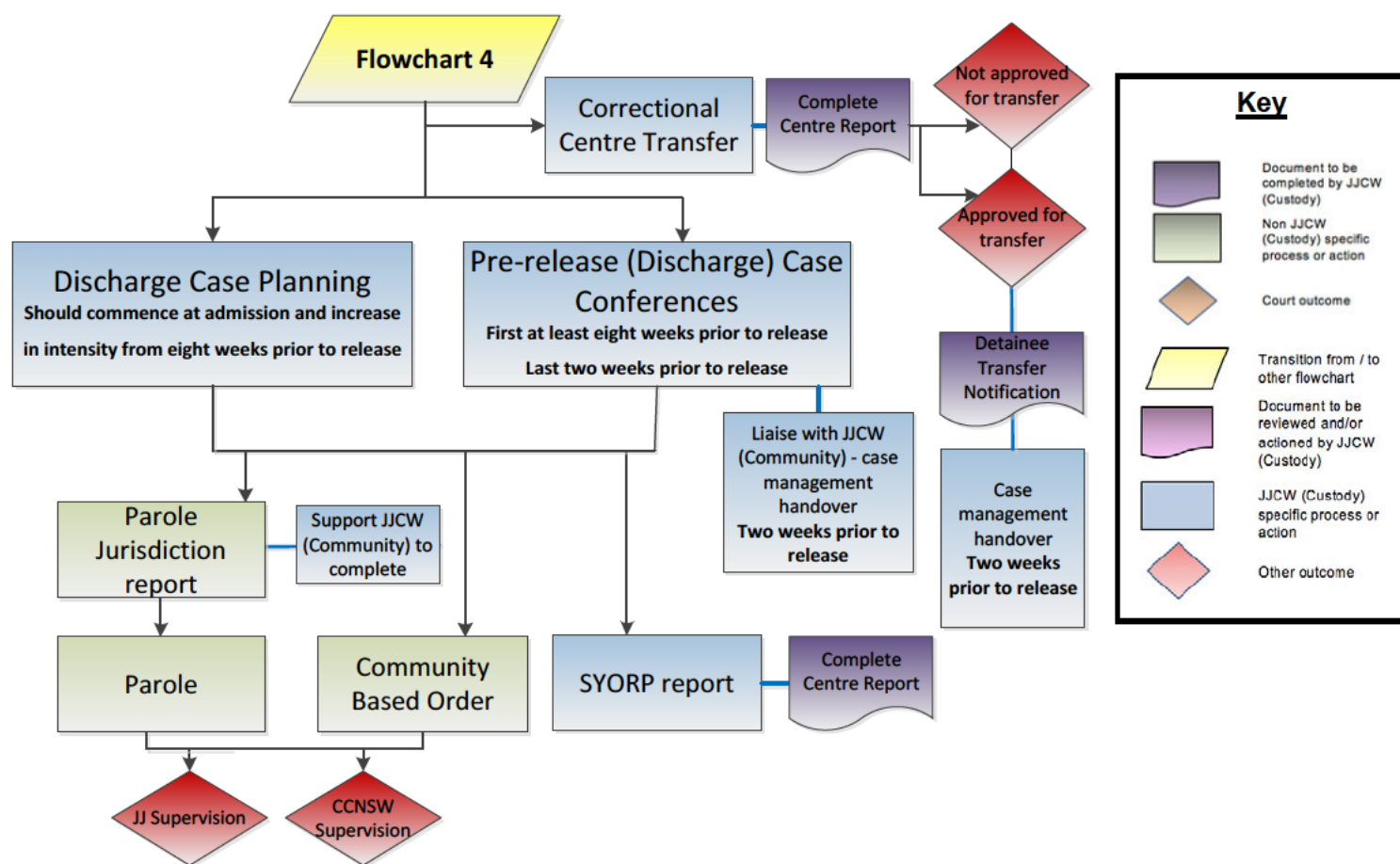


*Admission &
Assessment*

*Ongoing Case
Management*

Discharge & Exit

Flowchart 5: Discharge and Exit



Discharge planning should commence from the time the YP enters custody (i.e, there should be a constant focus on preparing the YP for transition back to community). More intensive and focussed work should commence in partnership with JJCW (Community), at least eight weeks prior to a young person’s scheduled or anticipated release:

- This period is focussed on preparing the young person for their transition to community or an adult correctional centre
- If a young person is deemed suitable for transfer to an adult correctional centre or is subject to automatic transfer (S19), the JJCW (Custody) leads the process of completing the Centre Report. If it is confirmed that a YP is to be transferred, the JJCW (Custody) completes the Detainee Transfer Notification and hands over any outstanding casework matters to the welfare unit of the correctional centre.
- If the YP is to be released into the community with Juvenile Justice supervision it is crucial that the JJCW (Custody) work hand-in-hand with the JJCW (Community) throughout this period. Handover of lead case management between JJCW (Custody) and JJCW (Community) should occur at least two weeks prior to exit from custody, but this must continue to be a collaborative process with both caseworkers involved.
- When a young person will be 18 years or over at time of release, refer to *Community Supervision for 18 and Over* policy and procedure.
- The young person should commence regular leave to prepare them for eventual release where possible.
- If a young person will be subject to a period of Parole, refer to the *Parole* policy and procedure.
- Discharge case conferences should occur at least eight weeks prior to release and involve both JJCW (Community) and JJCW (Custody), as well as family and other significant parties.
- The Case Plan should be reviewed every eight weeks or earlier in response to significant change. Refer to *Case Management Policy and Procedure*. Case Plan should be updated and include goals focussed on supporting discharge at least six weeks prior to release.
- A final discharge case conference should occur two weeks prior to YP’s release.

Discharge and Exit Process Map

PROCESS	TASKS	WHEN	TIMEFRAME
<p>PRE-RELEASE</p> <p>(DISCHARGE)</p> <p>CASE</p> <p>CONFERENCES</p>	<p>Facilitate pre-release case conference's in partnership with JJCW (Community):</p> <ul style="list-style-type: none"> • Liaise with and encourage participation of appropriate parties (e.g. Family; JJCW (Community); CCNSW; KW; UM) • Support YP and their family to understand and participate in case conference • Chair case conference and record on CIMS • Attend to and/or monitor follow-up actions • Utilise information from discharge case conference to complete a case plan review with the young person and JJCW (Community) and ensure it includes reintegration strategies • Record and update Case Plan • Ensure YP has a relapse prevention plan prior to release 	<p>YP has a scheduled or expected release date</p>	<p>First: At least 8 weeks prior to YP's release date</p> <p>Final: 2 weeks prior to YP's release</p> <p>Additional on needs basis</p>
<p>DISCHARGE</p>	<p>Complete Casework section of Discharge Checklist</p> <p>Complete lead case management handover with JJCW (Community)</p>	<p>YP has a scheduled or expected release date</p>	<p>Finalise at least 2 weeks prior to YP's release date</p>
	<p>If YP will be 18 or over at time of release refer to <i>Community Supervision for 18 and Over Policy and Procedure</i>, collaborate with JJCW (Community) 12 weeks prior to release to follow process to complete 'Eligibility Assessment'</p>	<p>YP will be 18 or over at time of release</p>	<p>Process begins 12 weeks prior to discharge</p>
	<p>Case management pre release update discussion between JJCW (Custody) and JJCW (Community)</p>	<p>YP is approaching day of release</p>	<p>1-2 days prior to YP's release</p>

PROCESS	TASKS	WHEN	TIMEFRAME
LEAVE	<p>Support and assist with leave applications where required.</p> <p>Discuss and ascertain support for leave at case conference.</p> <p>Input activities arranged into case plan where appropriate.</p> <p>Review detainee and supervisor leave feedback forms and identify/respond to any issues and concerns.</p>	YP has a scheduled or expected release date	Discuss and ascertain support at case conference
SYORP Report	<p>Take lead in gathering information and completing Centre Report</p> <p>Ensure all required documentation is attached to the SYORP application</p> <p>Meet regularly with AM to discuss report preparation (i.e., check-in and guidance) and seek final approval</p> <p>Discuss SYORP report recommendations with YP</p>	YP convicted of serious indictable offence	As per AM advice
PAROLE	<p>Refer to the <i>Parole</i> policy and procedure.</p> <p>Conduct Parole Case Conference in partnership with JJCW (Community) and CCNSW (if YP is to be released to CCNSW supervision)</p> <p>Provide assistance in sourcing information and assisting JJCW (Community) to complete parole jurisdiction report.</p>	YP is serving Control Order > three years and may be eligible for Parole	Parole Case Conference at least 16 weeks prior to release.
	Case management update/handover with JJCW (Community)	YP is released on parole	Within 2 working days of release on parole

PROCESS	TASKS	WHEN	TIMEFRAME
CORRECTIONAL CENTRE TRANSFER (Suitability & Preparation)	<p>Identify if YP is suitable for consideration for transfer to adult correctional centre or is subject to automatic transfer (S19 Order).</p> <p>Assist YP and their family to understand the transfer process- provide relevant information and act as point of contact regarding transfer.</p> <p>Arrange and chair transfer case conference, collate information obtained and record.</p> <p>Source information and complete the Centre Report.</p> <p>Notify relevant parties of the decision of the Executive Director where involved</p>	<p>YP suitable for correctional centre transfer or subject to S19</p>	<p>As per AM direction (note: S19 Centre Reports due 60 days prior)</p>
CORRECTIONAL CENTRE TRANSFER	<p>If YP subject to S19 automatic transfer OR the Executive Director approves transfer:</p> <ul style="list-style-type: none"> • Discuss at CSM prior to release • Ensure all casework documentation is up to date • Complete the Operations Detainee Transfer Notification- Discharge Summary. • Bring any casework/welfare concerns to the attention of correctional centre welfare personnel (i.e., casework handover) • Provide YP and family with updates and information regarding transfer 	<p>YP is to be transferred to adult correctional centre</p>	<p>As per AM direction</p>

