

Incentive Scheme Procedure

Essential Summary:

Audience

- **Youth Officer**
- **Centre Caseworker**
- **Unit Supervisor:** the person for the time being in charge of the unit includes Unit Manager and Shift Supervisor
- **Unit Manager**
- **Centre Psychologist**
- **Assistant Manager**
- **Centre Manager** the person for the time being in charge of the centre.

When to use this procedure:

YJNSW Centre (YJC) employees are to use this procedure when implementing, monitoring and assessing the movement of young people through the Youth Justice NSW (YJNSW) Incentive Scheme.

This procedure **must be read** in line with the *Incentive Scheme Policy for full* understanding and compliance with the incentive scheme process

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DOCUMENT DETAILS

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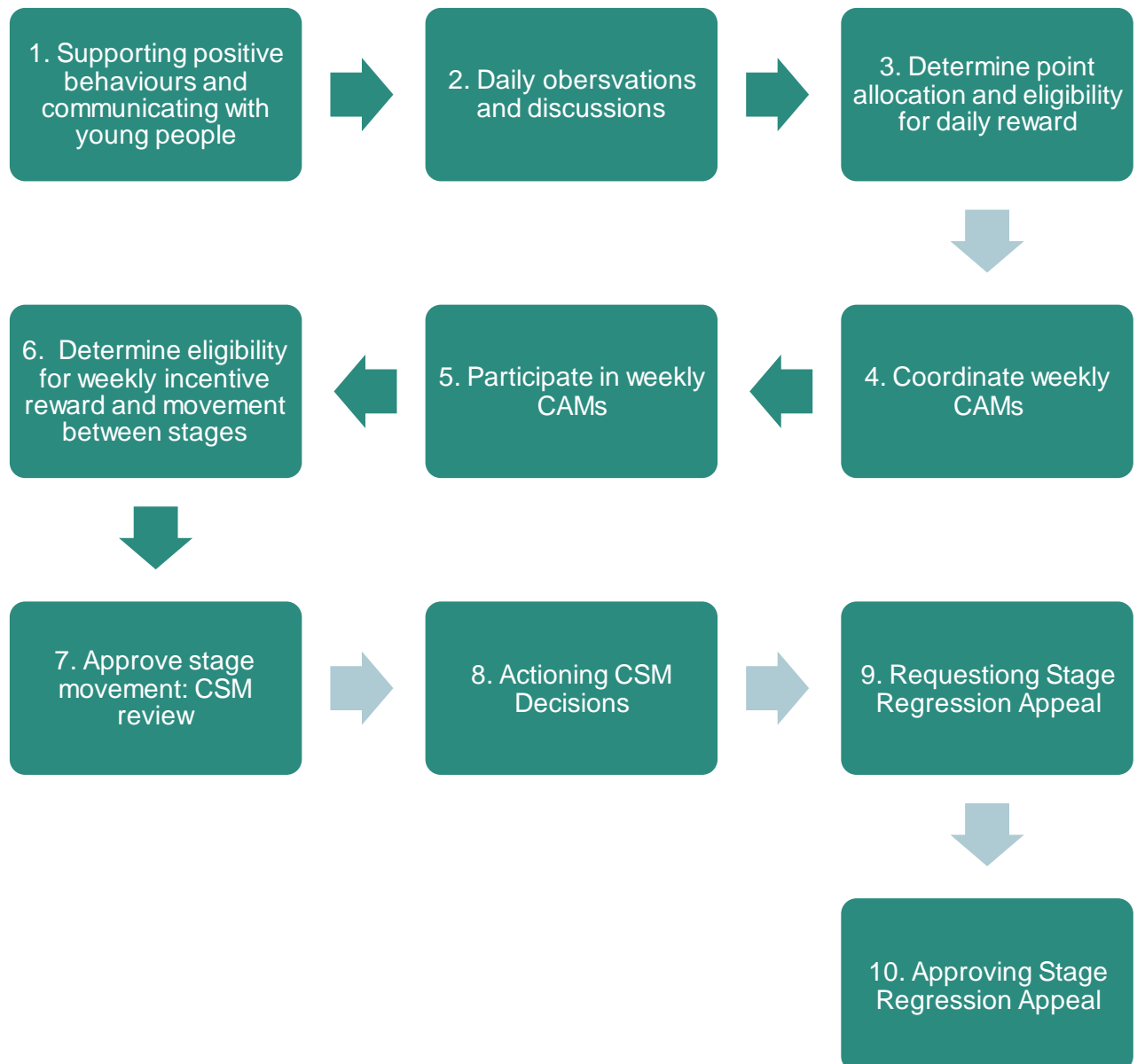


When using CIMS refer to Support Point (CIMS Online Help) for step by step instructions

1 Purpose

The purpose of this procedure is to inform YJC employees of the steps required for implementing and maintaining an effective Incentive Scheme; where young people are rewarded for showing positive behaviour and negative behaviour is addressed accordingly.

2 Process Map



3 Procedural Steps

Step 1 – Supporting positive behaviours and communicating with young people
Responsibility: Youth Officer
<p style="text-align: center;">Tasks</p> <p>Communicate clearly to young people the meaning of appropriate and inappropriate behaviour.</p> <p>Provide ongoing positive reinforcement, appraisal, support and coaching for young people attempting to correct inappropriate behaviour by working on strategies linked to their individual behaviour goals and tasks. Give immediate feedback, both positive and negative, in response to a young person's behaviour and related individual incentive scheme goals and tasks (section 7 of the <i>Incentive Scheme Policy</i>).</p> <p>If a young person is displaying inappropriate behaviour and attempts to address the behaviour have not worked, respond in accordance with the directions in the <i>Misbehaviour Policy and Procedure</i>.</p>
Responsibility: Unit Manager
<p style="text-align: center;">Tasks</p> <p>Check all aspects of the incentive scheme are understood by all young people and employees in your unit.</p> <p>Follow up with the Assistant Manager if further assistance is required to assist with communicating and explaining the scheme to a young person (<i>Inducting Young People Procedure</i>).</p> <p>Continually encourage and support unit employees to provide feedback to young people on behaviour progress and /or regression.</p> <p>Display all relevant incentive scheme information in easy to understand posters / formats within your unit.</p>



Step 2 – Daily Observations and Discussions
Responsibility: Youth Officer
<p style="text-align: center;">Tasks</p> <p>Monitor a young person's behaviour towards meeting their goals and tasks (section of 7.2 <i>the Incentive Scheme Policy</i>), taking into consideration the following factors that may impact on a young person's ability to meet incentive scheme goals and tasks:</p> <ul style="list-style-type: none">■ [REDACTED]■ [REDACTED]■ [REDACTED]■ [REDACTED]

Discuss and compare daily observations of young people with other employees, such as the young person's caseworker, psychologist education or JH&FMMH employees, who the young person has worked with towards meeting goals and tasks (section 7.1 of the *Incentive Scheme Policy*).

Where necessary request and collect information or reports on the young person's behaviour from these employees, to contribute to the *Progress and Points /Observation Form* and/or *Incentive Scheme Checklist*.

Responsibility: Unit Manager

Tasks

Provide support, guidance and resources to all employees, including those delivering casework, programs or activities linked to a young person's incentive goals and tasks (section 7.1 *Incentive Scheme Policy*).

[Redacted]

Check that comments and observations align with goals and tasks.

If a young person has been involved in a serious incident or misbehaviour and approval has been given for immediate regression, follow the Unit Manager tasks outlined in step 8 of this procedure.

Responsibility: Assistant Manager (Assigned)

Tasks

[Redacted]

Responsibility: Centre Manager

Tasks

Tailor incentive scheme stage criteria, available rewards, programs and activities to the young people and environment at your centre, with the endorsement of the Director Custodial Operations, as outlined in the *Incentive Scheme Policy*.



Step 3 – Determine point allocation and eligibility for daily reward

Responsibility: Youth Officer

Tasks

Discuss a young person's progress with other unit employees and the Unit Supervisor, during or prior to the shift ending, taking into consideration each young person's demonstrated behaviour in meeting their individual goals and tasks.

Collectively decided on point allocation to each young person, based on the following criteria;

- Award 2 points, if the young person has achieved their goals and/or tasks.
- Award 1 point, if the young person has made progress or effort towards their goals and/or tasks
- Award 0 points, if the young person did not achieve or attempt to meet their goals and/or tasks.

Provide all young people who have earned enough daily points with a daily incentive reward (e.g. later bedtime) in accordance with their stage. [REDACTED]

If a young person has not earned the required points, direct the young person to go to bed at centre's standard bedtime.



Step 4 – Preparation for weekly Client Assessment Meetings (CAM)

Responsibility: Unit Manager

Tasks

[REDACTED]

Responsibility: Youth Officer or Shift Supervisor

Tasks

When directed, assist the Unit Manager with collating any relevant documentation in preparation for CAMs discussions, this includes, but isn't limited to:

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Responsibility: Centre Caseworker

- Tasks**
- [Redacted]
 - [Redacted]
 - [Redacted]

Responsibility: Centre Psychologist

- Tasks**
- [Redacted]
 - [Redacted]
 - [Redacted]



Step 5 – Participate in weekly CAMs

Responsibility: Unit Manager

- Tasks**
- Lead the discussion with employees and the Young Person, regarding the Young Person's progress, achievements and any concerns based on collated records.
- If a young person refuses to participate in the CAM explain that the CAM cannot be done at a later stage and although non-participation will not affect their access to a daily incentive, it will impact their access to a weekly and future incentive rewards as no new goals or tasks will be set.
- [Redacted]
 - [Redacted]
 - [Redacted]
 - [Redacted]
- Encourage the young person to reflect and discuss the types of behaviour or tasks they could try to avoid negative consequences and therefore move towards a positive change in behaviour. [Redacted]
- [Redacted]
 - [Redacted]
- [Redacted] Provide the young person with access to these documents to reference during the discussion, and opportunities to lead and contribute to the discussion.
- Work together with the young person to develop their goals and tasks for the coming week (section 7.2 and 8 of the *Incentive Scheme Policy*).
- [Redacted]
 - [Redacted]
 - [Redacted]

Provide the key worker with feedback about a young person's progress and any target behaviours/tasks they should work on during the week if they weren't able to attend the CAM.

Responsibility: Key Worker /Youth Officer

Tasks

Participate in discussions and provide input regarding a young person's achievements.

Responsibility: Centre Caseworker

Tasks

Participate in CAM discussions and report on the young person's progress in engaging with their case plan and participating in programs and activities you have delivered during the past week.

If unavailable to participate forward a report on the young person's behaviour and willingness to participate in case work meetings and case work planning.

Responsibility: Centre Psychologist

Tasks

Participate in CAM discussions and report on the young person's progress in engaging with their case plan and participating in programs and activities you have delivered during the past week.

If unavailable to participate forward a report on the young person's behaviour and willingness to participate in individual or group counselling sessions.



Step 6 – Determine edibility for weekly incentive reward and movement between stages at CAMs

Responsibility: Unit Manager

Tasks

Assess and decide together with the young person if they have achieved their daily goals and tasks, related to the number of days within the centre during the week. Once a decision has been made provide the young person with the choice of a weekly incentive in line with their stage.

If the young person is on a stage 3 or 4 ask if they would like to bank their points (a dollar amount) earned during the week or use banked points to purchase an item (section 6.2 of the Incentive Scheme Policy).

Make note of the approved chosen reward for distribution at the earliest possible time.

If agreed that a young person can request a move to next stage (section of the 7.5 *Incentive Scheme Policy*) (section of the 7.6 *Incentive Scheme Policy*), make arrangements with unit employees to collect information and prepare documentation to inform incentive stage movement discussions at the CSM.

Responsibility: Youth Officer

Tasks

Participate in discussions and action any decision made by the Unit Manager. This can include organising and providing incentive rewards to the identified young people in your unit, collating information from required employees to inform discussion at the CSM.

Responsibility: Psychologist

Tasks

[REDACTED]

If you were unable to attend the CAM meeting of young person assigned to you, follow up with the Unit Manager on any outcomes requiring your input and action.

Responsibility: Centre Caseworker

[REDACTED]

If you were unable to attend the CAM meeting of young person assigned to you, follow up with the Unit Manager on any outcomes requiring your input and action.



Step 7 – Approve stage movement: CSM review

Responsibility: Assistant Manager (Assigned)

Tasks

Lead discussions with CSM participants related to major concerns about a young person's lack of effort or engagement with the incentive scheme. Discuss, agree and organise strategies, or where required a *Detainee Risk Management Plan* (DRMP), to manage a young person's inability to respond to incentive scheme.

Review stage movement applications and approve in consensus with relevant stakeholders.

If approval for stage progression is being sought, base your decision on the information and evidence, provided by the relevant Unit Manager, of a young person meeting the minimum standards of their current stage (section 5 of the *Incentive Scheme Policy*).

If approval for stage regression is being sought base your decision on the information and evidence, provided by the relevant Unit Manager;

- involvement in and the severity of the identified incident(s) (section 7.6.1 of the *Incentive Scheme Policy*).
- consistently poor behaviour (section 7.6.2 of the *Incentive Scheme Policy*)

Consult with the Centre Manager where necessary on a final regression decision.

Responsibility: Unit Manager

Tasks

Present stage movement recommendation to CSM and provide other relevant information and documents to inform decision to progress or regress a young person's stage in the incentive scheme.



Step 8 – Actioning CSM Decision

Responsibility: Unit Manager

Tasks

Inform unit youth officers and the young person on the CSM outcome regarding incentive stage movement approval.

If a young person has been approved to move up a stage, explain to the young person the expectation that they are to continue working on demonstrating consistent positive behaviour and working towards agreed, weekly goals and tasks

If a young person has been approved to move down a stage, explain to the young person the behaviours that are expected of them on the stage they have regressed to (section 5 of the *Incentive Scheme Policy*) and how they can work towards moving up a stage.

Also inform the young person that they can appeal the CSM regression decision and must do so within the next two days (section of the 7.8 *Incentive Scheme Policy*).

Responsibility: Youth Officer/ Custodial Caseworker

Tasks

Continue to support the young person in managing their behaviour and achieving their incentive scheme goals and tasks in line with their new stage, as outlined in step 1 of this procedure.

Responsibility: Centre Manager/ Assistant Manager

Tasks

Conduct quarterly audits of all incentive scheme records related to goal setting, movement between the stages, progress and observation and regression appeals process (section 4.5 of the *Incentive Scheme Policy*).

Check that all records are accurate, reasonable and provide sufficient detail to inform key decisions in the CAM and CSM discussions (section 7.3 of the *Incentive Scheme Policy*).



Step 9 – Requesting Stage Regression Appeal

Responsibility: Unit Manager

Tasks

[Redacted]
[Redacted]
[Redacted]

Where possible make arrangements for an employee chosen by the young person, such as an identified employee or centre psychologist, to assist with this process.

[Redacted]
[Redacted]

[Redacted]
[Redacted]

Responsibility: Youth Officer (Key Worker) / Custodial Caseworker

Tasks

[Redacted]
[Redacted]

Submit the completed form to the Unit Manager within 24 hours from regression occurring and participate in discussions to address any raised concerns.



Step 10 – Approving Stage Regression Appeal

Responsibility: Unit Manager

Tasks

[Redacted]
[Redacted].

When informed of the Centre Manager decision, inform the young person of the outcome of the appeal.

Responsibility: Centre Manager

Tasks

[Redacted]
[Redacted] Taking into consideration the evidence and grounds for the

appeal (section 7.8 of the *Incentive Scheme Policy*). Ensure that the appeal process is transparent and is completed within the 3 day maximum timeframe.

Inform the Unit Manager of your decision, directing them to immediately inform the young person and unit employees of the outcome of the appeal.

If the appeal has been approved the young person is to commence on the new stage immediately.

4 Supporting Documents:

This procedure is supported by the following documents:

4.1 Legislation

- *Children (Detention Centres) Regulation 2015*

4.2 Policy

- *Incentive Scheme Policy*
- *Collaborative Case Management of Young People in Custody Manual version 2*
- *JJNSW Psychologist Manual*

4.3 Procedure

- *Inducting Young People Procedure*

4.4 Forms

- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

5 Document Information

Title:	Incentive Scheme Procedure
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6 Document History

Version	Date	Reason for Amendment
0.2	27 th April 2020	Procedure reviewed scheduled following the development of the Incentive Scheme Policy. The procedure has been transferred into new TOM template.
0.1	1 st September 2009	All Juvenile Justice Centre Procedures have been changed to reflect the staffing restructure within Juvenile Justice Centres. The position of Unit Coordinator has been deleted and replaced with Shift Supervisor or Assistant Unit Manager.
