



## **Travelling and accommodation assistance for carers of detainees**

### When to use this procedure

Use this procedure to understand your role when a child or young person is in custody on Control or Remand.

### Before using this procedure

### Related Procedures, Resources and Forms

- Community Supervision and Casework
- General Court Intake and Remand Intervention procedure
- Community Funded Service Procedure

## Start using this procedure

### Your responsibilities

Find your role. Find what you need to do.

Role	When required	Responsibilities
Juvenile Justice Officer/Counsellor	Always	Juvenile Justice Officer/Counsellor <a href="#">steps</a>
Centre Manager (or delegate)	Always	Assistant Managers <a href="#">steps</a>

### Procedural steps

Role	Responsibilities
Juvenile Justice Officer/Counsellor	<ul style="list-style-type: none"> <li><b>Note:</b> If a client is made subject to a control order under section 19 of the <i>Children's (Criminal Proceedings) Act 1987</i> and will be transferred to adult custody prior to their release, the JJC Assistant Manager (Client Services) is to assume case management responsibilities. These clients will not be allocated to a JJO/C. The Assistant Manager (Client Services) will assume responsibility for travelling and accommodation assistance for carers of these detainees, in consultation with the relevant Area Manager.</li> </ul> <p><b>Travelling and accommodation assistance for carers of detainees</b></p> <p>People you need:</p> <ul style="list-style-type: none"> <li>Assistant Manager</li> <li>Centre Manager</li> </ul> <ol style="list-style-type: none"> <li><b>Record</b> details.</li> <li><b>Contact</b> applicant within five (5) days of referral and arrange unit / home visit. NOTE: This request must be submitted before intended visitation.</li> <li><b>Interview</b> applicant and obtain details about: <ul style="list-style-type: none"> <li>family / other relationship details (if not known)</li> <li>type of visit to Juvenile Justice Centre to see child</li> <li>foreseen/ unforeseen barriers and circumstances restricting this contact (financial / other)</li> <li>transport situation</li> </ul> </li> <li><b>Complete</b> Application for expenditure [REDACTED]</li> <li><b>Submit</b> application to Centre Manager for determination [REDACTED]</li> <li><b>Discuss</b> exceptional circumstances of those families that fall outside financial assistance criteria with Regional Director.</li> <li><b>Gain</b> Regional Director's approval where required.</li> <li><b>Advise</b> parent / significant other of assessment decision process.</li> <li><b>Visit/contact</b> family and advise of decision/reason for approval/ non approval.</li> <li><b>Contact/advise</b> family promptly if approved.</li> <li><b>Arrange</b> payment as approved by management [REDACTED]</li> </ol>

NOTE: If accommodation is approved, Unit Manager at detention centre must book accommodation in a hotel/motel/ other lodging.

### **Assessment guidelines for financial assistance**

People you need:

- Assistant Manager (Client Services)
- Assistant Manager
- Area Manager

NOTE: to ensure consistency and efficient service the following must be maintained when assessing parents/significant others for financial assistance.

1. **Check** family meets eligibility criteria for family assistance as assessing officer e.g. parents on a pension/ on a benefit scheme/ Health Care card.
2. **Check** family's eligibility is based on initial/ ongoing assessments as well as regular face to face contact.
3. **Ensure** a visit to a young person in detention is approved every three months.
4. **Consider** any request for financial assistance before intended visit by parent/significant other.

Note: There may be times when short notice will be accepted. Such situations would include sickness/injury of detainee or unforeseen financial/ other circumstances which prevent parent/significant other from visiting.

5. **Negotiate** with Assistant Manager (Client Services) regarding any instances above.
6. **Ensure** Unit Manager consults/ advises you on juvenile's case plan and approval granted for visitation to centre.
7. **Ensure** Unit Manager informs you about:
  - extent of parent/significant others request for financial assistance with transport/ accommodation
  - arrangements made tentatively to foster family contact with a young person.
8. **Interview** parent/significant other applying for assistance within (5) five days of request being made.
9. **Make** immediate contact to confirm application.

10. **Arrange** a suitable interview time with parent/significant other.

NOTE: In some situations this assessment can occur by phone interview i.e. geographical/ other constraints of JJO/JJC and applicant.

11. **Complete** [REDACTED]:
  - case plan
  - details and costs of parent/significant other needs
  - fares / accommodation to visit a young person.
12. **Present** this report to Assistant Manager for approval.
13. **Complete** assessment process before intended applicant(s) departure

14. **Notify** applicant(s) immediately regarding decision / reasons if application isn't approved
15. **Check** mode of payment occurs as directed by management if approved.  
 [REDACTED]
16. **Include** on application whether applicant intends to have regular contact during term of young person's control order
17. **Ensure** Unit Manager includes this strategy in young person's case plan.  
  
 NOTE: The department's criteria allows for a visit every three months. Parents/ significant others who've reasons for seeking financial assistance to visit more often than stated criteria should feel able to advocate for assistance with supervising Juvenile Justice Officer.
18. **Ensure** you're aware of needs and circumstances of each family / significant other and young person's individual situation.
19. **Advocate** on their behalf when assessed as appropriate.
20. **Gain** approval from Area Manager for these exceptional situations  
 NOTE: if parent / significant others reside outside NSW responsibility for assessing and approving assistance rests with Regional Director of Juvenile Justice Centre where young person is a resident.

### **Travelling and accommodation assistance for carers of detainees**

People you need:

- Centre Manager
- Regional Director

1. **Record** details.
2. **Contact** applicant within five (5) days of referral and arrange unit / home visit.

NOTE: This request must be submitted before intended visitation.

3. **Interview** applicant and obtain details about:
  - family / other relationship details (if not known)
  - type of visit to Juvenile Justice Centre to see child
  - foreseen/ unforeseen barriers and circumstances restricting this contact (financial / other)
  - transport situation
4. **Complete** Application for expenditure [REDACTED]
5. **Submit** application to Centre Manager for determination [REDACTED]  
 [REDACTED]
6. **Discuss** exceptional circumstances of those families that fall outside financial assistance criteria with Regional Director.
7. **Gain** Regional Director's approval where required.
8. **Advise** parent / significant other of assessment decision process.
9. **Visit/contact** family and advise of decision/reason for approval/ non approval.

10. **Contact/advise** family promptly if approved.

11. **Arrange** payment as approved by management – [REDACTED]

NOTE: If accommodation is approved, Unit Manager at detention centre must book accommodation in a hotel/motel/ other lodging.

### **Assessment guidelines for financial assistance**

People you need:

- Assistant Manager (Client Services)
- Assistant Manager
- Area Manager

NOTE: to ensure consistency and efficient service the following must be maintained when assessing parents/significant others for financial assistance.

1. **Check** family meets eligibility criteria for family assistance as assessing officer e.g. parents on a pension/ on a benefit scheme/ Health Care card.
2. **Check** family's eligibility is based on initial/ ongoing assessments as well as regular face to face contact.
3. **Ensure** a visit to a young person in detention is approved every three months.
4. **Consider** any request for financial assistance before intended visit by parent/significant other.

Note: There may be times when short notice will be accepted. Such situations would include sickness/injury of detainee or unforeseen financial/ other circumstances which prevent parent/significant other from visiting.

5. **Negotiate** with Assistant Manager (Client Services) regarding any instances above.
6. **Ensure** Unit Manager consults/ advises you on juvenile's case plan and approval granted for visitation to centre.
7. **Ensure** Unit Manager informs you about:
  - extent of parent/significant others request for financial assistance with transport/ accommodation
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8. **Interview** parent/significant other applying for assistance within (5) five days of request being made.
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10. **Arrange** a suitable interview time with parent/significant other.

NOTE: In some situations this assessment can occur by phone interview i.e. geographical/ other constraints of JJO/JJC and applicant.

11. **Complete** [REDACTED]

- case plan
- details and costs of parent/significant other needs
- fares / accommodation to visit a young person.

12. **Present** this report to Assistant Manager for approval.
13. **Complete** assessment process before intended applicant(s) departure .
14. **Notify** applicant(s) immediately regarding decision / reasons if application isn't

	<p>approved</p> <p>15. <b>Check</b> mode of payment occurs as directed by management if approved.</p> <p style="background-color: black; height: 15px; width: 500px; margin: 5px 0;"></p> <p>16. <b>Include</b> on application whether applicant intends to have regular contact during term of young person's control order</p> <p>17. <b>Ensure</b> Unit Manager includes this strategy in young person's case plan.</p> <p>NOTE: The department's criteria allows for a visit every three months. Parents/ significant others who've reasons for seeking financial assistance to visit more often than stated criteria should feel able to advocate for assistance with supervising Juvenile Justice Officer.</p> <p>18. <b>Ensure</b> you're aware of needs and circumstances of each family / significant other and young person's individual situation.</p> <p>19. <b>Advocate</b> on their behalf when assessed as appropriate.</p> <p>20. <b>Gain</b> approval from Area Manager for these exceptional situations</p> <p>NOTE: if parent / significant others reside outside NSW responsibility for assessing and approving assistance rests with Regional Director of Juvenile Justice Centre where young person is a resident.</p>
<p><b>Centre Manager (or delegate)</b></p>	<p><b>Travelling and accommodation assistance for carers of detainees</b></p> <p>People you need:</p> <ul style="list-style-type: none"> <li>• Juvenile Justice officer</li> <li>• Juvenile Justice Counsellor</li> </ul> <p>1. <b>Establish/regularly update</b> list of available accommodation near your centre including:</p> <ul style="list-style-type: none"> <li>• hotels/motels</li> <li>• Aboriginal / CALD / disability/ services</li> <li>• church</li> <li>• community groups.</li> </ul> <p>2. <b>Advise</b> parent/significant other whether they're eligible to visit and when such a visit and its duration can occur.</p> <p>3. <b>Take</b> parents details if they confirm their willingness to visit but disclose financial difficulties restricting their visiting attempts:</p> <ul style="list-style-type: none"> <li>• name</li> <li>• address</li> <li>• telephone number.</li> </ul> <p>4. <b>Inform</b> parent / significant other assessment regarding finance will be undertaken by their local JJO/JJC.</p> <p>5. <b>Contact</b> local agencies that could help with accommodation, food etc.</p> <p>6. <b>Make</b> enquiries about accommodation, preferably "self-contained" type, if no voluntary agencies exist.</p> <p>7. <b>Contact</b> JJO/JJC supervising area where applicant resides and confirm:</p> <ul style="list-style-type: none"> <li>• applicant's details</li> <li>• young person's case plan</li> <li>• facilities available at Juvenile Justice Centre (i.e. accommodation, food, local transport)</li> <li>• whether accommodation is available at a local hotel/motel/lodge etc (if no</li> </ul>

	NOTE: Department doesn't pay for phone calls, videos, mini bar/ room service – basic accommodation only								
<b>All staff</b>	<b>Legislation</b> <ul style="list-style-type: none"> <li>• <i>Children's (Criminal Proceedings) Act 1987</i></li> <li>• <i>Children and Young Persons (Care and Protection) Act 1998</i></li> </ul>								
<b>All staff</b>	<table border="1"> <thead> <tr> <th><b>Date</b></th> <th><b>Reason for change</b></th> <th><b>Details of change</b></th> </tr> </thead> <tbody> <tr> <td>December 2012</td> <td>'Casework standards and procedures document' replaced with Community Supervision and Casework procedures.</td> <td>Procedural content for travelling and accommodation assistance for carers of detainees transferred in to standalone procedure.</td> </tr> </tbody> </table>			<b>Date</b>	<b>Reason for change</b>	<b>Details of change</b>	December 2012	'Casework standards and procedures document' replaced with Community Supervision and Casework procedures.	Procedural content for travelling and accommodation assistance for carers of detainees transferred in to standalone procedure.
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