

Work and Development Order Procedure

Essential Summary

The Work and Development Order (WDO) Procedure applies to all business covering the administration, delivery and management of the scheme.

Audience

This procedure applies to all Youth Justice NSW employees who have a role in the administration and management of the WDO scheme.

When to use this procedure

Use this procedure when determining, administering and managing WDOs from the young person's entry into the Youth Justice system, until the completion of WDO process to reduce fine debts owing to Revenue NSW.

When using CIMS refer to [CIMS](#) [CLICK] for step by step instructions

DOCUMENT DETAILS

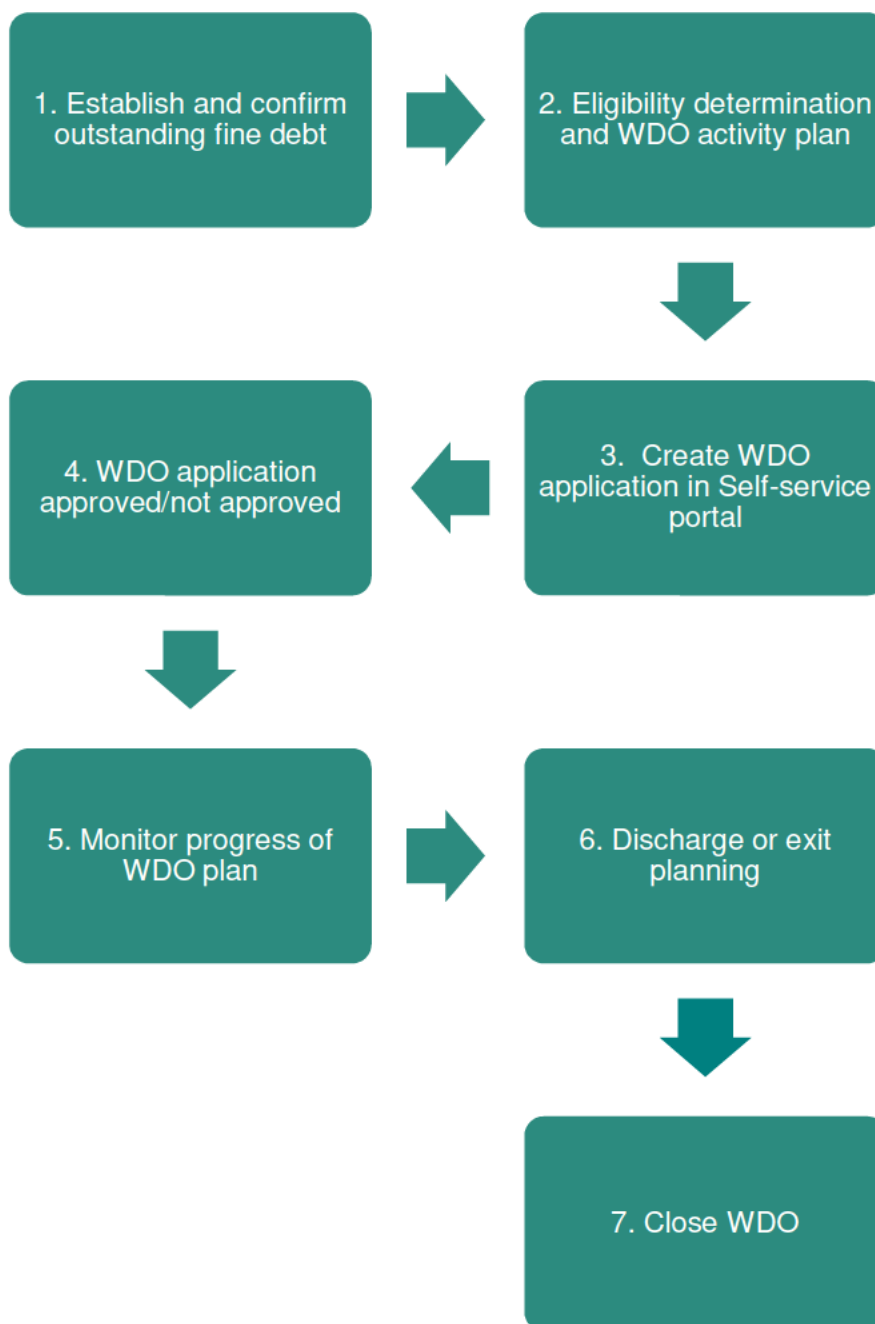
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1 Purpose

The purpose of this procedure is to outline the steps required, as an approved sponsor organisation, to administer and oversee the WDO scheme according to Revenue NSW requirements.

2 Process Map



3 Procedural Steps

Step 1 - Establish and confirm outstanding fine debt

Responsibility: Caseworker - Community

Tasks

Ask the young person if they have an outstanding fine debt.

Introduce and explain purpose of WDO scheme. Explain how they can repay their fine debts through their participation in an approved course, program, unpaid work or treatment plan – WDO scheme.

Obtain the young person's consent using the *Client Consent - Exchange of Information Form* to speak and provide relevant information to Revenue NSW on their behalf about their fine debt status.

Check the WDO Self-Service Portal (SSP), contact the Work and Development (WDO) Hotline on 1300 478 879, or email wdo@revenue.nsw.gov.au to confirm existing debt and the amount owing.

Complete the *WDO Checklist* and store on the young person's file for auditing purposes.

Enter a WDO case note in CIMS advising of fine debt status. If a fine debt is confirmed, include the Enforcement Order number and the amount owing. When a nil fine debt is confirmed, no further action is required regarding WDO.

Responsibility: Conference Convenor

Tasks

Ask the young person if they have an outstanding fine debt.

Introduce and explain purpose of WDO scheme.

Provide young person with a WDO pamphlet and a list of approved sponsored agencies in the local community to follow up and register for the scheme. (Refer to Revenue NSW website – Google Chrome preferred).

Record any action taken on *Convenor Checklist*.

No further YJNSW involvement is required. The external sponsor organisation will be responsible for the application, administration and management of the WDO.

Responsibility: Caseworker - Custody

Tasks

Review information provided on the Admission form and CIMS - case note identifying whether a young person has a fine debt.

Ask the young person if they have an outstanding fine debt.

Introduce and explain purpose of WDO scheme with the young person.

Discuss options for repaying fine debt through unpaid work, approved courses, treatment or case management.

Check that the young person has signed the *Client Consent - Exchange of Information* form. If not, obtain signed consent from the young person.

Check the WDO Self-Service Portal (SSP), contact the Work and Development (WDO) Hotline on 1300 478 879, or email wdo@revenue.nsw.gov.au to confirm existing debt and the amount owing.

Enter a WDO case note in CIMS advising of fine debt status. If there is no existing fine debt, no further YJNSW involvement is required.



Step 2 – Eligibility determination and WDO activity plan

Responsibility: Caseworker - Community /Custody

Tasks

Discuss and assess with the young person whether they have the capacity to pay their fine debt and if they can and choose to, the caseworker must support them in paying the fine outright or setting up a payment plan with Revenue NSW.

If a payment plan is unsuitable, assess in consultation with Revenue NSW (Hotline service), whether the young person is eligible for a 'write off'. If applicable, the caseworker must complete the on-line application on behalf of the young person and include the reason(s) for the request, e.g. [REDACTED]

[REDACTED] Revenue NSW will review and decide on outcome. Refer to Revenue NSW website about how to complete the on-line application for 'Write-offs'.

Advise the young person of the determination decision. If the young person is assessed as not eligible or unsuitable, discuss other available options.

Discuss eligibility determination criteria with the young person for a WDO activity plan.

Explain to the young person that WDO hours cannot be credited until the WDO application has been approved by Revenue NSW.

Discuss with the young person what WDO activities are available and who will deliver the service(s), keeping in mind cultural diversity and WHS issues.

Confirm with the young person if they would like to have any new fine debts automatically added following approval of the proposed WDO application. Click the 'yes' button in SSP to allow future fine debts to be added to the proposed WDO request.

Enter a WDO case note in CIMS advising of eligibility decision.

Complete the following action on CIMS when referring to a third-party service provider to deliver a WDO activity/service: Enter “Referral to Other Services> NGO>WDO” (Refer to CIMS Click for CIMS support). Also, obtain the current WWCC identification number from the third party who will be responsible for the delivery of the WDO activity on YJNSW behalf.

Enter a CIMS WDO case note detailing decision including WWCC identification number.



Step 3 – Create WDO application in Self Service Portal (SSP)

Responsibility: Caseworker - Community / Custody

Create the WDO application for the young person in the WDO SSP. Follow the internal SSP system prompts. (Refer to *Self-Service Portal - User Guide* for assistance through the Revenue NSW website).

Enter a WDO case note in CIMS advising of action taken.



Step 4 – WDO application approved/not approved

Responsibility: Caseworker - Community / Custody

Retrieve confirmation of the approved WDO application from the SSP.

Contact Revenue NSW Hotline on 1300 478 879 to identify reasons for non-approval of application and explore options available to assist the young person address the fine debt. Enter a WDO case note in CIMS advising of action taken.

Reapply, if relevant, for WDO scheme following discussion and agreement by young person to pursue WDO option.

Include WDO plan on the young person’s Case Plan as part of case management in CIMS.

Supervise the WDO plan as agreed.



Step 5 – Monitor progress of WDO plan

Responsibility: Caseworker - Community / Custody

Contact the third-party service provider if applicable to obtain number of WDO hours completed by the young person and their progress, as per the agreed frequency of contact.

Enter the number of WDO activity hours completed by the young person in the SSP Client Activity Report (CAR), noting that the hours must be entered prior to 14th day of each month:

Record “0” hours if no activity was undertaken by the young person for the month and an explanation in the comment section I to provide an explanation for nil activity for that month.

Record the credited proportion of activity completed by the young person if they did not complete all agreed activities and include an explanation in the comment section.

Enter a CIMS WDO case note reflecting the hours recorded in the SSP.

If the young person is in custody, review their progress with WDOs at the Client Assessment Meetings.

Update the young person's case plan regarding WDOs, according to *Case Management Policy*.

Initiate a variation of the WDO plan in the SSP, if applicable, and obtain confirmation of varied WDO plan approval from Revenue NSW.

Discuss any concerns with your supervisor regarding any changes in circumstances for the young person to maintain WDO requirements.



Step 6 – Discharge / Exit planning

Responsibility: Caseworker – Community / Custody

Go to step 7 if the young person has successfully completed the WDO plan.
If the WDO is active and the young person is in custody, the Caseworker-custody is responsible for the following:

- organise a Discharge Case Conference eight (8) weeks prior to release date and include the WDO as an agenda item.
- invite the Caseworker-community to participate in the case conference.
- review the young person's ability to continue their WDO requirements in the community during the case conference the review may include referral to another sponsor organisation to administer and supervise the WDO or apply to Revenue NSW to write-off the balance of the debt.
- negotiate a timeframe when to close the SSP portal in current location and when to open in new location where applicable.
- ensure the discussion and decision is recorded in the Discharge Case Conference document.

Enter a WDO case note in CIMS detailing decision and action required.

If the young person is supervised in the community, complete the following:

- Review the young person's ability to continue their WDO requirements at their exit-planning meeting. The review may include a referral to another sponsor organisation to administer and supervise the WDO until completion or apply to write off the balance of the fine debt.

Enter a WDO case note in CIMS advising of discussion and action taken.



Step 7 – Close WDO

Responsibility: Caseworker Community / Custody

Enter the final Client Activity Report (CAR) into SSP advising Revenue NSW of any one of the following reasons:

- all WDO activities are completed, OR
- the young person is transferred to another community office or centre, OR
- there is no participation in the WDO activity by the young person for a period of three months, OR
- the young person is released from custody

Obtain a copy of the Certificate of Achievement from the portal to give to the young person when they have completed their WDO.

Enter WDO case note in CIMS advising of outcome and action taken.

Update the young person's case plan about the WDO and submit to your supervisor for review, according to the *Case Management Policy*.

4 Legislation:

This procedure is supported by the following legislation:

Related Legislations

- *Fines Act 1996*
- *Fines Further Act 2008(NSW)*
- *Children's (Detention Centres) Act 1987*
- *Work Health and Safety Act 2011*

5 Supporting documents:

This procedure is supported by the following documents:

Related policies

- *Case Management Policy*
- *Work and Development Order Policy*
- *Youth Justice Conferencing Policy*

Related procedures/guidelines

- *Work and Development Order Guidelines 2017 issued by Revenue NSW*
- *Work and Development Self Service Portal–User Guide issued by Revenue NSW*
- *Case Management Guide*

Forms

- *Work and Development Orders Checklist*

- *Client Consent – Exchange of Information (CIMS)*

6 Document Information

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7 Document History

Version	Date	Reason for Amendment
1.1	17/02/2021	Review of policy and procedure. Minor amendments were made reflecting machinery of government changes and more information about the alternate options, 'write offs' or payment plans, which are available for young people to access, if relevant
1.0	19/09/2018	Introduction of the new WDO operational framework whereby detention centres and community offices are recognised as individually approved WDO sponsor sites.