

Australian Capital Territory

# Corrections Management (Custodial Case Management Reintegration) Operating Procedure 2022

Notifiable instrument NI2022–447

made under the

**Corrections Management Act 2007, s14 (Corrections policies and operating procedures)**

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## 1 Name of instrument

This instrument is the *Corrections Management (Custodial Case Management Reintegration) Operating Procedure 2022*.

## 2 Commencement

This instrument commences on the day after its notification day.

## 3 Operating Procedure

I make this operating procedure to facilitate the effective and efficient management of correctional services.

Ray Johnson APM  
Commissioner  
ACT Corrective Services  
06 September 2022



<b>OPERATING PROCEDURE</b>	<b>Custodial Case Management Reintegration</b>
<b>OPERATING PROCEDURE NO.</b>	<b>CM1.2</b>
<b>SCOPE</b>	<b>Alexander Maconochie Centre</b>

## STATEMENT OF PURPOSE

To provide instructions to staff on the case management process for offenders in reintegration.

ACT Corrective Services (ACTCS) is committed to ensuring detainees exiting the Alexander Maconochie Centre (AMC) are provided a service focused on sound pre-release planning and community reintegration. Pre- and post-release support aimed at addressing the individual reintegrative needs of a detainee can significantly reduce their risk of reoffending and encourage them to lead positive, constructive, and law-abiding lives.

ACTCS Reintegration case planning ensures that the reintegration needs of detainees have been planned for and clear handover arrangements for community partners are in place. The Reintegration Unit provides assertive case management focused on the pillars of reintegration.

## PROCEDURES

### 1. Time Frame

- 1.1. The Reintegration Unit may commence engagement with all sentenced offenders up to six months prior to their earliest release date (ERD) for pre-release planning purposes.
- 1.2. For offenders being released on a head sentence, the Reintegration Caseworker or Women's Reintegration Caseworker must commence engagement with the offender up to six months prior to their release date.
- 1.3. For offenders with a non-parole period (NPP), the Reintegration Caseworker or Women's Reintegration Caseworker must commence engagement with the offender once their parole application has been submitted to the Sentence Administration Board (SAB). The offender's allocated Case Manager (CM) must advise the Reintegration Unit when the offender's parole application has been submitted to the SAB.
- 1.4. For those offenders whose sentence is less than six months, the Reintegration Unit must commence engagement within five days of being notified of the offender's earliest release date (ERD).
- 1.5. For offenders on remand who exit the AMC and are subject to a supervised community-based order, the Reintegration Officer must contact the offender within one week of their release to offer support, either:
  - a. at the time of their first appointment with their Community Corrections Officer (CCO),  
or
  - b. by contacting the offender by phone.

- 1.6. For offenders on remand who exit the AMC without a supervised community-based order, the Reintegration Officer must contact the offender within one week of their release to offer support, either by:
  - a. contacting the offender by phone if their number is known, or
  - b. sending out a letter to the offender's address if they are not contactable by phone.
- 1.7. The Reintegration Unit may provide assertive case management to offenders six months post-release. This will be dependent on the referral pathway for the offender.

## **2. Induction**

- 2.1. The Reintegration Case Manager or Women's Reintegration Case Manager must complete the induction process for those offenders new to the AMC who have been sentenced to a period of custody of less than six months.
- 2.2. The Reintegration Case Manager or Women's Reintegration Case Manager must complete this induction within five working days of the offender's entry into the AMC and must record the induction on CORIS within one working day of the induction occurring.
- 2.3. During the induction process, the Reintegration Caseworker or Women's Reintegration Caseworker must explain the program to the offender and discuss the assessment and case planning process. They must also explain the voluntary nature of the program once the offender has been released from the AMC and obtain the offender's consent to participate in post-release support.
- 2.4. The Reintegration Case Manager or Women's Reintegration Case Manager must forward any basic needs identified during the induction process to the Reintegration Officer for action as soon as practicable.

## **3. Assessments (Reintegration Needs Assessment (RNA) and Level of Service Inventory – Revised (LSI-R))**

- 3.1. During the offender's engagement with the Reintegration Unit in the pre-release phase, the Reintegration Case Manager or Women's Reintegration Case Manager may complete a Reintegration Needs Assessment (RNA) with the offender's consent to determine the offender's reintegration needs. For offenders with a sentence of over two months, the Reintegration Case Manager or Women's Reintegration Case Manager must complete this assessment within six weeks of allocation.
- 3.2. Prior to meeting with the offender, the Reintegration Caseworker or Women's Reintegration Caseworker must complete a review of the offender's file and familiarise themselves with the offender's history. Documents that may assist the Reintegration Caseworker or Women's Reintegration Caseworker include:
  - a. previous reports prepared for Courts e.g., Pre-Sentence Reports, Bail Progress Reports, Breach Reports
  - b. previous reports prepared for the Sentence Administration Board e.g., Pre-Release Reports, Parole Progress Reports, Breach Reports (ICO and Parole)
  - c. custodial behaviour reports

- d. Case Management Plans (CMPs)
  - e. engagement in programs and interventions
  - f. copies of medical and psychological assessments, and associated treatment regimes
- 3.3. The Reintegration Case Manager or Women’s Reintegration Case Manager must complete the RNA through face-to-face discussions with the offender in line with the Assessor Manual – Reintegration Needs Assessment and include discussions about the following aspects of the offender’s life:
- a. accommodation
  - b. employment/education
  - c. substance use
  - d. mental health
  - e. assisted/supported living needs
  - f. financial difficulties
  - g. personal support
  - h. children/family
  - i. community support/cultural connection
  - j. use of spare/free time
  - k. ability to deal with stress/coping strategies
- 3.4. During the RNA and Case Management Plan (CMP) phase, the Reintegration Caseworker or Women’s Reintegration Caseworker must meet with the offender at least fortnightly. This frequency may increase dependent on the needs of the offender. Needs of the offender are impacted by factors including, but not limited to:
- a. upcoming court dates/possible release dates
  - b. disengagement from programs
  - c. significant event within the AMC
  - d. significant event within their family
  - e. engagement with the NDIA
  - f. any other significant change
- 3.5. The RNA process must be completed in a culturally appropriate way by considering historical context and any suggestions from the Aboriginal Liaison Officer (ALO). Aboriginal and Torres Strait Islander offenders must be given the opportunity to have an ALO present by the Reintegration Caseworker or Women’s Reintegration Caseworker. The Reintegration Caseworker or Women’s Reintegration Caseworker must invite the ALO to attend at the request of the offender. The offender can request that the ALO not remain at the meeting.
- 3.6. As part of the RNA process, the Reintegration Case Manager or Women’s Reintegration Case Manager may also speak with the offender’s Case Management Officer (CMO), Community Corrections Officer (CCO) and/or people identified as significant by the offender.
- 3.7. The RNA will provide a score of either low, medium, or high to describe an offender’s reintegration needs. The Reintegration Case Manager or Women’s Reintegration Case Manager must advise the offender of their assessed level of reintegration need.

- 3.8. For those offender's whose case management will be referred to a community partner, the Reintegration Case Manager or Women's Reintegration Case Manager must provide a copy of the RNA to the community partner with the consent of the offender.
- 3.9. Where an offender does not have a current LSI-R, the Reintegration Case Manager or Women's Reintegration Case Manager must complete an LSI-R according to the [Level of Service Inventory - Revised CI](#).
- 3.10. For those offenders who are sentenced to a period of time of less than two months or who are released from the AMC after being on remand, an RNA will not be required to be completed. The Reintegration Caseworker, Women's Reintegration Caseworker or Reintegration Officer may undertake an assessment of the offender's basic reintegration needs through a review of the offender's records and discussions with the offender, the CCO, the CMO and/or other significant people and services involved with the offender. However, if an offender has complex needs, such as a significant disability, complex trauma, or significant criminal history, the Reintegration Team Leader may request an RNA be completed by the Reintegration Caseworker or Women's Reintegration Caseworker. The AMC Disability Liaison Officer (DLO) may also be involved to support offenders with disability.

#### **4. Case Conferences**

- 4.1. Case Conferences must occur as part of the development of the CMP and as part of case plan reviews. The Reintegration Caseworker or Women's Reintegration Caseworker must identify the people who need to be invited to attend the Case Conference which may include:
  - a. previous CMO
  - b. programs staff
  - c. Custodial Case Manager
  - d. ALO for Aboriginal and Torres Strait Islander offenders
  - e. Specialist Communities
  - f. Housing ACT
  - g. Employment Specialist
  - h. AOD Service provider (Directions, ADS, Solaris TC)
  - i. Justice Health
  - j. Forensic Mental Health Services
  - k. Disability Liaison Officer
  - l. NDIS Coordinator
  - m. any other identified service
  - n. any other people identified as significant to the offender
- 4.2. The Reintegration Caseworker or Women's Reintegration Caseworker must advise the Reintegration Officer of who to invite and the Reintegration Officer must organise the meeting, including inviting all identified participants, drafting the agenda in consultation with the Reintegration Caseworker or Women's Reintegration Caseworker and booking the meeting venue/organising the AVL.

- 4.3. The Reintegration Caseworker or Women's Reintegration Caseworker must chair the meeting and ensure all identified areas of need are discussed and a plan developed to address these areas of need based on considerations such as the outcome of the RNA, discussions with parties involved, available interventions and ability to complete within timeframes available.
- 4.4. The Reintegration Officer must minute the meeting and provide a copy of the minutes to all participants within five working days of the case conference.

## **5. Case Management Plans (CMPs)**

- 5.1. CMPs must be developed by the Reintegration Case Manager or Women's Reintegration Case Manager in collaboration with the offender and in accordance with the *Custodial Case Management Case Planning Procedure*.
- 5.2. Regular reviews of CMPs must be coordinated by the Reintegration Case Manager or Women's Reintegration Case Manager in accordance with *Custodial Case Management Supervision and Case Plan Review Procedure*.
- 5.3. The Reintegration Case Manager or Women's Reintegration Case Manager must provide the offender with a copy of their CMP.
- 5.4. The Reintegration Case Manager or Women's Reintegration Case Manager must provide a copy of the CMP to the detainee's allocated Custodial Case Manager via email within one (1) business day of the plan being finalised.

## **6. Reintegration Referral Pathway**

- 6.1. Upon release from the AMC, an offender who has been assessed as having low to medium reintegration needs and who has provided their consent to engage with the Reintegration Unit, must receive support from the Reintegration Officer with practical support upon release, as well as any specific and time limited support identified during the RNA process.
- 6.2. Upon release from the AMC, an offender who has been assessed as having high reintegration needs and who has provided their consent to engage with the Reintegration Unit, must receive case management from the Reintegration Unit. The Reintegration Team Leader may allocate a Reintegration Case Manager, Women's Reintegration Case Manager or a Reintegration Officer depending on the complexities of the offender's individual circumstances.
- 6.3. All Aboriginal and Torres Strait Islander offenders assessed as having medium to high reintegration needs must be given the choice by members of the Reintegration Unit at their first and ongoing engagements to be referred to Yeddung Murra for case management support both pre- and post-release.
- 6.4. Offenders accepted into the following programs will receive their case management through that community partner regardless of their level of reintegrative need:
  - a. Toora Women Inc.
  - b. EveryMan Australia
  - c. Detention Exit Community Outreach (DECO)
  - d. Justice Housing Project (JHP)

- 6.5. For those offenders case managed by a community partner and where the offender has consented, the Reintegration Unit will provide a copy of the RNA to assist this service in their work with the offender.
- 6.6. The Reintegration Unit may refer offenders leaving the AMC to CatholicCare with their consent for two (2) to four (4) weeks of support, such as assistance with transportation from AMC and to appointments, organising Centrelink and helping with referrals. This referral must be offered to offenders by the Reintegration Unit during the first and ongoing engagements with the offender.

## **7. Assertive Case Management Pre-Release Period**

- 7.1. Once the RNA and CMP is completed, the Reintegration Caseworker or Women's Reintegration Caseworker must meet with the offender:
  - a. at least monthly for those offenders with low reintegrative needs,
  - b. every three weeks for those offenders with medium reintegration needs, and
  - c. every two weeks for those offenders with high reintegrative needs.

This frequency may increase dependent on the needs of the offender, for example those offenders who require sessions shorter in duration and closer in frequency.

- 7.2. When meeting with an offender, the Reintegration Caseworker or Women's Reintegration Caseworker must discuss the offender's reintegration needs, implement, and coordinate the CMP, as well as confirm plans for the day of release, such as clothing and transport.
- 7.3. The Reintegration Caseworker or Women's Reintegration Caseworker must also liaise with relevant service providers and significant people as required and identified in the offender's CMP.

## **8. Assertive Case Management Pre-Release Meetings**

- 8.1. The Reintegration Unit Team Leader, with the support of the Reintegration Administration Officer, must organise regular pre-release meetings to discuss the reintegration needs of offenders with all interested parties. These meetings must occur on a minimum fortnightly basis with ad-hoc meetings able to be organised to address any emerging concerns as required.
- 8.2. The Reintegration Case Manager or Women's Reintegration Case Manager must identify the attendees for each pre-release meeting and advise the Reintegration Unit Administration Officer. Attendees invited to these meetings will vary dependent on the offender but may include:
  - a. the ALO for Aboriginal and Torres Strait Islander offenders
  - b. Community Corrections Officer for those offenders subject to a supervision order on their release
  - c. Disability Liaison Officer for offenders with a disability and involved with the NDIS
  - d. Specialist Communities for offenders with a mild to moderate mental health issue
  - e. Forensic Mental Health Services when planning for release of those offenders receiving mental health treatment from Forensic Mental Health.

- 8.3. The Reintegration Unit Administration Officer must prepare the agenda to ensure attendees are only required to be present when it relates to the offenders they are working with.

## **9. Assertive Case Management Post-Release Period**

- 9.1. Any offender released from custody who has consented to receive support from the Reintegration Unit post-release, must be allocated to a Reintegration Officer by the Reintegration Unit Team Leader. Where it is determined by the Reintegration Team Leader that an offender has complex needs, the Reintegration Caseworker or Women's Reintegration Caseworker will remain the allocated worker post release.
- 9.2. The Reintegration Caseworker or Women's Reintegration Caseworker must provide a copy of the CMP to the allocated Reintegration Officer and organise a handover meeting either in person or over AVL.
- 9.3. The allocated Reintegration Officer must meet with the offender within five business days of their release from the AMC.
- 9.4. The CCO must develop a CMP within 6 weeks after release, and must be the lead on addressing CMP goals in the community. The allocated Reintegration Officer supports the CCO by meeting with the offender at least fortnightly to support their transition back to the community and work towards addressing the goals of the CMP.
- 9.5. The allocated Reintegration Officer must then meet with the offender at least monthly for the remaining period of the six-month program.
- 9.6. The Reintegration Officer must meet with the offender at a location of the offender's choosing, where it is safe for the allocated Reintegration Officer to do so.
- 9.7. Prior to meeting with the offender, the Reintegration Officer must make reasonable attempts to identify any potential risks by reviewing the offender's records, speaking with the offender, and verifying the location and its proximity to locations that present a risk due to the offender's profile.

## **10. Assertive Case Management Outreach Support**

- 10.1. Outreach support must be proactively offered to the offender by the Reintegration Officer as the preferred method of offender contact. If offenders do not wish to receive outreach support, the Reintegration Officer must make a time to meet with them at the Level 1 2CA office.
- 10.2. All outreach support must be planned and consented to by the offender. Reintegration Officers must not provide any outreach support unannounced.
- 10.3. Reintegration Officers will dedicate 2.5 days per week to providing outreach support to different offenders - Tuesdays, Thursdays and Fridays (AM). If a matter requires an urgent response, the Reintegration Officer must discuss with the Reintegration Unit Team Leader about the ability to provide a response outside of the scheduled days.
- 10.4. The Reintegration Officer may provide outreach support at the offender's home, a public area or another location where the offender feels comfortable. This may include services such as Centrelink or ACT Housing where the Reintegration Officer will meet the offender at the service to provide support and/or advocacy.



- 10.5. In supporting the CCO who takes the lead on ensuring the offender is able to meet their CMP goals, Reintegration Officers may provide as part of outreach the following:
- a. assist with referrals/applications to:
    - i. Centrelink – Disability Support Pension, JobSeeker
    - ii. emergency relief providers – food, clothing
    - iii. accommodation services – Onelink, ACT Housing, Ainslie Village, Sleep Bus
    - iv. alcohol and drug (AOD) detoxifications, residential rehabilitations, and day programs
    - v. counselling – AOD, mental health, general, relationship, Family and Domestic Violence
    - vi. Domestic Violence Crisis Service (DVCS) referrals for assistance and safety planning
    - vii. child and family centres and parenting support groups
    - viii. Canberra Community Law
    - ix. Multicultural hub - emergency relief, food, material aid, English lessons, support groups
    - x. National Disability Insurance Agency (NDIA)
  - b. coordination of existing support services to ensure no gaps or overlap and ensuring appropriate assessments occur
  - c. assistance navigating new environments and services
  - d. advocacy support
  - e. wellbeing support through regular contact and check ins using Five Minute Interventions, Motivational interviewing and culturally responsive and trauma informed practice.
  - f. providing wellbeing resources such as mindfulness and grounding techniques
  - g. goal setting, problem solving and action planning
  - h. managing daily tasks, such as appointments
- 10.6. Prior to conducting outreach support, the Reintegration Officer must make reasonable attempts to identify any potential risks by reviewing the offender’s records, speaking with the offender, and verifying the location and its proximity to locations that present a risk due to the offender’s profile.
- 10.7. The Reintegration Officer must ensure they follow the safety precautions for home and field visits in accordance with the *Home and Field Visit Community Instruction*.
- 10.8. Reintegration Officers must undertake outreach support in pairs.
- 10.9. Reintegration Officers must attend 2CA in the morning to:
- a. complete the ‘Outreach Support Daily Tracker’
  - b. collect the work vehicle and mobile phone (ensure mobile phone is completely charged)
  - c. collect any required documents, vouchers and/or bus tickets

- d. meet with the Reintegration Team Leader where required, such as to discuss potential concerns or requests for assistance.
- 10.10. Reintegration Officer must contact the Reintegration Team Leader throughout the day upon arrival and departure from each location and advise the Reintegration Team Leader of any changes to the Outreach Support Daily Tracker that need to occur.
- 10.11. Reintegration Officers must return to the office at the completion of that day's outreach support to:
- a. return the work vehicle and mobile phone
  - b. update the 'Outreach Support Daily Tracker'
  - c. debrief with the Reintegration Unit Team Leader if required, such as to discuss potential concerns or requests for assistance.
- 10.12. If the Reintegration Officers identify any risk of harm to themselves, the offender or another person during their outreach support, they must:
- a. follow the safety precautions for home and field visits (*Home and Field Visit Community Instruction*)
  - b. ensure their own personal safety
  - c. determine the need to contact family and/or emergency services to ensure the safety of the offender. This may include 000 or the Home Assessment and Acute Response Team (HAART)
  - d. report the incident to the:
    - i. Reintegration Unit Team Leader as soon as practicable
    - ii. allocated CCO (if under a supervised order)
    - iii. ACTCS Intel (if applicable)
    - iv. RiskMan (if applicable).
- 10.13. If an offender attends the office seeking support from the Reintegration Unit and Reintegration Officers are unavailable, the Reintegration Administration Officer will meet with the offender. The Reintegration Administration Officer will determine what support the offender needs and either book a time for the Reintegration Officers to complete outreach support and/or provide them with the required practical assistance, such as bus tickets or food vouchers.
- 10.14. Reintegration Officers must record case notes from all outreach support on CORIS within one working day of the outreach occurring.

## **11. Assertive Case Management Transporting Offenders**

- 11.1. The Reintegration Caseworker, Women's Reintegration Caseworker and Reintegration Officer may transport offenders to and from significant appointments, such as court dates and health appointments.
- 11.2. To encourage the offender's independence and self-reliance the Reintegration Unit must only transport offenders in situations where it is imperative the client attends, and other transport options are not reasonably available.

- 11.3. Prior to transporting an offender, the Reintegration Caseworker, Women's Reintegration Caseworker or Reintegration Officer must familiarise themselves with the risk controls in place to minimise the risk of any hazard occurring.
- 11.4. The Reintegration Caseworker, Women's Reintegration Caseworker or Reintegration Officer must complete the Transport Risk Assessment and have it approved by the Reintegration Team Leader.
- 11.5. If an emergency or threat develops when transporting an offender, the Reintegration Caseworker, Women's Reintegration Caseworker or Reintegration Officer must attempt to remove themselves from the situation and contact emergency services on 000 immediately.

## **12. Engagement with Significant People**

- 12.1. The Reintegration Caseworker or Women's Reintegration Caseworker must work with the offender to identify those people significant to them. As part of this process, the Reintegration Caseworker or Women's Reintegration Caseworker must consider whether:
  - a. the relationship between the offender and significant person is positive or negative
  - b. the offender has any domestic or family violence related offences
  - c. there are protection orders in place
  - d. Child and Youth Protection Services (CYPS) are involved
  - e. the nominated people are willing and able to provide support
- 12.2. The Reintegration Caseworker or Women's Reintegration Caseworker must ask the offender to sign a consent form authorising them to contact those people identified as significant to them. The Reintegration Caseworker or Women's Reintegration Caseworker must not contact an offender's significant person without consent.
- 12.3. The Reintegration Caseworker or Women's Reintegration Caseworker must initially contact the offender's significant person by phone to organise a time to meet in the community at a place comfortable to them.
- 12.4. Upon meeting with the offender's significant person, the Reintegration Caseworker or Women's Reintegration Caseworker must:
  - a. explain the purpose and voluntary nature of the program
  - b. discuss the importance of the offender establishing and maintaining positive relationships pre- and post-release
  - c. identify any concerns the person may have regarding the offender's incarceration or release
  - d. offer links to relevant support services.
- 12.5. The Reintegration Caseworker or Women's Reintegration Caseworker must also work with the offender's significant people to identify their and/or the offenders support needs through conversations and observations during outreach and phone calls, ensure appropriate supports are put in place and assist with the offender's reintegration into the community. The Reintegration Caseworker or Women's Reintegration Caseworker must record information such as identified needs and referrals made as a case note on CORIS.

- 12.6. Engagement with those people considered significant to the offender by the Reintegration Unit may involve phone calls, emails, meetings in the community and home visits and must only occur where there is a clear purpose for the engagement.
- 12.7. Following an offender's release from custody, the allocated Reintegration Officer must continue to maintain contact with those people identified as significant to the offender. The frequency and type of contact will be dependent on the needs of the offender and/or significant person and where there is a clear purpose for the engagement.

### **13. Working with Women Offenders**

- 13.1. To provide the best support to women offenders, woman offenders must be allocated to a Women's Reintegration Case Manager who works specifically with women offenders.
- 13.2. AMC Case Managers must understand the likelihood that female offenders have experienced trauma and take steps to improve their practice by building trust, safety, and healing relationships. AMC Case Managers must ensure a working knowledge of the *Working with Trauma Using Gender Informed Principles – A Practice Guide* and ensure they engage in trauma informed practice.
- 13.3. The Women's Reintegration Case Manager must work with all women offenders to identify and support victim survivors of family and domestic violence. The Women's Reintegration Case Manager may take steps such as asking questions during engagement with the detainee and reviewing CORIS records to identify victim survivors of family and domestic violence.
- 13.4. Where it is identified a woman offender may be a victim survivor of family and domestic violence, the Women's Reintegration Case Manager may work collaboratively with the Family Violence Safety Action Pilot (FVSAP), operated by Victims Support ACT, providing the offender explicitly consents to this.
- 13.5. Where a woman offender is identified as a victim survivor and the woman offender consents, the Women's Reintegration Case Manager must complete the FVSAP Risk Assessment tool to determine the risk of further or escalating violence for that woman on her release.
- 13.6. The Women's Reintegration Case Manager must refer any woman offender that consents and has been assessed as high risk using the FVSP Risk Assessment tool to the FVSAP using the FVSAP Client Referral form and emailing it to: [FVSAP@act.gov.au](mailto:FVSAP@act.gov.au)
- 13.7. The FVSAP may work collaboratively with the woman offender and the AMC Case Manager (Remand) to devise a response plan to reduce or mitigate the risk or escalation of violence on their release from custody.
- 13.8. Risk analysis and response planning by the Women's Reintegration Case Manager and FVSAP must be informed by a 'follow her lead' approach to the victim survivor and a perpetrator pattern-based response.

### **14. Working with Aboriginal and Torres Strait Islander Offenders**

- 14.1. Staff of the Reintegration Unit must acknowledge and understand historical and contemporary disadvantage experienced by Aboriginal and Torre Strait Islander people and the implications this has on their work. For further advice and information, staff can contact the Aboriginal and Torres Strait Islander Services Unit.

- 14.2. Staff of the Reintegration Unit must regularly liaise with the ALO when working with Aboriginal and Torres Strait Islander offenders. This includes but is not limited to during:
  - a. induction
  - b. assessment
  - c. case planning
  - d. release planning
- 14.3. The ALO and/or Cultural Support Officer must also attend all case conferences for Aboriginal and Torres Strait Islander offenders (with the offender's consent).
- 14.4. The Reintegration Case Manager or Women's Reintegration Case Manager must provide a copy of the Reintegration Plan to the ALO prior to finalisation to ensure the supports and interventions being provided to the offender are culturally appropriate and supports offered by the two teams are consistent and not duplicated.
- 14.5. For those Aboriginal and Torres Strait Islander offenders whose case management will remain with the Reintegration Unit, the Cultural Support Officer must remain involved to ensure the offender is being supported in a culturally responsive way and where possible, is being referred to Aboriginal and Torres Strait Islander led health and support services.

## **15. ACTCS Partnerships**

- 15.1. Case Management Unit (CMU):
  - a. the Reintegration Unit must work closely with the CMU to support offenders as they transition back to the community.
  - b. the CMU Team Leader must advise the Reintegration Unit Team Leader by email of any offenders allocated to the CMU that need to be re-allocated to the Reintegration Unit.
  - c. the Reintegration Unit Team Leader must allocate the offender to the Reintegration Case Manager or Women's Reintegration Case Manager who will then complete a case handover meeting with the allocated CMO. This case handover must be completed within five days of allocation and must be recorded on CORIS by the CMO.
  - d. while the Reintegration Case Manager or Women's Reintegration Case Manager will be the primary case manager for the offender from the point of the case handover meeting, the CMO must provide support and assistance as required.
- 15.2. Community Corrections:
  - a. for those offenders subject to a community-based supervision order on their release from the AMC, the Reintegration Case Manager or Women's Reintegration Case Manager must regularly liaise with the offender's allocated CCO.
  - b. at a minimum, the Reintegration Case Manager or Women's Reintegration Case Manager must advise the CCO when the following documents are added to CORIS and make themselves available to speak with the CCO about:
    - i. the RNA
    - ii. the CMP
    - iii. the release plans

- iv. any referrals made.

15.3. Programs:

- a. the Reintegration Case Manager or Women's Reintegration Case Manager must refer the offender to any programs identified in their CMP.
- b. the Reintegration Case Manager or Women's Reintegration Case Manager must monitor the offender's engagement in any programs and liaise with the Programs Officer to address any concerns.

**16. Brokerage Approval**

16.1. Brokerage for the following services do not require the approval of the Director Reintegration or Assistant Commissioner, Offender Reintegration and may be organised by any member of the Reintegration Unit:

- a. birth certificate
- b. driver's licence / Driving test
- c. proof of ID card
- d. limited work clothes
- e. rehabilitation entry fees [ + 2wks program fees]
- f. travel to approved rehabilitation
- g. repatriation travel interstate
- h. wallet / sports bag for rehabilitation
- i. release clothes if necessary
- j. White card / Asbestos Awareness Card
- k. phone (basic, including initial credit)
- l. foodbank vouchers
- m. St Vincent de Paul vouchers - clothing
- n. My Way Concession booklets
- o. two (2) weeks rent to cover a social housing provider accommodation

16.2. For all other requests, the Reintegration Case Worker, Women's Reintegration Caseworker or Reintegration Officer must complete the 'Reintegration Unit – Brokerage Request' form and provide it to the Reintegration Unit Team Leader for their review and endorsement.

16.3. If approval from the Assistant Commissioner, Offender Reintegration is required, the Director Reintegration must provide their endorsement on the 'Reintegration Unit – Brokerage Request' form and provide it to the Assistant Commissioner, Offender Reintegration within two (2) business days for their approval.

16.4. Brokerage requests must only be approved by the Director Reintegration or Assistant Commissioner, Offender Reintegration where the service provided will help increase community safety, reduce the offender's risk of reoffending, or addresses the offender's assessed need in line with the Reintegration pillars of:

- a. accommodation

- b. health
  - c. basic needs
  - d. family and Community Connections
  - e. financial wellbeing
  - f. leisure/Recreation
- 16.5. The above form once completed and signed must be uploaded to briefcase onto CORIS by the officer of the Reintegration Unit who made the initial request within one day.
- 16.6. Brokerage requests from Community Partners must also be received on the 'Reintegration Unit – Brokerage Request' form and approval is to be obtained from the Reintegration Unit in line with the above procedures prior to expenditure.
- 16.7. The Reintegration Unit must follow the above approval procedures for 'Reintegration Unit – Brokerage Request' forms received from Community Partners

## **17. Emergency Accommodation Brokerage**

- 17.1. The Reintegration Unit may be able to assist with emergency accommodation for:
- a. offenders (whether sentenced or on remand) on the day of their release from the AMC who have no suitable accommodation available to them.
  - b. ex-offenders (whether sentenced or on remand) within six months of their release when their accommodation becomes no longer available to them, and they have no other suitable accommodation
- 17.2. Prior to emergency accommodation being provided, the Reintegration Officer (for offenders not subject to a supervised community-based order) or CCO (for offenders subject to a supervised community-based order) must make an assessment about the impact any emergency accommodation may have on community safety and the offender's engagement in criminal activity.
- 17.3. The Reintegration Officer or CCO must have a discussion with the offender about their living situation. Information obtained by the Reintegration Officer or CCO must include:
- a. where was the offender previously residing and why they are unable to return to this accommodation?
  - b. whether there are any family or friends able to provide emergency accommodation to the offender?
  - c. whether the offender has the financial ability to pay for their own short-term accommodation?
  - d. what efforts have been made to locate alternate emergency accommodation by the offender and/or Reintegration Officer/CCO, including OneLink, Ainslie Village, the Lodge, EMA and JHP? All efforts must be documented on OIS and include the written outcome from each service.
  - e. whether the offender can live independently for the period of the emergency accommodation?
  - f. what is the exit plan for the offender out of emergency accommodation (i.e. entering residential rehabilitation, staying with a friend)?

- 17.4. The Reintegration Team may not provide assistance for emergency accommodation to offenders who choose not to engage with suitable accommodation when it is available to them (i.e. Ainslie Village, JHP). However, this will be dependent on an assessment of the individual's reason for not being able to engage with suitable accommodation available to them.
- 17.5. The officer of the Reintegration Unit who made the initial request must record the above obtained information as a case note on CORIS.
- 17.6. The Reintegration Officer or CCO must complete the 'Reintegration Unit – Emergency Accommodation Rationale' form and provide it to the Reintegration Unit Team Leader for their review and endorsement.
- 17.7. The Reintegration Team Leader must then provide the 'Reintegration Unit – Emergency Accommodation Rationale' to the Director, Reintegration for their approval if request is for an initial period of accommodation or for their endorsement for an extension of approval.
- 17.8. If approval from the Assistant Commissioner, Offender Reintegration is required, the Director Reintegration must provide the 'Reintegration Unit – Emergency Accommodation Rationale' form to the Assistant Commissioner, Offender Reintegration for their approval.
- 17.9. The Director Reintegration may approve requests for one to three nights. If emergency accommodation is requested between Monday and Thursday, the Director Reintegration must only approve one night. If emergency accommodation is requested on a Friday, the Director Reintegration may approve up to three nights.
- 17.10. Only the Assistant Commissioner Offender Reintegration may approve any request for an extension.
- 17.11. The Director Reintegration must advise the Assistant Commissioner by phone or email of any accommodation that has not been approved by the Director Reintegration.
- 17.12. If emergency accommodation is approved for the offender, the Reintegration Officer or CCO must advise the offender or offender of their responsibilities while staying in emergency accommodation. These responsibilities include:
  - a. not causing any damage to the room
  - b. not having any guests in the room
  - c. not misusing drugs and/or alcohol in the room
  - d. not engaging in any other criminal activity in the room
  - e. attending 2CA the next working day to allow the Reintegration Officer or CCO to support the offender or offender to find other suitable short-term accommodation
- 17.13. During the period of emergency accommodation, offenders may be provided with assistance for dinner and breakfast. The type of assistance provided will be dependent on the type of accommodation they are in. For example, if the emergency accommodation has access to cooking facilities, the Reintegration Team may provide food and/or food vouchers. If the emergency accommodation does not have access to cooking facilities but has room service, the offender may have access to room service (\$15 breakfast and \$30 dinner). Alcohol is **not** included.



## **18. Clothing Brokerage**

- 18.1. Upon request by the offender, the Reintegration Unit may provide emergency clothing to offenders released on bail who are still wearing their AMC clothing.
- 18.2. The offender may be provided with a variety of clothing items (top, bottom, underwear, shoes, socks) by a member of the Reintegration Unit dependent on their individual need.

## **19. Transport Brokerage**

- 19.1. Upon request by the offender, the Reintegration Unit may provide offenders on their release from custody a concession booklet of 10 bus tickets.
- 19.2. The Reintegration Unit may organise transport by taxi for those offenders assessed as vulnerable or if the offender needs to arrive at a location within a tight timeframe. The decision to provide transport by taxi must be approved by the Team Leader, Reintegration.

## **20. Food Brokerage**

- 20.1. The Reintegration Unit may provide one \$50 food voucher to offenders on their release from custody.
- 20.2. Should the offender require further assistance with food, the Reintegration Team may provide Foodbank Vouchers.
- 20.3. The Reintegration Unit may provide some basic food items kept at 2 Constitution Avenue to offenders who are released from custody later in the day to ensure they have food for that evening.

## **21. Other Brokerage**

- 21.1. Where available, the Reintegration Unit may provide swags and/or sleeping bags to offenders who are staying between friends and family or those offenders who choose not to be placed in emergency or short-term accommodation.

## **RELATED DOCUMENTS**

- Integrated Offender Management Framework
- Case Management Policy
- Crimes (Sentencing) Act 2005 (CSA)
- Crimes (Sentence Administration) Act 2005 (CSAA)
- Working with Trauma Using Gender Informed Principles – A Practice Guide
- Home and Field Visit Community Instruction
- Outreach Support Tracker
- Risk controls when transporting offenders
- Transport Risk Assessment
- Reintegration Unit – Brokerage Request form
- Reintegration Unit – Emergency Accommodation Rationale
- Custodial Case Management Supervision and Case Plan Review Operating Procedure
- Custodial Case Management Case Planning Procedure

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01 September 2022

#### Document details

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