



<b>OPERATING PROCEDURE</b>	<b>Case Conferences</b>
<b>OPERATING PROCEDURE NO.</b>	<b>CM1.7</b>
<b>SCOPE</b>	<b>Alexander Maconochie Centre</b>

**PURPOSE**

To provide instructions to case managers on the use of case conferences. A case conference is a meeting of the key people involved in the case management of a detainee that encourages collaboration, transparency and client-centred decision-making.

**PROCEDURES****1. Case conferences and the case management process**

- 1.1. Case conferences support several case management functions, including:
  - a. information sharing and collaboration
  - b. service coordination and the opportunity to define the roles and responsibilities of individuals and services
  - c. monitoring of a detainee's progress while in custody
  - d. discussion and resolution of identified issues and/or barriers
  - e. development and review of a detainee's Case Management Plan, and
  - f. development and review of a detainee's reintegration goals and their release planning.
- 1.2. A case conference must be used as the main forum for developing and reviewing case management plans for detainees who have been identified as having complex issues and/or where several services are involved.
- 1.3. For detainees, case conferences may be held at the following stages along the sentence continuum:
  - a. during case management plan development
  - b. during case management plan review
  - c. during engagement in intensive offence specific or offence related interventions
  - d. where a change to the detainee's level of need has been identified in line with the *Custodial Case Management Supervision and Case Plan Review Operating Procedure.*

**2. Who should attend the case conference**

- 2.1. The following participants should attend the case conference:
  - a. the AMC Case Manager or Reintegration Case Manager
  - b. where the detainee is Aboriginal and/or Torres Strait Islander, the Aboriginal Liaison Officer (ALO)

- c. representatives from ACTCS services involved with the development and implementation of the detainee's case management plan (i.e., Supports, Interventions Unit, Programs Unit Community Operations etc)
- d. representatives from any external service involved with the development and implementation of the detainee's case management plan (i.e., ACT Health, Alcohol and Drug service providers, outreach supports services etc)
- e. support people or services who will play a significant role in helping the detainee meet their reintegration goals. **Note:** this may include family members or other significant people in the detainee's life.

2.2. The participants may attend the case conference either in person, by AVL or by telephone.

#### **DETAINEE ATTENDANCE AT THE CASE CONFERENCE**

2.3. The detainee should be involved in case conferencing where possible, as it encourages their participation and recognises their role in the process.

2.4. The detainee may attend only part of the case conference. Their respective case manager must decide on the detainee's attendance and communicate any agreed actions from the conference to the detainee. For example, it may be justified to exclude the detainee from part of the case conference where their attendance may:

- a. pose a risk to safety or security
- b. prevent conference participants from speaking freely.

2.5. In some circumstances, detainee attendance may not be possible, due to safety and/or security reasons, regimes, lock ins, etc.

### **3. What occurs during the Case Conference**

3.1. The case conference facilitator is the ACT Corrective Services (ACTCS) allocated case manager from either the AMC Case Management Unit or Reintegration Unit. They must:

- a. involve internal and external services who have worked with the detainee and invite them to the case conference
- b. identify support people who will play an important role in the detainee's reintegration goals and invite them to the case conferences
- c. set the agenda for the case conference based on the detainee's case management plan and input from all participants
- d. facilitate the case conference to ensure agenda items are discussed and any developed action items agreed to.

#### **ENCOURAGING PARTICIPATION**

3.2. It is important that the Facilitator encourage participation with open respectful discussions, to ensure all participants feel comfortable to speak openly. This allows for a range of different perspectives to be gathered and decisions reached. Strategies to encourage participation include:

- a. taking time to establish rapport before discussing 'difficult' topics
- b. initiating discussions using open ended questions

- c. asking follow-up questions or summarising comments to encourage further input and discussion
- d. providing gentle encouragement to those who may be reluctant to speak
- e. keeping the conversation on track by revisiting past contributions and incorporating them into current discussions.

#### **DETAINEE PARTICIPATION DURING A CASE CONFERENCE**

3.3. The detainee must be provided with opportunities to:

- a. establish areas of concern or issues to be resolved
- b. review information from all relevant sources
- c. agree on any actions and identify clear responsibilities, tasks, and timelines
- d. set up the processes to support and monitor any actions.

#### **REACHING AGREEMENT**

3.4. The facilitator must ensure the meeting is kept to the agenda and returns regularly to overall reintegration goals. Without facilitation, there is a danger that opportunities will be missed because people are hesitant to have the 'difficult conversations' required. It is important to:

- a. raise and discuss issues related to the case management plan
- b. ensure key points from the case conference are documented to ensure there is a record of what was discussed and what was agreed to (including who is responsible for the agreed actions).

3.5. If agreement or focus cannot be maintained, the meeting will be adjourned at the discretion of the AMC Case Manager or Reintegration Case Manager to another date and time to allow participants to reflect on issues raised. A summary of what is agreed and what needs to be resolved will be provided by the facilitator before the adjournment.

#### **4. Information Sharing**

4.1. The AMC Case Manager or Reintegration Case Manager (or a nominated officer) must ensure there is a current *Consent to Release Information Form*, with all the case conference participants listed and signed by the detainee, saved on CORIS. Where there is not a current *Consent to Release Information Form*, the AMC Case Manager or Reintegration Case Manager (or a nominated officer) must ensure this is completed prior to the case conference occurring.

4.2. During the case conference, participants must share information as necessary and relevant and as permitted by ACTCS policy and other relevant policy and legislation.

#### **5. Recording**

5.1. In line with *Integrated Offender Management (IOM) Framework* and its aim of 'one detainee - one case plan', the AMC Case Manager or Reintegration Case Manager must update the detainee's case management plan on CORIS as required.

5.2. The Facilitator must document discussion topics and agreed actions in a status report. The status report must be provided to all case conference participants, including the detainee if they attended the case conference. The Facilitator must attach the Status report to the

detainee’s record in CORIS. When preparing the status report, the Facilitator must consider whether any items or specific information may present a risk for the safety and security of the detainee, other detainees, and or safety and security within the correctional centre, and take appropriate actions to mitigate any risks.

**6. Monitoring and review**

- 6.1. The AMC Case Manager or Reintegration Case Manager is responsible for monitoring the completion of any actions agreed to during a case conference and following up with other stakeholders as required.
- 6.2. Should any barriers be identified, the AMC Case Manager or Reintegration Case Manager must work with the relevant people and/or services to overcome these barriers and if required, may decide to hold another case conference.

**RELATED DOCUMENTS**

- Case Management Policy
- Custodial Case Management Supervision and Case Plan Review Operating Procedure
- Programs and Interventions Operating Procedure
- Interview Support Person Policy
- Custodial Case Planning Operating Procedure
- Support For Detainees and Offenders with Additional Needs Policy
- Case Management Plans Operating Procedure
- Requesting information and responding to information requests Operating Procedure



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