



<b>COMMUNITY INSTRUCTION</b>	<b>Intake</b>
<b>COMMUNITY INSTRUCTION NO.</b>	<b>C9</b>
<b>SCOPE</b>	<b>Community Operations</b>

## PURPOSE

To provide instructions to ACT Corrective Services (ACTCS) Community Operations staff on how to complete the intake process of an offender or accused person reporting to Community Corrections after a court appearance or release from custody.

## PROCEDURES

### 1. Completion of Initial Intake Form (IIF)

- 1.1. An offender or accused person must report to an ACTCS staff member located at either the Magistrates Court or at the Community Corrections Office after their court appearance/release from custody, for the purpose of intake.
- 1.2. The ACTCS staff member must check the offender information management system to determine if an 2.1.3 Initial Intake Form (Reception) (IIF) is required to be completed.
- 1.3. Instances where completion of the IIF is required include, but are not limited to:
  - a. the person is a new client to ACTCS and no information has been previously recorded
  - b. the person is a previously supervised client who has received a new supervised order
  - c. the person is an existing client who has received a new sentence
  - d. the person is an existing client who has had significant changes to their details.
- 1.4. If it has been determined that an IIF is required, the staff member will instruct the offender or accused person to complete the "Offender to complete" section of the IIF. If there is any indication that the offender or accused person has trouble in filling out the form, assistance should be provided during the Intake appointment (see below).
- 1.5. The staff member must check the offender management system to determine if an appointment has already been scheduled. If so, they should contact the scheduling staff member.

### 2. Intake Appointment

- 2.1. Intake appointments will be conducted with all offenders or accused persons once they have completed the "Offender to complete" section of the IIF. Intake appointments will primarily be conducted by either ACTCS staff located at the ACT Court complex, the Bail Officers, or the Community Corrections Officer (CCO) acting as Duty Officer on that day, however other arrangements can be made to ensure that an Intake Appointment is conducted by another delegated staff member.
- 2.2. During the intake appointment, the delegated staff member must:

- a. ensure the offender or accused person has completed the “Offender to complete” section of the IIF with all the required details, or provide assistance to complete the form, where necessary
  - b. explain any conditions of the order/report request
  - c. explain the purpose of Community Corrections (if a new client)
  - d. direct the accused person or offender to attend a further appointment within seven (7) days
  - e. complete the “Staff to complete” section of the IIF, ensuring they complete the data collection section and noting the time and date of the next scheduled appointment
  - f. Explained the relevant Obligations form, seeking the offender or accused person’s understanding and signature
  - g. provide the offender or accused person with the relevant Induction Package (see section 3 for further detail).
- 2.3. The responding officer must case note the interaction in line with the Case Note Policy.

### **3. Induction Packs**

- 3.1. At the completion of the Intake Appointment, the delegated staff member must provide the offender or accused person with an Induction Pack which includes the following:
- a. a copy of the offender or accused person’s signed obligations form
  - b. the Information sheet relative to their engagement with ACTCS at the time of the appointment
  - c. a copy of the “Introduction to ACT Corrective Services” brochure
  - d. contact details or brochures for a relevant mental health support service (e.g., Lifeline, Mensline or Headspace)
  - e. an appointment card with details of the next appointment.
- 3.2. The delegated staff member should also provide information, brochures or contact information for any other service that may assist in addressing needs expressed by the offender or accused person during the appointment (e.g., a current SMART Recovery timetable for those who express that they have previously been engaged with SMART Recovery at Directions ACT; contact details for Onelink for those who express that their accommodation is unstable, etc).
- 3.3. Should the offender or accused person’s needs present as urgent, or if immediate assistance is required, the staff member must provide opportunity for the offender or accused person to engage with the relevant support agency during the intake appointment.

### **4. Intake Appointment with a New Parolee**

- 4.1. If the allocated Community Corrections Officer is not available to conduct the intake appointment, an intake appointment will be conducted by another delegated staff member.
- 4.2. Intake appointments for new parolees must include the following:

- a. ensure the offender has completed the "Offender to complete" section of the IIF with all the required detail
  - b. read through the Parole Order and direct the offender to sign
  - c. complete Obligations and Consent Forms
  - d. provide an appointment in seven (7) days' time, ensuring that the appointment is made for a time when drug testing can be conducted
  - e. note the time and date of the appointment given in the "Staff to complete" section of the IIF
  - f. an offer of assistance from or a meeting with Reintegration Officers.
- 4.3. The responding officer must case note the interaction in line with the Case Note Policy.

## 5. Administration

- 5.1. If the IIF or intake appointment has been completed at the court, the completing ACTCS staff member must notify [ACTCS Community Operations](#) via email to avoid duplication of the IIF and intake appointment.
- 5.2. During the intake appointment, the ACTCS staff member may make a photocopy of the offender's or accused person's new order/report request.
- 5.3. If the offender or accused person is reporting for the first time, the ACTCS Administration staff must enter their details into the offender information management system.
- 5.4. Any change of details noted in the completion of step 1.4 must be changed in the offender information management system, noting pre-existing information may be case noted for historical recording purposes.
- 5.5. All completed documentation must be scanned and uploaded into the offender information management system, hard copies of the order/report request and the IIF must be placed in the labelled 'Admin in-tray' located with the administration team.
- 5.6. The uploading and registration of any new orders/report requests will be completed by the Sentence Administration Section.

## RELATED DOCUMENTS

- Case Note Policy
- 2.1.3 Initial Intake Form (Reception)



Vanessa Akyol-Quinn

A/g Assistant Commissioner, Service Improvement and Community Operations

ACT Corrective Services

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