



<b>COMMUNITY INSTRUCTION</b>	Case management plan
<b>COMMUNITY INSTRUCTION NO.</b>	C23.2
<b>SCOPE</b>	Community Corrections

## PURPOSE

The purpose of this document is to provide instructions to Community Corrections staff in relation to the preparation of a Case Management Plan (CMP).

The purpose of community-based supervision is to work with an offender to assist them in addressing their offending behaviours, with a focus on supporting behavioural change and promoting rehabilitation. To provide offenders with a consistent and coordinated approach to their supervision, a CMP must be developed by Community Corrections in collaboration with the offender.

## PROCEDURES

### 1 Templates and timeframes

- 1.1 Pre-CORIS: All CMPs must be completed using the 2.1.18a Case Management Plan which can be generated from the offender information system.
- 1.2 Post-CORIS: All CMPs must be developed using the Case Plan page in the Offender Module.
- 1.3 CMPs are required for all sentenced community-based offenders. The offender's allocated officer must complete the CMP within eight (8) weeks of the supervision start date of the offender's order.

### 2 Developing the Case Management Plan

- 2.1 The allocated officer must ensure the information and interventions contained in a CMP are specific to the offender and based on their criminogenic risks and needs, psychosocial characteristics and their specific order conditions. As such, the individual circumstances of the offender will determine their CMP objectives.
- 2.2 Criminogenic risks must be determined by using a completed Level of Service Inventory – Revised (LSI-R) or a Level of Service Inventory – Revised Screening Version (LSI-R SV) and may be supported by a Static-99R where relevant.
- 2.3 Criminogenic risk domains captured in the LSI-R and included in the CMP include:
  - a. Education/Employment
  - b. Financial
  - c. Family/Marital
  - d. Leisure/Recreation
  - e. Companions
  - f. Alcohol/Drug problem
  - g. Emotional/Personal
  - h. Attitudes/Orientation.

- 2.4 If any of these domains are identified as a risk for the offender, the allocated officer must associate an intervention against that domain, outlining how they propose to manage or address that risk. (Note: single interventions may cover multiple domains). The CMP must also include a timeframe for the proposed intervention and the priority level of the risk. The CMP should record any known alerts and specified court ordered conditions (e.g. Community Service Work, programs and/or rehabilitations) that must be addressed during the supervision period.
- 2.5 The allocated officer must discuss and negotiate intervention options with the offender to maximise their responsivity and interventions should observe the SMART criteria:
  - a. Specific
  - b. Measurable
  - c. Achievable (Attainable)
  - d. Relevant
  - e. Time bound.
- 2.6 The allocated officer must consider any potential responsivity issues to ensure appropriateness of the intervention(s) and/or to identify whether additional supports and/or cultural considerations are required to encourage the offender's engagement. For example, considerations may include:
  - a. culture and language
  - b. Acquired Brain Injury (ABI)
  - c. neurodiverse
  - d. memory impairment
  - e. cognitive/intellectual impairment
  - f. physical
  - g. sight impairment.
- 2.7 The allocated officer must make all reasonable efforts to engage the offender in the CMP process to ensure they understand their requirements throughout supervision and to encourage ownership of the associated obligations.
- 2.8 The allocated officer must make the offender aware of the consequences of non-compliance with the goals outlined in the CMP.

### **3 Approval**

- 3.1 Once the CMP has been drafted, the officer must forward it to the relevant Team Leader (TL) for approval.
- 3.2 The TL is responsible for ensuring the draft plan is relevant to the offender's order, risks/needs, and circumstances.
- 3.3 The CMP must not be finalised until all relevant assessments and/or collateral checks have been made.
- 3.4 Once the CMP has been approved by the TL, they must sign the plan and provide it to the allocated officer for final agreement with the offender.
- 3.5 The allocated officer is responsible for discussing the approved plan with the offender and seeking their signature. If the offender refuses to sign the CMP, the allocated officer must follow the non-compliance process in section 6.1.

#### 4 Record keeping

- 4.1 After the CMP has been signed by the TL, the allocated officer and the offender, the TL must create a case note using the category type 'Case Plan Review'.
- 4.2 The allocated officer must then upload the signed document in the offender information management system.

#### 5 Reviews or updates

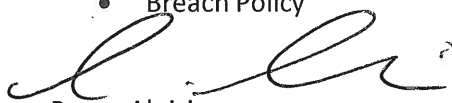
- 5.1 CMPs must be reviewed at a frequency relevant to the order type and risk level as outlined in the Supervision Contact Levels. These reviews must occur to ensure:
  - a. agreed obligations and interventions outlined in the CMP remain relevant
  - b. agreed obligations and interventions are being met
  - c. to update the status of any task associated to the CMP (e.g. referred, in progress, completed)
  - d. to ensure overall compliance with the CMP.
- 5.2 Staff may update the CMP at a time outside of the prescribed frequencies if they believe significant changes or updates are required.
- 5.3 All CMP reviews or updates must undergo the same approval process outlined in Section 3, noting that the review does not require the offender to re-sign the document unless changes to interventions are made.

#### 6 Non-compliance

- 6.1 If an offender refuses to sign the CMP the allocated officer must attempt to discover what aspects of the plan they disagree with and attempt to negotiate or adjust the proposed objectives. The allocated officer must case note the offender's refusal to sign the CMP and any attempts made by the officer to motivate the offender to provide agreement. The allocated officer must make the offender aware that some interventions will be based on court ordered conditions and are non-negotiable, ongoing failures to agree with the CMP will result in breach action being initiated.
- 6.2 If an offender demonstrates an unwillingness to comply with the agreed interventions outlined in the CMP, the allocated officer must initiate breach action, and the matter returned to the Sentence Administration Board or sentencing Court. For further details see the Breach Policy and associated community instructions.

#### RELATED DOCUMENTS AND FORMS

- 2.1.18a Case Management Plan
- Level of Service Inventory – Revised
- Level of Service Inventory – Revised Screening Version
- Static-99R
- Supervision Contact Levels
- Breach Policy



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**Document details**

Criteria	Details
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Document owner/approver:	Assistant Commissioner, Community Corrections
Date effective:	The day after the approval date
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Responsible Officer:	Director, Community Operations
Compliance:	This operating procedure reflects the requirements of the <i>Corrections Management (Policy Framework) Policy 2020</i>

Version Control			
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V1	May 2022	First Issued	M. Steen