Case Management Procedures

Table of contents

1. Definitions ............................................................................................................. 1
2. Introduction ........................................................................................................... 2
3. Case Management Procedures ............................................................................ 3
4. Standards ............................................................................................................. 5
5. Monitoring ............................................................................................................. 5
6. Approved .............................................................................................................. 6
7. Contact Person ..................................................................................................... 6
8. Version History ..................................................................................................... 6

1. Definitions

For operational and practical purposes the following definitions shall apply within these procedures:

<table>
<thead>
<tr>
<th>Terminology</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACM (Assessment and Case Management) System</td>
<td>An electronically managed system to support the assessment, classification and case management of prisoners.</td>
</tr>
<tr>
<td>Case Management Coordinator</td>
<td>Means the person responsible for the professional standard of service delivery within the prison in relation to prisoners’ case management.</td>
</tr>
<tr>
<td>Case Officer</td>
<td>A prison officer assigned to case manage a prisoner.</td>
</tr>
<tr>
<td>Case Officer Allocation Advice</td>
<td>A form in the Assessment and Case Management (ACM) Computer System, advising the case officer that a particular prisoner has been allocated to them.</td>
</tr>
<tr>
<td>IMP (Individual Management Plan)</td>
<td>The approved plan developed in consultation with treatment and education assessors and the prisoner. The IMP spans the prisoner's sentence through to release. It identifies prisoner needs and contains recommendations for prison placements, security classification and interventions that will assist the prisoner to live a pro-social life on release to the community.</td>
</tr>
<tr>
<td>Terminology</td>
<td>Definition</td>
</tr>
<tr>
<td>--------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Offender Allocation</td>
<td>The form completed by the Case Management Coordinator/Unit Manager in the ACM System, advising the prisoner that a particular case officer has been allocated to them.</td>
</tr>
<tr>
<td>Advice</td>
<td></td>
</tr>
<tr>
<td>Offender Notes</td>
<td>The area within the ACM system where information relating to a prisoner's Individual Management Plan (IMP), including behaviour, situations or efforts that may impact on the prisoner's IMP or release planning, may be recorded (as case notes) by the Case Officer or other staff members. Offender Notes inform relevant parties as to the prisoner's current situation.</td>
</tr>
<tr>
<td>Primary Contact</td>
<td>The document completed by the case officer to record the initial interview with the newly allocated prisoner.</td>
</tr>
<tr>
<td>Report</td>
<td></td>
</tr>
<tr>
<td>Regular Contact</td>
<td>The document completed by the case officer to record continuing contact with the prisoner. The document is completed as per the schedule outlined in these procedures or more frequently if determined necessary.</td>
</tr>
<tr>
<td>Report</td>
<td></td>
</tr>
<tr>
<td>Tasking</td>
<td>The process used to manage the allocation and completion of assessment-related tasks within the ACM system. It informs workload and workflow.</td>
</tr>
</tbody>
</table>

Note: Further definitions relating to sentence management are contained in Adult Custodial Rule 18 - Assessment and Sentence Management of Prisoners.

2. Introduction

2.1 This document provides clearly defined procedures governing the initial and ongoing case management of prisoners within the Western Australia prison system and should be read in the context of Policy Directive 51 - Case Management.

2.2 The core features of case management include:

- assessment of individual need
- coordination of services required to meet an individualised case plan
- delivery of cost-effective services
- mobilisation of resources from a range of services suggesting a collaborative arrangement involving multiple providers
- the formation of a relationship between case officer and the prisoner
- the use of the case officer as a model of pro-social behaviour; and
- active intervention in the prisoner’s daily life to structure a mutually beneficial/conducive environment.

2.3 The case management process incorporates people within the institution and the community who have meaningful interactions with the prisoner. It involves a team approach that moves across the institution and into the community. The greatest challenge lies in providing the continuity of service to bridge the critical span between release from custody and independent living in the community. This is referred to as ‘through care’.
2.4 Case management requires frontline officers to engage with prisoners to provide information and encouragement for prisoners to:

- achieve the requirements of their individual management plan
- maintain good behaviour while in prison
- progress through the security classifications where appropriate and
- reintegrate into the community upon release.

3. Case Management Procedures

3.1 Case Allocation

IMPs are generally developed for prisoners with an effective sentence greater than six (6) months (in accordance with Adult Custodial Rule 18 – Assessments and Sentence Management of Prisoners).

All prisoners with an approved IMP will have a case officer allocated by the Case Management Coordinator (or Unit Manager in some prisons) to facilitate case management contacts and reviews of the prisoner's IMP. Allocation will be facilitated through the ACM system and will occur within 7 days of arrival at the permanent placement facility.

3.2 Case Management Contact Reports

Following initial review and upon any subsequent permanent prisoner transfer, prisoners with approved IMPs will be allocated a case officer who will conduct an initial contact (primary contact) with the prisoner within 14 days of allocation. Subsequent case management contacts (regular contacts) between the prisoner and case officer will occur as follows:
Case Management Reports – Contact Cycle – Minimum Requirements

Prisoners with a sentence of >6 months but <3 years OR prisoners in the last 3 years of their sentence. All arrows indicate 3 months.

Prisoners with a sentence of >3 years. All arrows indicate 6 months.

Every Prisoner: Sentence Start
- IMP Developed (Assessment Officer)
- Primary Contact Report (Case Officer)

Regular Contact Report (Conducted by Case Officer)

Classification & IMP Review (Conducted by Assessment Officer & Case Officer)

Classification & IMP Review (Conducted by Assessment Officer & Case Officer)

The diagram above illustrates the minimum contact reports required over a 12 month period of imprisonment for an individual prisoner who is case managed.

These regular contacts aim to develop communications with the prisoners, monitor their progress against their current IMP requirements and interventions, and identify any factors that may conflict with scheduled interventions. The purpose is also to assist, encourage and motivate the prisoner to address their needs for re-entry.

Note: Once the Initial IMP is approved, reporting requirements for prisoners with effective sentences less than 3 years or who are within the final 3 years of their effective sentence, will default to a quarterly reporting schedule (alternating between a Regular Contact Report and an IMP Review). All prisoners with more than 3 years effective sentence to serve will have a 6 monthly reporting schedule (alternating between a Regular Contact Report and an IMP Review) until in the last 3 years of their effective term when the ACM system will automatically default the schedule to a quarterly reporting schedule.

3.3 Additional Reports/Involvement by case officers

Additional contacts between the case officer and prisoner will be documented utilising either a Regular Contact Report or on offender notes within ACM. Any staff member who has dealings with the prisoner and who feels that an issue needs to be recorded for information should complete an entry in ACM Offender Notes. Issues may be broad and not restricted to disciplinary matters. Staff are encouraged to document any positive behaviour demonstrated by the prisoner, or their participation in other activities or services offered, as evidence of the prisoner’s effort and/or attitude towards progress.
When a prisoner is due to apply or be reviewed for Re-Integration Leave, re-entry release or parole, the case officer will ensure the prisoner is aware of their need to supply the Case Management Coordinator (or the prison’s Assessments area) with an application and/or appropriate information in order to satisfy the review requirements (see also Policy Directive 68 – Prisoner Employment Program, Policy Directive 78 – Parole).

For Re-Integration Leave and Re-entry Release Order applications, the Case Management Coordinator/Assessment Officer will notify the designated community corrections centre of the application in accordance with the relevant policy directives (ie, Policy Directive 66 - Re-Integration Leave, Policy Directive 47 - Re-Entry Release Orders).

4. **Standards**

4.1 All prisoners with an approved IMP must have a case officer allocated, to facilitate case management contacts and reports.

4.2 Allocation of a case officer to a prisoner will occur within 7 working days of the prisoner’s arrival at the permanent placement facility. In some prisons the Unit Manager may perform the allocation rather than a Case Management Coordinator.

4.3 A case officer is to conduct an initial contact (primary contact) with the prisoner within 14 days of allocation.

4.4 The case officer will meet the minimum requirements as outlined in Section 3.2.

5. **Records Management**

5.1 Primary and Regular Contact Reports can contain personal information about the prisoner. To safeguard the confidentiality of issues recorded in the Primary or Regular Contact Reports, prisoners should be encouraged not to have hard copies of reports in their cells.

5.2 Prisoners may make requests to view copies of Primary or Regular Contact Reports stored on the Prisoner Management File through the Superintendent’s delegate.

5.3 Any enquiries for access to records involving other prisoners or any external requests for records are to be made under the provisions outlined in Policy Directive 6 - Access to Information, or the Freedom of Information process, as appropriate.

5.4 Prisons shall store copies only of Primary and Regular Contact Reports on the Prisoner’s Management File (if required for later reference) and forward originals to Corporate Records Branch for filing in accordance with records management processes.

6. **Monitoring**

The Assistant Superintendent Operations (Head Office) is responsible for overall service delivery and monitoring of Case Management standards across the state.
7. Approved

[Signature]

Date: 9 September 2013

Commissioner or Delegated Authority as per PD51

8. Contact person

Principal Operational Policy Officer

9. Version history

<table>
<thead>
<tr>
<th>Version number and description</th>
<th>Approved</th>
<th>Effective from</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Amended</td>
<td>10 August 2009</td>
<td>10 August 2009</td>
</tr>
<tr>
<td>2 Procedures and policy separated, contents updated</td>
<td>9 September 2013</td>
<td>24 September 2013</td>
</tr>
</tbody>
</table>