Policy Directive 51
Case Management

Relevant Instruments:  
- *Prisons Act 1981*
- Prisons Regulations 1982
- Adult Custodial Rule 18 – Assessment and Sentence Management of Prisoners
- Operational Instruction 16 - Placement of Young Prisoners (Aged 20 Years or Under)
- Policy Directive 6 - Access to Information
- Policy Directive 47 – Re-Entry Release
- Policy Directive 66 - Re-Integration Leave
- Policy Directive 68 – Prisoner Employment Program
- Policy Directive 78 – Parole
- Freedom of Information
- Standard Guidelines for Corrections in Australia 2004 – Revised 2004

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1 Definitions

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<th>Terminology</th>
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<tr>
<td>Case Officer</td>
<td>A Prison Officer assigned to case manage a prisoner.</td>
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<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>
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2 Purpose

This policy provides clearly defined and consistent statements of intent and principles governing the initial and ongoing case management of prisoners within the Western Australia prison system.

3 Scope

This policy applies to all public and private prisons, however Wandoo Re-Integration Facility is exempt from compliance with Appendix 1 - Case Management Procedures, due to the existence of other agreed procedures.

4 Background

Case management is the process by which prisoners within the Western Australian Prison system are assisted to achieve the goals identified in their individual management plans. The responsibilities of effectively managing case management processes are assigned to the Adult Custodial Division. The Assistant Commissioner Custodial Operations is responsible for ensuring consistent standards in the delivery of case management practices across the Adult Custodial Division.

Processes to be followed in implementing case management in prisons facilities are established by the Deputy Commissioner Adult Custodial and can be viewed at Appendix 1 - Case Management Procedures.

5 Policy

5.1 Case management is defined as a systematic process by which individual case officers are responsible for encouraging assigned offenders to achieve the requirements of their Individual Management Plan (IMP) with the aim of successfully re-integrating into the community.

5.2 Case management encourages communication, responsibility and a focus on providing opportunities for pro-active behaviour and engagement.
5.3 The intent of case management is the provision of integrated and coordinated services that assist offenders to address their offending behaviour thereby reducing the likelihood of re-offending.

5.4 Case Management supports:

- planned intervention for prisoners (ie program participation, interventions, activities, services) based on assessed need
- efficient 'targeted' use of resources such as programs and other service
- an individualised approach through the development of IMPs rather than 'mass management' of prisoners
- ongoing contact between the case officer and prisoner to encourage active participation of the prisoner in their IMP
- regular monitoring of the prisoner's progress against the recommendations in their IMP by the case officer
- requirements for officers to assist prisoners with their individual needs for reintegration into the community upon release
- centralised documentation and recording of relevant information in the Assessment and Case Management (ACM) computer system to assist 'throughcare'
- the formal involvement of prison officers in the provision of practical encouragement and information to prisoners and
- positive interactions between prison officers and prisoners.

5.5 Adopting an appropriate organisational culture is essential in the effective delivery of case management within the prison environment. It is recognised that demonstrating appropriate values and attitudes will have a positive impact on offender behaviour.

5.6 In developing Appendix 1 - Case Management Procedures, the following prison officer duties were recognised:

- as a service provider to people (prisoners) in prison
- to undertake those welfare tasks which do not require professional social work skills
- to ensure the best opportunities are available for prisoners to participate in prescribed programs and other interventions and services as per the IMP through consistent monitoring
- to help prisoners maintain, as appropriate, their family and community ties
- help prisoners to address their needs for re-entry
- to deliver services in a manner which is efficient, fair and consistent throughout the prison system and
- to offer support to those prisoners most likely to be vulnerable in custody.
5.7 The Department of Corrective Services supports positive interactions between prison officers and prisoners based on assumptions that prisoners are:

- imprisoned as punishment, not for punishment
- treated with respect and dignity
- managed fairly and openly without discrimination against race, religion, colour, gender or sexual orientation
- individually managed with regard to their individual needs
- provided with a specific focus on addressing their offending behaviour
- provided with assistance to address those problems arising from imprisonment and problems which are likely to confront prisoners on their release
- where appropriate, given due consideration to those coming from indigenous communities with regard to cultural sensitivities where these aspects affect the well being or good management of the prisoner
- supervised and managed with an emphasis on their reintegration into the community.

6 Policy Review

This policy is to be reviewed on a biennial basis. Appendices to this Policy may be amended as necessary by the Deputy Commissioner Adult Custodial to reflect changes to prison procedures.

7 Approved

Commissioner:

Signature:  
Date: 26 August 2013

8 Policy sponsor

- Assistant Superintendent Operations, Adult Custodial Division.

9 Contact person

- Principal Operational Policy Officer.

10 Version history

<table>
<thead>
<tr>
<th>Version number and description</th>
<th>Approved</th>
<th>Effective from</th>
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<tbody>
<tr>
<td>1 Amended</td>
<td>13 August 2009</td>
<td>13 August 2009</td>
</tr>
<tr>
<td>2 Procedures and policy separated, contents updated</td>
<td>26 August 2013</td>
<td>24 September 2013</td>
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