



Youth detention centre OPERATIONAL POLICY

Title: YD-1-1 Youth detention - Casework

Policy statement

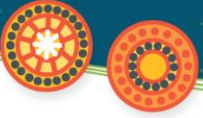
The department will use a case management framework that applies across the entire youth justice system. This approach supports a service delivery model where intervention is planned, integrated, goal-oriented and accountable while ensuring each young person receives culturally appropriate services in an effective and efficient manner that is consistent throughout the youth justice system.

Accordingly, this policy will operate in conjunction with the [case work and case management of young people in custody operational policy and procedure](#).

Principles

Case work in youth detention centres (YDCs) will:

1. ensure young people are provided with a professional, planned and integrated case management process
2. provide opportunities for the young person, their parents/carers and other people significant to the young person to be actively engaged, in a culturally sensitive manner, with all case planning and decision making processes
3. be collaborative by seeking input from:
 - accommodation and visits staff
 - the programs team
 - psychologists and speech-language pathologists
 - Department of Education
 - Hospital and Health Services
 - other relevant stakeholders including:
 - youth justice service centre (YJSC) caseworker
 - child safety officer
 - other community groups.
4. provide focused interventions that address the needs and risks identified in assessments and case planning
5. foster a young person's sense of responsibility and self-respect and build upon their inherent skills, abilities and talents
6. assist the young person to address their offending behaviour by encouraging participation in interventions that target their assessed criminogenic needs
7. contribute to a young person's improved stability, health and wellbeing to enhance their capacity to engage in and maintain the outcomes of intervention
8. respect, protect, and promote the human rights of all young people in youth detention



9. ensure a process of ongoing planning, assessment and review is in place
10. recognise that a detention order or being on remand in a YDC is part of a continuity of care and integrated case management process that involves YJSC caseworkers, the young person's family/carers and the young person's community
11. implement case management processes as outlined in Youth Justice procedures.

Objectives

This policy applies to case management and case work activities for young people subject to a detention order and young people remanded into youth detention custody.

Young people will be provided case management support in a manner that respects, promotes and protects their rights according to the *Human Rights Act 2019*.

Scope

This policy is to be read in conjunction with [appendix 0-2 - Philosophy of youth detention services](#), and the [Youth Justice procedures](#).

Roles and responsibilities

- YDC caseworker:
 - complete assessments and case planning activities in consultation with youth justice service centre caseworkers
 - facilitate and encourage young people, parents/care providers and other people significant to the young person to participate in case planning processes
 - counselling, suicide risk and therapeutic support.
- Psychologist, shift supervisor (accommodation), section supervisor, unit manager, detention youth worker, program coordinator, Aboriginal and Torres Strait Islander transition officer, Hospital and Health service staff and Department of Education staff:
 - contribute to case planning activities through the provision of information and reports.
- Team leader:
 - oversee case management and planning processes in conjunction with YJSC team leaders
 - review and endorse case plans
 - ensure that the casework team adhere to processes outlined in the Youth Justice procedures and the Youth Detention Centre Operations Manual.
- Executive director:
 - ensure centre practice complies with this policy.
- Assistant director and deputy director:
 - lead the delivery of case management and casework practices at YDCs in accordance with this policy.
- Director, Statewide Intel and Secure Services Support:
 - provide practice support and advice to YDC staff and management about issues relating to compliance with this policy.

Authority

Youth Justice Act 1992

12. *Youth Justice Regulation 2016*



Delegations

Position	Delegation
Senior Executive Director, Youth Justice Executive director, youth detention centre Director, Secure Services Operations and Practice	<i>Youth Justice Act 1992</i> Section 263 (2), (5) – Issue directions, codes, standards and guidelines for the security and management of detention centres and the safe custody and wellbeing of children in detention. Comply with youth justice principles.
Senior Executive Director, Youth Justice Executive director, youth detention centre Director, Secure Services Operations and Practice Executive Director, Professional Standards Unit Principal Inspector, Professional Standards Unit	<i>Youth Justice Act 1992</i> Section 263 (4) – Monitor operation of detention centres.
Senior Executive Director, Youth Justice Executive director, youth detention centre Deputy director, youth detention centre Unit manager Team leader Caseworker Psychologist Shift supervisor Court supervisor Section supervisor Youth worker	<i>Youth Justice Act 1992</i> Section 275 – Help child gain access to lawyer.

Definitions

For the purpose of this policy, the following definitions shall apply:

Term	Definition
Case management responsibility	The overall responsibility for a young person's case. The YDC caseworker and YJSC caseworker have separate casework responsibilities for detained young people.
Casework	Casework is the day to day supervision of young people who are subject to a departmental intervention.

Human rights compatibility statement

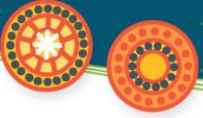
Youth Justice is committed to respecting, protecting and promoting human rights. Under the [Human Rights Act 2019](#), Youth Justice has an obligation to act and make decisions in a way that is compatible with and properly considers human rights. When making a decision about the care and management of young people, decision-makers must comply with that obligation.

Multicultural Queensland Charter

Youth Justice supports the [Multicultural Queensland Charter](#), established under the *Multicultural Recognition Act 2016* (Qld). The Charter seeks to promote Queensland as a unified, harmonious and inclusive community.

Child safe standards

The Royal Commission into Institutionalised Responses to Child Sexual Abuse developed several national [child safe standards](#) for institutions and organisations working with children. Youth Justice is cognisant of these standards when considering operational practice guidelines and service delivery in community and youth detention centres.



State disability plan

Youth Justice will work with our partners to build a fairer, more inclusive Queensland where people with a disability, their families and carers are able to access the same opportunities, on the same basis as everyone else. We will take actions to progress the priorities of the [All Abilities Queensland: opportunities for all](#) state disability plan and support improved access to services for Queenslanders with disability.

Feedback and reflective practice

Youth Justice recognise that best practice is a constantly evolving process. The Youth Justice Framework for Practice posits that our values guide us in all aspects of our work, including a departmental commitment to continuous improvement and effectiveness. To that end, all Youth Justice staff are encouraged to provide feedback about operational policy and procedure to inform routine review of our work to maintain a high standard of service delivery. Please make your views known through your management team or by emailing YDCPracticeEnquiries@youthjustice.qld.gov.au.

Version number: 1.3

Date of approval: 10 July 2023

Approved by: 1.0 Director-General (23 September 2013)

1.1 Director, Practice Program and Design (16 November 2017)

1.2 Director, Secure services Operations and Practice (16 December 2019)

1.3 Director, Statewide Intel and Secure Services Support (10 July 2023)

Date of operation: 1 November 2013

Date to be reviewed: Three years from the date of approval

Office: Statewide Intel and Secure Services Support

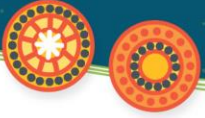
Help contact: YJPracticeEnquiries@csyw.qld.gov.au

Communication strategy:

- ☒ publish on intranet
- ☒ publish on internet
- ☒ advise staff to read
- ☒ supervisors discuss with direct reports

Links:

[Australasian Youth Justice Administrators \(AYJA\) service standards for juvenile custodial facilities](#)
[United Nations Rules for the Protection of Young People Deprived of Their Liberty 1990](#)
[Human Rights Act 2019](#)
[Queensland Human Rights Commission](#)



[Youth Detention Centre Operations Manual](#)

[Youth Justice delegations](#)

[Youth Justice policies](#)

Bob Gee

Director-General