

***“Let’s make it happen!”***

***WA SAAP Protocols***

**Protocol**

**between**

**The Department of Justice  
and**

**The Department for Community  
Development**

**in order to improve linkages between**

**Department of Justice**

**and**

**Supported Accommodation Assistance  
Program Services**

# FOREWORD

This Protocol acknowledges the agreement between Supported Accommodation Assistance Program (SAAP) services and the Department of Justice to work collaboratively and enhance relationships with the purpose of ensuring better outcomes for clients and communities.

This protocol has been developed by the SAAP Protocols Project in consultation with a working party comprising of SAAP sector representatives, officers from the Department of Justice and the Department for Community Development.

A copy of this Protocol will be distributed to all SAAP services, Department for Community Development and Department of Justice offices in Western Australia.

It is recognised that the Department of Justice and SAAP services have a joint responsibility to all members of the community. The challenges for achieving better outcomes as well as improved service delivery are increasingly dependent on enhanced communication processes being established and maintained at and between all levels.

This Protocol addresses issues of consultation and information sharing at a strategic policy and planning level as well as planning of service responses and program management. Interagency cooperation and coordination at these levels will support the development of operational protocols between SAAP services and the Department of Justice at the local level. It is hoped that these protocols will encourage the development of effective working relationships and local linkages between direct service providers.

A WA SAAP Protocols Project File has been developed for SAAP services incorporating a guide and other support material for developing interagency protocols at the local level.

It is hoped that these protocols will encourage the development of effective working relationships and local linkages between service providers.

***Let's make it happen!***

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# 1. RATIONALE FOR THE PROTOCOL

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Strong co-ordination between the Department of Justice and SAAP services is necessary for both improving the quality of service provided and maximising outcomes for people using those services.

Department of Justice and SAAP services have a shared client group. This includes clients who are homeless or at risk of homelessness.

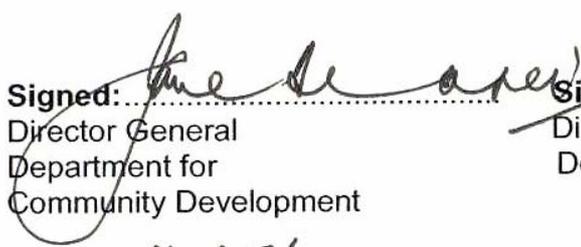
It is also acknowledged that Department of Justice and Department for Community Development have a substantial shared client group in respect of the SAAP program.

A collaborative relationship between the Department of Justice and SAAP services will ensure that common issues and any overlap or gaps in agency response can be dealt with effectively to enhance the service received by clients. A commitment to effective collaboration and co-ordination is important at all levels including:

- strategic policy and planning
- program planning and management
- service delivery

This document addresses co-ordination at the levels of strategic policy and planning and program planning and management. It sets a foundation for the development of operational protocols between Department of Justice and SAAP services at the service delivery level.

This protocol has been agreed to by senior executive officers of the Department for Community Development, as the program managers for SAAP services and the Department of Justice. It provides a context within which Department of Justice officers and SAAP services can work together.

Signed:   
Director General  
Department for  
Community Development

Date: 16/5/04

Signed:   
Director General  
Department of Justice

Date: 24/03/04

## **2. AGENCY DESCRIPTIONS**

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### **DEPARTMENT OF JUSTICE**

The Department of Justice provides quality, coordinated and accessible justice services that contribute to a safe and orderly community.

The Department's functions span a broad range of services. In respect to offenders the Department provides:

- Administrative and support services, technical facilities and accommodation to State courts and tribunals.
- Management of adult and juvenile offenders in custody and the community.

The Department aims to reduce re-offending, protect the community and encourage offenders towards the adoption of law-abiding lifestyles.

### **Community and Juvenile Justice Division**

The Community and Juvenile Justice Division is responsible for providing all community justice services in the State; juvenile custodial services; the policy, planning and review functions of the Department; and an internal investigations function.

### **Prisons Division**

The Division is responsible for managing the State's 12 public prisons and one privately operated prison.

The Community and Juvenile Justice and Prisons Divisions undertake direct service provision as well as purchasing specific services from the non-government sector. A list of the current services and contact details is included in the Attachments.

## **Courts Division – Court Support Services Directorate, Counselling and Support Services.**

The Counselling and Support Services Branch provides counselling and support services to victims of crime and people, other than defendants, coming to court. It also provides advocacy services and works to empower people to have a voice in the decisions made within the court system. Specific services include: Counselling and support, information on police investigations and court proceedings, court preparation and court support, assistance in the preparation of victim impact statements and other victim submissions to judicial decision making bodies, and helping victims and witnesses understand their rights within the criminal justice system.

### **NOTE**

For further information on Department of Justice Services go to [www.justice.wa.gov.au](http://www.justice.wa.gov.au).

Detailed information on services and contact details is available in the Department of Justice Handbook, listed under 'Reports and Publications'

## **DEPARTMENT FOR COMMUNITY DEVELOPMENT**

The vision of the Department for Community Development is to improve social wellbeing for all individuals, families and communities in Western Australia and is guided by the four key principles of engagement, inclusiveness, collaboration and capacity building.

The Department endeavours to work collaboratively with the community to plan and provide services in Western Australia which:

- enhance the wellbeing and development of families, children, individuals and communities
- promote parental care and responsibility
- protect children and young people from harm and provide them with quality care.

An important program for achieving these aims is the Supported Accommodation Assistance Program (SAAP).

## **Supported Accommodation Assistance Program (SAAP)**

SAAP is a joint Commonwealth/State program administered in Western Australia by DCD.

### **SAAP Aims**

The aim of SAAP is to assist people who are homeless or at imminent risk of becoming homeless and are in crises, to achieve the maximum possible degree of self-reliance and independence. This includes people who are experiencing long term homelessness, and those escaping domestic violence.

Assistance is aimed at the resolution of crisis, re-establishment of family links where appropriate, and reintegration into mainstream society. This is achieved by providing, or actively promoting, access to a range of services including accommodation. The degree to which this is achieved for each person varies.

### **Program Management**

A Commonwealth/State SAAP bilateral agreement sets broad parameters and directions for the program.

Department for Community Development provides funding for SAAP services from the not for profit sector. SAAP funds are used to provide funding for services against generic service specifications for seven types of service as follows:

- Domestic Violence Supported Accommodation Services
- Domestic Violence Support Services
- Supported Accommodation Services for Young People
- Services for Young People
- Supported Accommodation Services for Families and Single Adults
- Supported Accommodation Assistance Program: Day Centres
- Counselling Services

Currently the Department for Community Development has 126 Service Agreements for the provision of SAAP services. A list of the current SAAP services and the contact information can be found on the Community Development Website at [www.communitydevelopment.wa.gov.au](http://www.communitydevelopment.wa.gov.au) Click on "Families and communities" then click on "Service organisations".

#### **NOTE!**

For further information on SAAP and SAAP funded services contact  
The Senior Policy Officer SAAP on (08) 9222 2641.  
Or your local Community Development and Funding Officer

### **3. THE AIMS OF THE PROTOCOL**

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The aims of the Protocol between the Department of Justice and SAAP services are:

1. To enhance the working relationship and communication between the Department of Justice, the Department for Community Development and SAAP services in respect of:
  - strategic policy and planning
  - program planning and management
  - service delivery.
2. To establish and nurture a collaborative relationship by which the Department of Justice and SAAP services can promote and assist the development of operational protocols at the service delivery level between local Department of Justice officers and SAAP services.
3. To commit to maintenance of the improved networks established and reinforced between the Department of Justice and SAAP services through the development of these protocols.
4. To utilise resources effectively for the maximising of outcomes for mutual clients.

## 4. PRINCIPLES

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The principles underpinning this Protocol include:

1. The best interest of the client is the primary focus for the development and implementation of this Protocol. Improved client outcomes will be achieved by addressing operations at and between all levels:
  - strategic policy and planning
  - program planning and management
  - service delivery
2. The agreements promoted within this Protocol should be implemented flexibly to ensure that the needs of all clients are considered.
3. This Protocol intends to promote a mutual climate of co-operation, professional respect and goodwill between the Department of Justice and SAAP services.
4. Both the Department of Justice and SAAP services will strive to maximise the potential of their services to serve the needs of mutual clients. This may include:
  - Ensuring relevant Departmental information and communications are exchanged in a timely manner
  - Encouraging the development and nurturing of collaborative relationships between SAAP services and Department of Justice
  - Encouraging participation and input into the development of new services and strategies at local and/or regional levels.
  - Encouraging service practices based on the presenting needs of people and incorporating a planned approach to meet those needs.
  - Encouraging opportunities for combined learning and professional development to enhance service delivery, this includes service providers, policy officers, planners and program managers.

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## **5. PROTOCOL GUIDELINES**

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### **Agreed Practice for Service Delivery**

<b>Issue</b>	<b>Intent</b>	<b>Practice</b>
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<p><b>Referral by DoJ to SAAP Services.</b></p>	<p>Availability of accurate and up-to-date information about SAAP services.</p> <p>Understanding of the different types of SAAP accommodation in order to provide an appropriate referral.</p> <p>Assistance to find appropriate accommodation for the referred client is paramount.</p>	<ul style="list-style-type: none"> <li>• Information on crisis accommodation vacancies in the metropolitan area are maintained by; <ul style="list-style-type: none"> <li>Salvo Care Line ph: 9227 8655</li> <li>Crisis Care Unit ph: 9223 1111</li> </ul> </li> <li>• Most SAAP agencies require direct contact with the potential client prior to intake.</li> <li>• Information on SAAP services provided and the location of services can also be accessed at <a href="http://www.communitydevelopment.wa.gov.au">www.communitydevelopment.wa.gov.au</a> Click on “Families and communities” then click on “Service organisations”.</li> <li>• Not all SAAP services are 24 hour staffed, or skilled to manage high risk or threatening situations.</li> <li>• Services have autonomy in decisions relating to intake and service provision.</li> <li>• There are distinct differences between SAAP service models and the terms “crisis/short term and transitional accommodation”.</li> <li>• <b>Crisis/short term accommodation</b> – Supported accommodation for periods of generally not more than 3 months (short term) and for persons needing immediate short term accommodation (crisis).</li> <li>• <b>Transitional accommodation</b> – (Also known as medium/long term accommodation.) Services that provide supported accommodation for periods of around 3 to 6 months (medium term) and for longer than 6 months (long term).</li> <li>• SAAP services will provide feedback on the outcome of any referral from a DoJ service. If unable to accept a referral an alternative accommodation option may be advised.</li> <li>• It is agreed that wherever possible SAAP crisis accommodation should not be considered as an appropriate option for planned releases ie parole from prison or supervised release from juvenile detention centres. However, it is recognised circumstances may arise where planned release arrangements have broken down immediately prior to release and a short-term option is required.</li> </ul>
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**Agreed Practice for Service Delivery**

<b>Issue</b>	<b>Intent</b>	<b>Practice</b>
<b>An agreement on reporting of specific client behaviour.</b>	SAAP staff exercise judgement when contacting DoJ to inform of suspected bail/parole breaches.	<ul style="list-style-type: none"> <li>• It is recognised that some people who are clients of SAAP services may also be dealing with substance misuse issues and are dependent on illegal drugs. In these instances the individual agency policy and procedures will apply. It is expected that the policy and procedures will not condone illegal activity.</li> <li>• In line with individual agency policy and procedures, SAAP services will have discretion in deciding what client behaviours or activities warrant exclusion or eviction from SAAP accommodation, with the DoJ officer being notified of any action.</li> </ul> <p>Discussion with the client, the SAAP service and the DoJ officer will determine what behaviour by an offender warrants a SAAP service informing the relevant DoJ officer. Behaviour that represents a breach of the offender's order will be the subject of a report by the SAAP service to DoJ. •</p>
<b>Client compatibility.</b>	<p>Minimisation of disruption to existing SAAP service clients by the intake of new clients referred by DoJ.</p> <p>SAAP staff are able to manage the needs of individuals and groups residing in SAAP.</p>	<ul style="list-style-type: none"> <li>• SAAP facilities are able to accommodate residents through the provision of adequate care and support.</li> <li>• DoJ staff will communicate a clients need for specialist services to SAAP staff during the referral and assessment process.</li> <li>• SAAP services have discretion in accepting referrals, based on the mix of client needs and staffing levels and identified staff skills needed for client support.</li> </ul>

## Agreed Practice for Service Delivery

Issue	Intent	Practice
<p><b>Client confidentiality and the disclosure of client information must operate within legislative guidelines.</b></p> <p><b>Duty of care to the staff and users of SAAP services is ensured.</b></p> <p><b>Adequate information is provided for risk assessment and management.</b></p>	<p>SAAP services and DoJ will provide accurate information.</p> <p>DoJ have a Duty of Care to disclose all relevant information to SAAP services to assess the levels of risk in accommodating referred clients.</p> <p>The clients' rights and limitations to confidentiality are clear.</p>	<ul style="list-style-type: none"> <li>• Client information may only be shared between DoJ and SAAP services with the informed written consent of the client or to the extent allowed by relevant legislation.</li> <li>• It is acknowledged that to best meet the needs of the client and to manage any risk arising from the potential placement of a DoJ client in a SAAP agency, the following information is required by SAAP services for referral assessment;             <ul style="list-style-type: none"> <li>• Conditions of a client's supervision order in the community. This will also include any protective mediation that has taken place. (A 'protective mediation', is where victims and offenders of more serious offences who are expected to be in contact, reach an agreement about the level and nature of any contact (if any) between them).</li> <li>• Sufficient information regarding any history of violence to allow an adequate risk assessment - which includes sexual offences; violence to staff or others; any external threats of violence to the client; any history of damage to property and any victims whose location may need to be considered.</li> <li>• Current substance misuse issues.</li> <li>• Mental health issues – including any behaviour that may impact on other residents and any suggested management strategies.</li> <li>• Extent of family involvement including extended family.</li> <li>• Where there is clear possibility of self-harm or harm to others.</li> <li>• Relevant history of prior SAAP or other supported accommodation service involvement.</li> </ul> </li> <li>• The information shared should only be to the extent necessary to ensure the SAAP service can appropriately meet the needs of the client and safely manage any risk arising from the placement.</li> </ul>

## AGREED PRACTICE FOR SERVICE DELIVERY

Issue	Intent	Practice
		<ul style="list-style-type: none"> <li>• Based on information that DoJ officers are able to release under relevant legislation an assessment can still proceed if a client declines to provide consent, however, the client will be informed that acceptance of their referral may not be possible.</li> <li>• Any information shared between the services is regarded as confidential and is covered by the Privacy Act and other relevant legislation. It should be stored securely and given only to authorised agency staff to assist in the performance of their duties with no unauthorised disclosure to third parties.</li> <li>• Each client is informed about confidentiality policies and practices.</li> <li>• Limits to confidentiality will include:               <ul style="list-style-type: none"> <li>• Legal reasons (eg. subpoenas)</li> <li>• Ethical reasons (eg. the need to protect children and others)</li> <li>• Obligations of Freedom of Information Act</li> </ul> </li> </ul>

### **Agreed Practice for Service Delivery**

<b>Issue</b>	<b>Intent</b>	<b>Practice</b>
<b>Joint case management / support planning.</b>	Clear agreement for cooperative, collaborative and supportive service delivery.	<ul style="list-style-type: none"> <li>• DoJ services and SAAP services will establish agreements for the coordination of support services required by the referred client.</li> <li>• Planning for exit from a SAAP service or completion of DoJ involvement will occur in a coordinated and collaborative manner with maximum client input.</li> </ul>
<b>SAAP services becoming aware of DoJ involvement after acceptance to a service.</b>	Create a comprehensive case plan.	<ul style="list-style-type: none"> <li>• If a SAAP service becomes aware of DoJ responsibility for supervision of a client after acceptance to a SAAP service, the client will be notified that the service will inform the DoJ officer to share information and create a collaborative case plan.</li> </ul>
<b>Special provision for unaccompanied young people under 15 years of age. (Refer to Attachment 4)</b>	Clear processes are in place to ensure appropriate support and assistance is provided to under 15 year olds in youth accommodation.	<ul style="list-style-type: none"> <li>• For young people 15 years of age who are accommodated in a SAAP service and do not have the consent of their parent(s) or guardian, the 'provisions for under 15 year olds' applies.</li> <li>• Youth SAAP services are only able to accommodate unaccompanied under 15 year olds in exceptional circumstances or as specified in the Service Agreement.</li> <li>• SAAP services, DoJ and DCD jointly agree on case management/support plan for under 15 year olds. Such planning should occur by close of business the next working day.</li> <li>• After hours and emergency support will form part of case management plan.</li> </ul>
<b>Provisions for unaccompanied young people aged 15-17 years. (Refer to attachment 4)</b>	Clear process for ensuring support for 15-17 years old in youth accommodation.	<ul style="list-style-type: none"> <li>• DoJ officers need to be aware that DCD is responsible for case management coordination for a young person aged 15-17 years for which DCD has legal responsibility. In these cases, DCD, DoJ and SAAP services will establish agreements for the co-ordination of support services prior to acceptance into a SAAP service wherever possible. Where this is not possible, such planning should occur within 5 working days of acceptance. (not including weekends and public holidays)</li> </ul>

## Agreed Practice for Service Delivery

Issue	Intent	Practice
<b>Strengthen local networks and establish collaborative relationships between DoJ and SAAP services.</b>	Local DoJ officers and SAAP services understands and knows what each service can provide.	<ul style="list-style-type: none"> <li>• Local DoJ officers and SAAP services are encouraged to establish opportunities in which staff teams can meet and understand each working environment. This can involve networking forums, visits to local agencies and joint training.</li> </ul>
<b>Joint training for DoJ and SAAP services.</b>	Shared training opportunities.	<ul style="list-style-type: none"> <li>• DoJ will invite SAAP workers to training and professional development sessions where this is relevant and places are available.</li> <li>• SAAP services will invite DoJ officer to training and professional development sessions with SAAP workers where this is relevant and places are available.</li> </ul>
<b>Resolution of differences.</b>	<p>Resolve differences speedily and professionally at local level.</p> <p>Identify points of contact.</p>	<p>An understanding of SAAP services capacity and priority areas is encouraged. •</p> <ul style="list-style-type: none"> <li>• Staff involved in a disagreement will endeavour to resolve differences in a timely and professional manner.</li> <li>• In the first instance, workers are encouraged to discuss the matter directly with the officer they are in disagreement with.</li> <li>• If workers are unable to resolve the issue, it will be referred to managers for discussion.</li> <li>• If the dispute cannot be resolved at an immediate management level the matter will be referred through the respective line management of the parties.</li> </ul>
<b>Safety and Security of SAAP refuges.</b>	The location of refuges is to be treated as confidential.	<ul style="list-style-type: none"> <li>• DoJ staff must be aware of high security measures of some refuges and maintain confidential the location of accommodation facilities (particularly Women's Refuges) and the identity of residents.</li> </ul>

## **6. IMPLEMENTATION OF THE PROTOCOL**

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In order to ensure continuing commitment to the full implementation of this Protocol, the following actions are agreed:

### **Nominated Officers**

- The Department of Justice managers and SAAP service managers will be responsible for the implementation and monitoring of the Protocol within their agency. These officers will identify the names of other staff within their agency with specific responsibilities for implementing the protocols.
- Regular liaison between the senior officers and/or delegated staff will occur to share information and identify and address any issues that may arise.

### **Implementation at all Levels**

- Department of Justice and SAAP services will support the development and implementation of protocols at the service delivery level consistent with this protocol.
- Department for Community Development will develop and distribute a guide as a tool to assist service providers to develop local interagency protocols.
- Department for Community Development will work with the Community Services Training Centre (CSTC) to encourage the provision of relevant training in the development of local protocols for SAAP services.
- Department of Justice and the Department for Community Development will facilitate regional forums to encourage the development of interagency protocols at a local level, and the development of regional processes for consultation and information sharing between the Department of Justice offices and SAAP services.

## **REVIEW**

This Protocol will be reviewed within two years after implementation. The review process will involve a committee with representatives from the Department for Community Development and Department of Justice as well as representatives from not for profit SAAP services.

Any proposed amendments and/or additions to this Protocol recommended by the committee are to be circulated to SAAP services and DoJ officers for comment, with a reasonable period for feedback prior to agreement.

Further reviews are to take place every two years to ensure the arrangements are relevant to the identified needs of the target group and any other significant influencing factors.

## **Attachment 1: Abbreviations and Terminology**

**Agencies** - include government departments, commissions, authorities, local government authorities, as well as non-government organisations such as incorporated associations, businesses, etc.

**Collaborative relationship** - working together for the benefit of the client.

**DCD** - Department for Community Development.

**DoJ** - Department of Justice.

**CJJ** – Community and Juvenile Justice – the Division of DoJ that deals with adult and juvenile offenders in the community and juvenile custodial services.

**CJS** – part of the Community and Juvenile Justice Division – deals with adults and juveniles in the community.

**JJO** - Juvenile Justice Officer (Community Justice Services, Department of Justice).

**CCO** – Community Corrections Officer (Community Justice Services, Department of Justice).

**JJT** – Juvenile Justice Teams (Community Justice Services, Department of Justice).

**Mutual client / shared client** - could be either:

- a client who is engaged with both parties;
- a client accessing a SAAP service and/or a Department of Justice service who requires the services of the other party.

**Protocol** - is an agreement between agencies to enable all parties to gain maximum benefits and outcomes.

**SAAP** - Supported Accommodation Assistance Program. <sup>1</sup>

**SAAP services** - service delivery agencies in the Supported Accommodation Assistance Program.

**SAC** – SAAP State Advisory Committee.

**Attachment 2:  
Relevant Department of Justice Documents**

- 2.1 Sentencing Act (1995)
- 2.2 Sentencing Legislation Amendment and Repeal Act (2003)
- 2.3 Young Offenders Act 1994
- 2.4 Community Based Services, Practices and Procedures Manual
- 2.5 Juvenile Justice, Practices and Procedures Manual
- 2.6 Victims of Crime Act (1994)
- 2.7 'Justice for All: A Policy for Victims of Crime'

### **Attachment 3:**

## **Relevant Department for Community Development Documents**

- 3.1 Department for Community Development – SAAP Service Agreements generic specifications and outcomes
- 3.2 Western Australian SAAP Minimum Standards 2002
- 3.3 Supported Accommodation Assistance Act 1994

## Attachment 4:

### **Case Management Responsibilities for Unaccompanied Young People**

Accommodating young people under 16 years of age has been a source of anxiety and confusion for SAAP service providers, due to the uncertainty of their legal roles and responsibilities in relation to a child's parent(s) or guardian. These guidelines address common issues that arise for SAAP services in their work with clients who are under 18 years of age.

The Department for Community Development has case management responsibility for any young person under 18 years that is in the care of the State and in SAAP services.

#### **Case Management of Young People aged less than 15 years**

Any young person under the age of 15 years who is homeless, or at imminent risk of homelessness, is considered by DCD to be at risk of significant harm. DCD has responsibility for these young people and has developed specific guidelines for unaccompanied young people less than 15 years of age in SAAP services.

DCD will complete a thorough assessment of the young person, their family if available, and their circumstances, to ensure the necessary planning and intervention is provided for the ongoing protection and well being of the young person. This will include case management co-ordination and generic casework services. The department will attempt to negotiate for the young person to return to their family with appropriate supports if required or locate an alternative placement. In some circumstances, the agency the young person has approached may be considered the most appropriate placement.

SAAP agencies should provide services to meet the immediate needs of the young person and inform DCD that the young person has been admitted as soon as practical. If the young person is admitted after hours then Crisis Care should be contacted.

The above procedures should be adhered to for all young people entering a SAAP service aged less than 15 years.

#### **Case Management of Young People aged 15 years**

A young person aged 15 years who does not have the consent of their parent(s) or guardian to be accommodated by the service should be considered by the agency as at risk of significant harm and the procedures for young people aged less than 15 years (cited above) should be followed.

Young people aged 15 years, who are accommodated with the consent of their parent(s) or guardian, may still be deemed at risk of significant harm for

other reasons by the agency. In this instance, the SAAP agency will refer the young person to DCD.

### **Case Management of Young People aged 16 – 17 years**

Where an agency admits a young person aged 16 years or greater but less than 18 years, who they believe is at risk of significant harm they will inform DCD.

DCD will assess each referral received where they have case management responsibility.

### **Summary**

Supported accommodation services for young people vary according to the service design and local operations. The particular target group and focus of each service may vary according to the needs of the community.