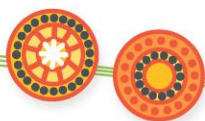




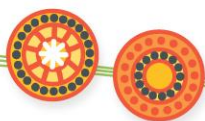
# Best practice guide for multi-agency collaborative panels

Current as at September 2023



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# Multi-agency collaborative panels at a glance

## Target cohort

Young people who score 6+ on the Serious Repeat Offender Index (Collaborative Response Cohort)

## Purpose

MAC-Ps contribute to reducing offending by collaborating to:



Improve coordination of service delivery for the Collaborative Response Cohort to address their identified risks and needs to contribute to a reduction in the young person's offending



Prioritise access to services to address identified need areas



Identify themes and trends to improve service responses



Problem solve, address local barriers and enable best use of existing resources



Improve information sharing across key agencies to support to reduction in reoffending for target group

## Core panel members

Youth Justice Services; Aboriginal and Torres Strait Islander Services; Child Protection; Community Services; Corrective Services; Disability Services; Education; Housing Services; Public Health Services; Police Services; and NGOS

## MACPs will

- share information and coordinate service delivery to ensure cohort needs are being met
- Identify relevant resources of members and other entities
- agree on recommendations to give to each other about assessing and responding to needs and offending behaviour
- take the action required under the recommendations
- monitor the implementation of recommendations and review their effectiveness
- Invite and facilitate contributions from all members with knowledge, experience and resources

## Regional Governance Group

Regional oversight of trends, service responses, funding such as CPIG and CBCAC and reporting to executive leadership

## MACP

## Service Delivery

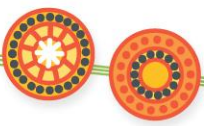
Youth Justice Case Management, local multiagency support teams, ICM and other offence focused programs and frontline initiatives

## Regional Governance will

- Address consistent or system gaps identified by MACPs
- Consider local themes or consistent trends are identified across the cohort
- Action MACP recommendations that are unable to be implemented and require higher-level decision making or consideration

## Long term performance measures

- Whether young people referred to MACP reduced offending severity and/or frequency over 6 months of engagement in the MACP
- Improved coordination of service delivery for collaborative response cohort young people
- Identification of themes and trends to improve local processes
- Provision of recommendations to oversight governance mechanisms regarding systemic issues
- Improved information sharing across key agencies to enhance service responses to support to reduction in reoffending for high risk young people



# What are multi-agency collaborative panels?

Multi-agency collaborative panels (MACP) were first formally established under the Youth Justice Taskforce in 2022 and in 2023 were formalised in Part 8A of the *Youth Justice Act 1992*. The current target group for MACPs is referred to as the collaborative response cohort or “CRC” (formerly the “Serious Repeat Offenders”). These young people are identified as appropriate for referral to a MACP through obtaining a score of six on the Youth Justice Serious Repeat Offender Index (“SROI”). The purpose of the MACPs is to bring relevant information and planning skills to oversight and coordinate services for young people who are identified in the CRC.

The legislation outlines that core members for a MACP include:

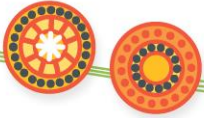
The chief executive/commissioner of a department that is mainly responsible for any of the following matters—

- Aboriginal and Torres Strait Islander services;
- child protection services;
- community services;
- corrective services;
- court services;
- disability services;
- education;
- housing services;
- public health services;
- youth justice services; and
- police service; and
- from time to time, prescribed entities or service providers contributing to the operation of the system by invitation of the core members.






The MACP core members may also invite Service Providers (nongovernment agencies that provide a service to children) and other Prescribed Entities to attend and participate in the MACP. Service Providers will need to complete [a form on DYJESBT's corporate website](#) to become a service provider or prescribed entity. These stakeholders may comprise an informal supporting network committed to the purpose and responsibilities of the MACP.

It is imperative that MACPs have panel membership from government and/or non-government agencies that are responsible for Aboriginal and Torres Strait Islander services. Where relevant Community Controlled Organisations should also be invited to actively participate in discussions relating to Aboriginal and Torres Strait Islander matters.

While the MACP should seek the cultural advice and wisdom of First Nations panel members, it is the shared responsibility of all panel members to ensure that MACP processes are culturally safe, respectful and actively work toward the goal of improving outcomes for Aboriginal and Torres Strait Islander young people, families and communities.

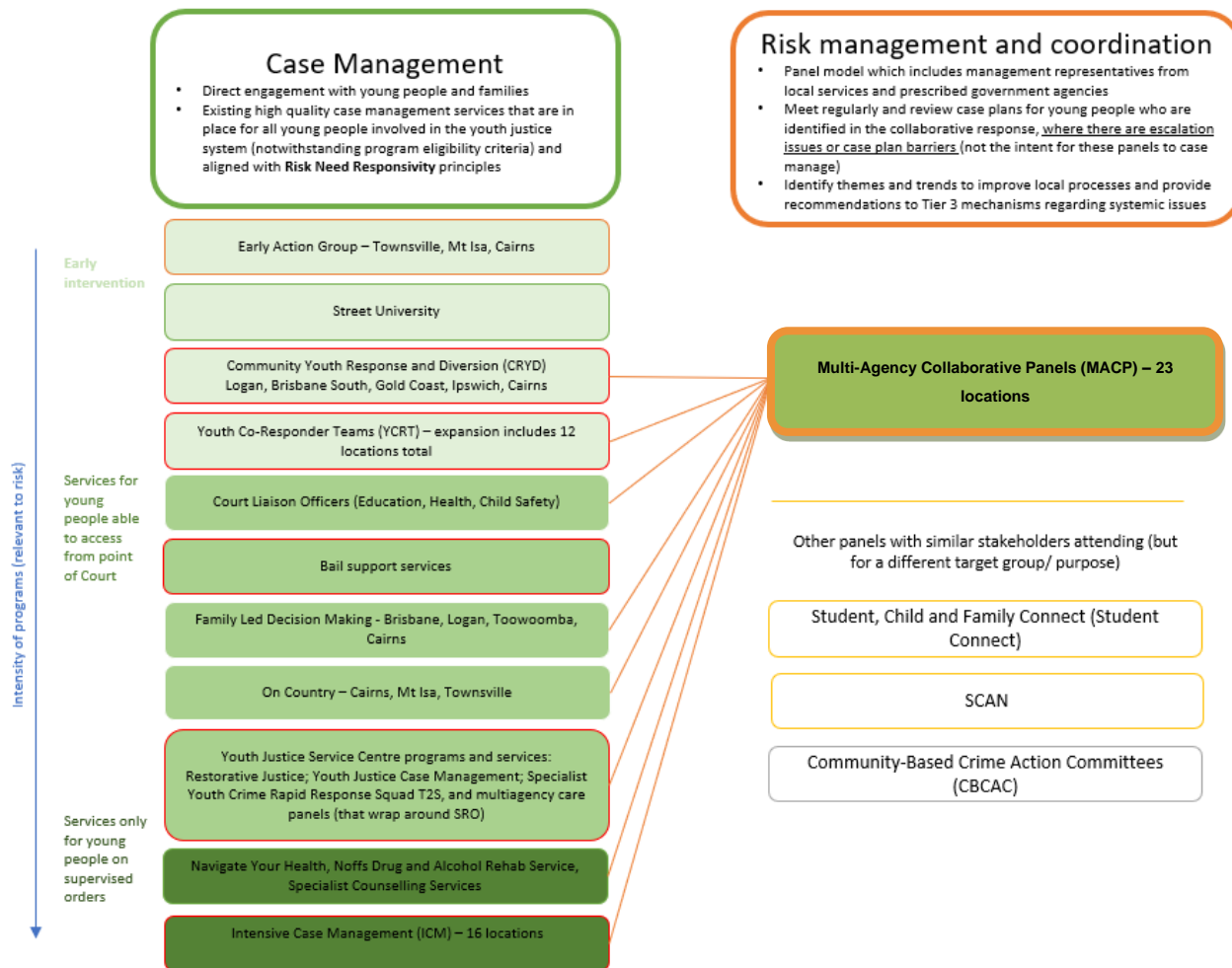
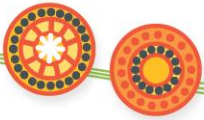


MACPs contribute to reducing offending by collaborating to:

-  Improve coordination of service delivery for the Collaborative Response Cohort to address their identified risks and needs to contribute to a reduction in the young person's offending
-  Prioritise access to services to address identified need areas
-  Identify themes and trends to improve service responses
-  Problem solve, address local barriers and enable best use of existing resources
-  Improve information sharing across key agencies to support to reduction in reoffending for target group

## How MACP fits in with service delivery for young people in the Youth Justice system

Young people in Youth Justice receive a variety of services directly that support behaviour change to reduce their risk of reoffending. These include case management services provided by Youth Justice Service Centres, engagement in programs such as drug and alcohol services, Family Led Decision Making and Bail Support Services. MACPs work closely with the case management services already available for young people within the Youth Justice system to ensure a comprehensive, system wide approach to reduce the risk of these young people continuing to offend in the future. For young people identified in the collaborative response cohort, the case management process will involve collaboration with relevant stakeholders via case planning and regular case reviews and stakeholder meetings. It is not the intention of MACPs to duplicate the work that occurs at the service delivery level between Youth Justice and stakeholders.



\*Red outlined boxes denote programs/ initiatives delivered directly by Youth Justice staff (including where Youth Justice is key lead)

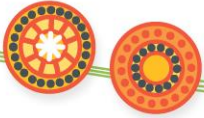
**Attachment A** further outlines the evidence base for Risk Needs Responsivity service delivery and outlines how this service delivery tier is crucial for bringing about changes to the young person’s offending behaviours.

## Multi-agency collaborative panel processes

Multi-agency collaborative panels will meet regularly (at least monthly basis). Each panel has a coordinator who is responsible for coordinating meetings, following up with agencies on young person’s progress in between meetings and providing relevant data and information for the effective management of the panel.

Prior to each MACP, MACP coordinators will ensure that all panel members receive:

1. **Multi-agency collaboration panel meeting agenda and minutes**
2. The Serious Repeat Offender Index (SROI) list which will identify the CRC based on data from the previous month
3. **Multi-agency collaborative panel young person information forms** for any new referrals



4. Updated **Multi-agency collaborative panel young person information forms** for young people nominated for a detailed case discussion
5. Youth Justice Outcomes Framework individual progression reports for young people nominated for detailed case discussion
6. Youth Justice Outcomes Framework local progression report demonstrating cross-cohort trends

Criteria for escalating matters from direct service delivery to MACP are:

- The risk of a young person offending has escalated, or other key risk identified by an agency
- There is negative progress on a young person's goals
- There is significant change in young person's circumstances or events
- There is a significant barrier to the young person receiving a service that aligns with their goals
- There is a change in surrounding service system (either positive or negative).

Please refer to the **Multi-agency collaborative panel terms of reference; Multi-agency collaborative panel young person information forms;** and the **Multi-agency collaborative panel meeting agenda and minutes** for further details on MACP processes.

## Governance for MACP

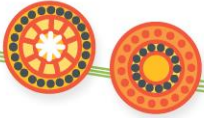
As a guidance body for service delivery, it is important that MACPs are functioning effectively and efficiently. Should there be a need for escalating matters beyond MACP, they can be escalated either:

1. on a 1:1 basis between Directors of the relevant agencies, or
2. raised through Regional Governance mechanisms.

Where individual panel members disagree or are unable to action recommendations agreed by the panel, this may be identified by the chairperson, or other panel members and sought to be resolved outside of the MACP meeting with relevant Directors involved. Where this occurs, information should be provided back to the panel as to the outcome of any relevant discussions held outside of the MACP meeting. Should an agreement not be able to be reached between Directors, this should be escalated to the Regional Governance Group.

As a matter of routine, monthly reports from the MACPs should be shared with the Regional Governance group outlining:

- Youth Justice Outcomes Framework Report
- Consistent barriers or system gaps identified
- Local themes or consistent trends are identified across the cohort
- Recommendations are unable to be implemented and require higher-level decision making or consideration.



In circumstances where the Regional Governance Group cannot resolve or action escalated recommendations or where they consider that local themes, trends or system gaps need to be further escalated, they will nominate a representative to appropriately brief their agency's Youth Crime Taskforce Operational Leadership Group representative.

## Core members of MACP

The following pages outline the key functions and representatives' role and responsibility on the MACP for each of the core members.

### Youth Justice services

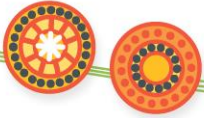
#### Key purpose participating in MACP

- Youth Justice Services provide evidence-based information on the key criminogenic need areas that underpin young people's offending behaviour and any systemic barriers that may be impeding on the ability for need areas to be addressed. Youth Justice Services will also be able to identify key challenges with responsibility that contribute to young people's success with service responses and service delivery (such as neuro-developmental challenges, speech and language impairments, cultural factors etc). Youth Justice Services can identify key trends and system gaps across the cohort of young people and make recommendations to the MACP to promote collaborative and coordinated responses.

#### Representative's role and responsibilities

- Youth Justice Services (and Youth Empowered Toward Independence in Cairns) coordinate and facilitate the MACP process, this includes but is not limited to:
  - Administrative tasks such as scheduling and facilitation of MACP processes
  - Quality preparation and dissemination of documents such as lists, agenda, minutes, reports, statistics, and correspondence
  - Ensure the effective involvement of all participants in the MACP meetings and in out-of-session discussions
  - Ensuring agreement on recommendations in MACPs and appropriate implementation and review of their effectiveness
  - Escalation of relevant recommendations to governance oversight where resolution cannot be achieved at MACP.





- Provide support to Youth Justice Service Centre and Detention Centre staff to ensure high-quality case management responses are being provided to young people and any relevant matters are being appropriately escalated to MACP
- In some locations additional Youth Justice Service Centre (including First Nations staff) and Detention Centre staff also attend MACPs to provide relevant information to the panel. In the event that the MACP Coordinator cannot attend the meeting, these staff will attend as proxy.

### How do you measure success at MACP

- Youth Justice Services will commence detailed data collection in relation to the implementation of MACP. Further, Youth Justice Services will measure success through the review of outcomes for individual young people in several domains, as improvements in these domains will be indicative of effective service coordination and delivery through positive MACP processes and service delivery.

## Aboriginal and Torres Strait Islander services

### Key purpose participating in MACP

- DTATSIPCA plays an important role with its representation in the MACP process. DTATSIPCA representatives provide expertise, advice, and recommendations to help shape culturally responsive, informed and appropriate local supports and community-based programs to support improved outcomes for Aboriginal and Torres Strait Islander young people and their families, in the youth justice system.

### Representative's role and responsibilities

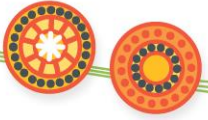
- Agency representatives who attend MACP's are primarily the identified "Community Connectors" for the specific location. Working in a place-based manner, Community Connectors support community engagement, Government coordination and the development of First Nations local leadership models. Proxy roles are drawn from the department's regional service delivery teams if required.

Key functions and actions are:

- DTATSIPCA staff contribute towards the agreement of effective strategies and recommendations to decrease the events of reoffending for young people through the provision of community-based knowledge and experience. This includes local and acquired knowledge of service arrangements, networks and local contacts, community leadership and support agency availability.
- Representatives also provide advice and referrals around local cultural and community protocols and support processes to grow cultural capability across the sector – including with relevant NGO's.
- Panel members are ideally placed to provide insight, and out of session discussions where appropriate, towards issues or concerns that impact on the outcomes achieved for First Nations young people and their families.

### How do you measure success at MACP

- DTATSIPCA has adopted a continuous improvement methodology regarding our role, purpose, and expectations in delivering support for the MACP process. This involves closer scrutiny of the department's role and how we can increase our value to the system wide process being used by Youth Justice. An important indicator of that success will be community feedback and input, particularly from local First Nations community leadership groups established as part of the Local Thriving Communities reform, and analysis of localised data sets that can measure progress against the Closing the Gap target of "Aboriginal and Torres Strait Islander young people are not overrepresented in the criminal justice system."
- DTATSIPCA has commenced activity or detailed data collection towards that affect:



- The updating and resourcing of nominated key points of contact to ensure adequate department resourcing at the MACPs.
- Internal monthly reporting and data collection across multiple MACP sites.
- The gaining of community feedback regarding the impact of multi-agency interventions and supports for the improvement of well-being outcomes for Aboriginal and Torres Strait Islander young people.
- Information sharing at various tiers of the program including the lead agency to improve responses.
- Greater uptake of Practice Resources from the Youth Justice web site to allow department members further reference to frame discussions at MACPs.

## Child protection services

### Key purpose participating in MACP

- Provide relevant information about a young person in the custody or guardianship of the Chief Executive (Child Safety), to assist in planning and the coordination of service delivery. This includes information about their case plan, care arrangement, family contact arrangements and experiences of harm.
- Collaborate with MACP core members to identify and respond to the needs of the young person, including assessments and referrals for help and support.
- Help to achieve goals for the young person identified by the MACP.

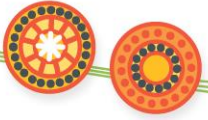
### Representative's role and responsibilities

- Child Safety actively participate in MACP processes, which entails various responsibilities, including, but not limited to:
  - Attending MACP meetings to collaborate and contribute effectively.
  - Working closely with Youth Justice Service Centres and Detention Centre staff to ensure the implementation of high-quality case management strategies for young people.
  - Coordinating and facilitating information sharing with the young person's care team to ensure comprehensive support.
- At a local level, Child Safety will identify the most appropriate individual to attend MACP with the authority to share information and proactively participate in problem-solving, including endorsing and agreeing to plans (costs and consent) identified during MACP meetings. Local solutions will vary between locations of the MACP, however it is suggested that the Child Safety representative to the MACP be of PO5/AO7 or above. Additional attendees such as Child Safety Officers, Cultural Practice Advisors, etc, may attend as temporary proxy or in addition to the core member.
- The Child Safety Court Liaison Officer is available to provide valuable support to the local Child Safety Services and the MACP process, offering assistance whenever deemed useful.

### How do you measure success at MACP

Child Safety's participation at MACP meetings will support the following outcomes:

- Effective and collaborative partnerships are developed with MACP core members.
- Timely, positive outcomes are achieved for young people subject to ongoing intervention.
- Young people subject to ongoing intervention receive timely and coordinated services and supports in response to their needs.
- Development of a local coalition of agencies made up by MACP core members.



## Disability services

### Key purpose participating in MACP

Disability Seniors and Carer's provides support to MACPs through its Assessment and Referral Team (ART) by:

- accepting referrals for children and young people aged 7-25 years who have a suspected NDIS eligible disability
- providing consultative and capability building service to the MACP membership to ensure eligible young people in complex situations can engage in appropriate NDIS access referral pathways.

### Representative's role and responsibilities

- ART will not be in a position to attend each MACP across the state but we will maintain our existing commitment to accept referrals to ART to support NDIS access and provide advice to coordinators about the circumstances of individual young people as required.
- If an ART representative is required to attend MACP, the Manager, Stakeholder Relations, Analysis and Evaluation would be the most suitable position to participate in case conferencing for young people in complex situations and facilitate capability building activities.
- ART Team Leader (Targeted Projects) and Case Managers (SROI) continue to play an important role at the service delivery level by providing advice and input to case discussions involving young people engaged with ART.

### How do you measure success at MACP

- Data to evidence successful NDIS applications for SROI young people.

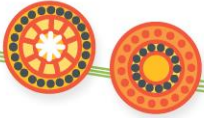
## Education

### Key purpose and role on MACP

- The Department of Education's (DoE) key objective is to maximise the engagement of young people in education and training. Education remains a key protective barrier for vulnerable young people, particularly for those in the youth justice system.
- DoE's panel representative provides other panel members with an overview of the young person's educational history, and matters relevant to their ongoing participation in an education program. This may include their prior and current enrolment status, as well as a wide range of factors relevant to their future engagement in education pathways. This may include information such as enrolment status, attendance and academic achievement, as well as other factors that may impact their future participation in an education program (e.g. the young person's cultural background or adjustments required due to physical, cognitive or behavioural conditions). The panel representative is also able to share details of proposed educational pathways agreed to by the young person and their parent/guardian.

### Representative's role and responsibilities

- DoE's Court Liaison Officers are best placed to participate in MACPs given their expertise in supporting young people in the youth justice system and their key role in supporting young persons who may at some stage be included on the Serious Repeat Offender Index. Other staff within DoE's



regional re-engagement teams may also be suitable to attend in locations or instances where a CLO is not available.

- For each case discussed at the panels, the DoE representative assesses the existing educational engagement of the young person and considers whether there is sufficient support in place to meet the identified education needs. Where additional educational support is identified as a need for the young person, the DoE representative will work with local schools and/or other education and training providers to find appropriate re-engagement pathways. DoE's representatives are able to work with their networks to break down any emerging barriers within the education system.

## How do you measure success at MACP

DoE will:

- Prioritise full participation and attendance at MACP meetings.
- Collaborate with panel members on coordinated responses for young people.
- Share relevant information in-line with the MoU and actively contribute to discussions and actions, particularly to education-related outcomes.
- Assess and identify educational needs for each young person discussed at MACPs.
- Ensure young people are appropriately supported with relevant education or training pathways.
- Identify and report on the progress of young people being supported by the MACPs and promote positive outcomes.

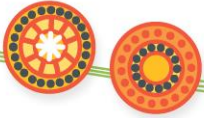
## Housing services

### Key purpose and role on MACP

- Develop partnerships and collaborate with other agencies to deliver holistic and integrated services to young people being supported through MACPs and their families.
- Advice and information on local housing initiatives, plans or policy that may impact or benefit young people being supported through MACPs
- Direct support to young people and their families being managed through MACPs to access and navigate the housing system and options, using a pathway planning approach. This may include referral to supports (i.e. QSTARS) or determining eligibility and suitability for department products and services.
- Identify and respond to risks to housing instability for young people and their families, and undertake tenancy sustainment planning and coordination for those in social housing.
- Contribute to information sharing where there are mutual customers, with the intent to improve customer and community outcomes.

### Representative's role and responsibilities

- Member: Area Manager; Proxy: Senior Customer Service Manager
- The Department of Housing member will attend meetings to represent the department and proactively prepare and engage in meetings.
- Share information and insights to the needs and options of young people supported by the MACP where housing is needed or there is a requirement to sustain housing.
- Once identified as in need of housing support, ensure young people and/or their families are contacted by the department and monitor progress and outcomes.
- Action any tasks allocated to the Department of Housing and report progress and/or issues to the MACP
- Record and promote positive outcomes within the MACP and Department of Housing.



## How do you measure success at MACP

The Department of Housing will:

- Prioritise attendance at MACP meetings to ensure consistent participation and representation.
- Share information in-line with the MoU and actively contribute to discussions and actions.
- Assess and identify housing risk for social housing households, with an identified young person, that may impact on housing stability– e.g. proactive timely information sharing.
- Identify and report on the progress of young people being supported by the MACPs and promote positive outcomes.

## Public health services

### Key purpose participating in MACP

- Queensland Health provides a range of specialised health advice to the MACPs relating to the specific needs of the young people being referred to the panels. This advice relates to both mental health needs and physical health needs, including broad health assessments and specialist mental health assessments delivered by Forensic Child and Youth Mental Health Services across Queensland. Queensland Health representatives also ensure the appropriate referral of MACP referred young people to relevant community health services to address identified needs.

### Representative's role and responsibilities

- Current MACP representatives for Queensland Health are from Child and Youth Mental Health Services (CYMHS) and range from Senior Clinicians to Team Leaders, Managers and Service Directors. In locations where Navigate Your Health exists (NYH) it may be beneficial for Nurse Navigators to attend MACPs.
- Proxies are decided at representative level.
- Key functions include provision of specialist advice and referrals for young people with mental health alcohol and other drugs concerns, and where available physical health concerns.

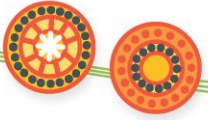
### How do you measure success at MACP

- Queensland Health supports other representative agencies on the MACP to ensure positive outcomes for young people discussed at each of the panels. Queensland Health has developed a feedback framework and is in regular contact with MACP representatives to ensure we are working toward our purpose, roles and responsibilities.

## Police service

### Key purpose participating in MACP

- Queensland Police Service (QPS) representatives provide evidence based information to help provide strategies to reduce young peoples offending behaviour. QPS will be able to contribute toward breaking down identified challenges and barriers that prevent young peoples success in reducing re-offending. QPS will also be able to contribute toward strategies to help connect young people and their families to appropriate services to help reduce re-offending and improve community safety.



## Representative's role and responsibilities

- Senior QPS key point of contact (KPOC) at the rank of Sergeant, Senior Sergeant or Inspector to attend MACP meetings and provide key information / intelligence associated with each child tabled including any safety concerns and risks.
- If KPOC is unavailable, a suitable proxy is to attend the MACP meeting.
- Contribute to providing potential strategies for young offenders to help them positively re-engage in society, reduce their offending behaviours and increase community safety during MACP meetings and in out-of-session discussions.
- Encourage active participation from all members attending MACP meetings.
- Contribute to an agreement on recommendations in MACPs and appropriate implementation and review of their effectiveness.
- Assist with escalation of relevant recommendations to governance oversight where resolution cannot be achieved at MACP.
- Engage with and provide support to Youth Justice Service Centre and Detention Centre staff during meetings to ensure high-quality case management responses are being provided to young people.

## How do you measure success at MACP

- Reduction in re-offending by the subject child.
- Reduction in severity of offending by the subject child.
- Positive re-engagement into pro-social activities including programs, education, sport, recreational activities, employment.
- Subject child removed from Serious Repeat Offender List and no longer tabled at MACP as positive reintegration into society has been achieved.

## Other non-government service providers

### Key purpose participating in MACP

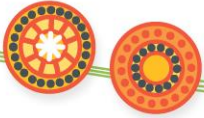
- Non-government service providers play an important role in the MACP system. They can attend and participate in information sharing and service coordination where their services are locally relevant. These service providers provide important insights into the broader service system and represent a key group of stakeholders who contribute to a reduction in reoffending in QLD.

### Representative's role and responsibilities

- These service providers are varied, and their specific roles and responsibilities will be dependent on their individual service offerings and funding (if applicable).
- It is expected that any service provider who is participating in MACPs will pro-actively engage in information sharing and solution generation as it relates to their organisation's key functions and areas of expertise. Service providers should contribute to MACP discussions with knowledge, experience or resources that would help achieve the purpose of MACPs.

### How do you measure success at MACP

- Service Providers will be responsible for measuring the success of their organisation's involvement in MACPs according to their own internal processes and frameworks, however, it is assumed that a service provider would consider their involvement to be successful when service gaps are identified and addressed resulting in better outcomes for the young people to whom they provide services.



## Monitoring and success factors

MACP long term success will be measured by:

- Whether young people referred to MACP reduced offending severity and/or frequency over 6 months of engagement in the MACP
- Improved coordination of service delivery for collaborative response cohort young people
- Identification of themes and trends to improve local processes
- Provision of recommendations to oversight governance mechanisms regarding systemic issues
- Improved information sharing across key agencies to enhance service responses to support to reduction in reoffending for high risk young people

Additional measures of success include the reconnection of young people to family and community, education/training/employment, health services, and referral and engagement with relevant preventative and protective government and non-government services.

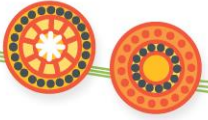
## Information sharing

Information sharing is a key component of effective multi-agency collaboration. It is the preferred position, where practicable, to obtain consent from a young person to disclose their confidential information for the purpose of collaborative case management. There are provisions within the *Youth Justice Act 1992* and other legislation administered by other panel members that allow for confidential information to be shared with and without consent.

Where agencies feel information cannot be shared under existing legislative provisions refer to the relevant [Memorandum of understanding and arrangement - Department of Child Safety, Seniors and Disability Services \(cyjma.qld.gov.au\)](#). In circumstances where you cannot obtain consent, the steps required to comply with the requirements of the MOU are:

1. Ensure the requesting and disclosing agencies are both prescribed entities/service providers
2. Ensure the young person is charged with an offence and receiving a service under the *Youth Justice Act*
3. The agency making the request needs to complete a [Request Notice](#)
4. If the disclosing agency reasonably believes the sharing of the confidential information will help the requesting agency to achieve a section 297G purpose, then the disclosing agency must provide a [Disclosure Notice](#) before or at the time of making the disclosure (\*note the disclosure notice may be relied upon for up to 6 months).

See the [DYJESBT corporate website](#) and the [Quick Guide](#) for more information.



## Guiding principles

Our guiding principles for collaboration, and more specifically, disclosing and receiving confidential information relating to young people in the youth justice system are:

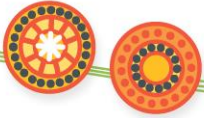


## Sharing information without consent

When working in a collaborative way with other agencies and services, there are likely to be occasions where the sharing of confidential client information is required when a young person has either declined to consent, or they are unable to be contacted in order to obtain consent.

Sharing information without consent may, at times, feel as though it challenges the trauma-informed, client-centred and culturally safe approach that many agencies work within, and the importance placed on developing and maintaining strong therapeutic alliances with young people and families. Therefore, it is important to explain the legislative provisions about information sharing to young people and families in a way that is understood by them, and have these conversations at an early opportunity, in order to manage expectations and avoid issues relating to mistrust. It is important to advise young people and families when their information has been shared without their consent, and to record this information.





# Attachment A

## What is Risk, Needs, Responsivity?

It is a service delivery model based on the principle of Risk, Need, and Responsivity (RNR). Applying all three principles of the RNR model has been [proven to reduce youth reoffending](#).

**Risk principle** – The level of service provided to a young person matches their risk of reoffending as identified by a valid and standardised tool, which in Youth Justice is through use of the Youth Level of Service/Case Management Inventory (YLS/CMI™) 2.0.

**Need principle** – Work with the young person focuses on the highest need areas identified through validated assessment and use of the YLS/CMI™ 2.0.

**Responsivity principle** – Programs proven to reduce reoffending are used and adapted in line with the individual characteristics of the young person. The responsivity principle is split into [two sections](#):

- **General responsivity** means that programs and services used to target reoffending risk and criminogenic needs are evidence-informed or evidence-based, tried and tested through research, and proven to be effective in reduce youth reoffending.
- **Specific responsivity** recognises that a range of individual characteristics and circumstances impact how well a young person can interact and engage in programs and services. In order to be effective, programs and services are adapted for age, gender, cognitive abilities, culture, strengths, and personability. This helps the young people engage, learn, and grow.



## What does this mean?

**WHO = RISK:** YLS/CMI™ 2.0 assesses a young person's reoffending risk level (very high, high, moderate, low) and informs how much change-oriented service delivery is needed to reduce offending.

**WHAT = NEED:** Focus on needs proven to predict reoffending. There are eight criminogenic need domains identified in YLS/CMI™ 2.0 with focus on [Big Four and Moderate Four](#). (The Big Four needs are stronger indicators of future offending and include Attitudes/Orientation, Personality/Behaviour, Peer Relations, Prior/Current Offences/Orders/Interventions, and for First Nations young people, Family Circumstances/Parenting).

**HOW = RESPONSIVITY:** Use proven programs to reduce reoffending. It is also about ensuring delivery is tailored to young people's individual characteristics, strengths, context, and culture.

## How to apply RNR?

RNR is applied to the [Service Response Plan](#), a document that outlines Youth Justice engagement with a young person and family. The Service Response Plan must be completed within [six weeks](#) of order commencement and is monitored through a [case review process](#).