An improved model of custodial case management

Corrective Services NSW (CSNSW) is committed to driving down adult reoffending, which is a NSW Government priority. As part of the Government’s Strategy to Reduce Reoffending, an improved model of case management is being introduced in NSW prisons.

A world-class offender management system

CSNSW’s primary objective is to implement a world class case management system that engages offenders from the first point of contact to their last. High quality case plans will ensure access to effective interventions and ultimately reduce reoffending.

Continuous case management

The improved model provides a more consistent, continuous approach to case managing offenders throughout their entire contact with the correctional system, particularly if they cycle between community-based supervision and custody. It will deliver a greater focus on offenders who pose a medium to high risk of reoffending, and those with who require support services, such as assistance for mental health and substance addiction.
It will provide more regular, targeted opportunities to engage with offenders to address offending behaviours and patterns of thinking, to those who need it most.

**Dedicated case management units**

Dedicated teams of case management specialists attached to a prison’s Case Management Unit will undertake continuous case management for inmates.

Through their one-one-one interaction with offenders, these case managers will engage in techniques to address offending behavior.

They will ensure offenders have their needs identified, so as to tailor an individual’s case plan around what is required to have the greatest impact on reducing reoffending risk.

This is so the right offenders have access to the right programs at the right time while in custody, and exit plans and support as they approach release.

**Individual focus**

This improved model is person-centred and based on a dynamic model of continuous case management, informed by the well-established principles of Risk, Needs and Responsivity.

- Risk aligns interventions and level of resources according to a particular offender’s reoffending risk
- Needs means identifying factors behind their offending behaviour, such as antisocial attitudes, criminal associates, substance abuse, and low education levels
- Responsivity ensures interventions are appropriate to an offender’s capabilities and learning style.

This will help guide what type and intensity of programs are included in a case plan.

**Implementation**

Implementation will take a phased approach across public prisons in NSW over the next two years.

**Benefits**

Case Management Units will create more than 150 new case management roles in prisons across the state.

CSNSW’ goal is that by mid-2020, almost 20,000 offenders will have accessed improved custodial case management through this model, which will support a reduction in the state’s reoffending rate.

**More information**


You can also contact us about CSNSW Reforms by emailing CSNSWreform@justice.nsw.gov.au

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