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Australian Government
Department of Human Services



ACT
Government
Community Services

PROGRAM PROTOCOL

BETWEEN

**COMMONWEALTH OF AUSTRALIA REPRESENTED BY THE
DEPARTMENT OF HUMAN SERVICES**

AND

**THE AUSTRALIAN CAPITAL TERRITORY ACTING
THROUGH THE
COMMUNITY SERVICES DIRECTORATE**

**FOR THE PROVISION OF SERVICES TO YOUNG PEOPLE IN
BIMBERI YOUTH JUSTICE CENTRE AND ON LEGAL
YOUTH JUSTICE ORDERS IN THE COMMUNITY THROUGH
YOUTH JUSTICE CASE MANAGEMENT PREVIOUSLY KNOWN
AS COMMUNITY YOUTH JUSTICE.**

31 October 2012

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Lawful Custody Allowance – means a payment to Indigenous Young Persons who are students and who are imprisoned in a corrective institution, remand centre or youth training centre, to assist with expenses associated with study, such as education institution fees, textbooks, equipment, stationery and daily travel costs.

Medicare services – means the delivery of services under Human Services' Medicare programs including Medicare, the Pharmaceutical Benefits Scheme, the Australian Childhood Immunisation Register and the Australian Organ Donor Register.

Personal Information – as defined in section 6 of the *Privacy Act 1988* (Cth) means information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion.

Protected Information – means information protected by legislation from disclosure and includes Human Services' Protected Information.

Young Person – includes both a person under 18 years of age who is subject to imprisonment by way of full-time detention and/or a legal order (direction by a court to do an act or refrain from a certain act) in the community.

Program Protocol – means this agreement.

Remand – means a period of detention for a Young Person for whom court matters have yet to be finalised.

Sentenced – means a Young Person in detention who has had court matters finalised, resulting in an imprisonment order being imposed.

WHS Act (Cth) – means the *Work Health and Safety Act 2011* (Cth).

1.2 In this Program Protocol:

- (a) a reference to the singular includes the plural and vice versa;
- (b) a reference to this Program Protocol includes all attachments;
- (c) a reference to "the parties" means Human Services and the Community Services Directorate;
- (d) a reference to any legislation includes any legislative instruments made under the legislation and any amendments to, or replacement of, that legislation;
- (e) a reference to something being "in writing" includes email and fax (but not SMS or other instant messaging); and
- (f) a requirement that something be signed requires a physical signature (although the signed document can be communicated electronically, for example by a PDF document attached to an email).

2. BACKGROUND

- 2.1 This Program Protocol sets out the understanding between Human Services and the Community Services Directorate regarding their respective roles and responsibilities concerning the provision of services for Young People.
- 2.2 Human Services' service for Young People currently fall into the following main categories:
- (a) services on entry to custody that target debt prevention and fraud for Young People who were Customers of the Centrelink and Child Support programs prior to entry into custody;
 - (b) registration of Young People for eHealth to assist online access to medical records for client's and registered health organisations they nominate, to help avoid duplication of assessments pre and post release (eHealth is voluntary and with consent);
 - (c) pre-release assessments for Centrelink payments and Medicare cards for issue on the day of release to assist with re-establishment in the community;
 - (d) other services or requirements relevant to Young People during custody and pre-release that may assist with economic and social participation on release including Employment Service Assessments, Job Capacity Assessments and child support assessments; and
 - (e) services to support clients on legal orders in the community to access and maintain the appropriate payments and services.
- 2.3 The Community Services Directorate is responsible for administering the lawful custody of Young People in Bimberi Youth Justice Centre and the supervision of children and Young People through Youth Justice Case Management previously known as Community Youth Justice (CYJ) as directed by the ACT Children's Court and ACT Supreme Court and administering the Children and Young People Act 2008.
- 2.4 ACT Youth Justice and its role in relation to this Program Protocol, is to provide for the secure care and custody of children and Young People detained at Bimberi Youth Justice Centre, supervise children and Young People through Youth Justice Case Management previously known as Community Youth Justice (CYJ) as directed by the ACT Children's Court and ACT Supreme Court and administer the *Children and Young People Act 2008*.
- 2.5 The parties acknowledge that the Australian Government's budget initiatives and other organisational requirements that affect the Australian Government may affect the delivery of services by Human Services to Young People post implementation of the Program Protocol. Human Services will advise and consult with the Community Services Directorate on procedural changes as they occur and issue revised procedural instructions through the nominated Central Contact Officer.

3. LEGAL RELATIONS

- 3.1 This Program Protocol does not create any legally binding rights and obligations between the Parties, nor is it an offer or an invitation that is capable of acceptance.
- 3.2 Nothing in this Program Protocol derogates from the Parties' respective capacities to do what is legally required or authorised.

4 MONITORING

- 4.1 Human Services and the Community Services Directorate will consult on any matters relating to the operation of this Program Protocol or any other matters as may be agreed to be appropriate for consultation. The parties agree to meet from time to time at the request of either Party, including other State/Territory parties who are party to similar Program Protocols, to discuss any difficulties in the operation of the Program Protocol or any changes proposed to this Program Protocol.
- 4.2 Subsequent to the signing of the Program Protocol, Human Services and the Community Services Directorate will establish mechanisms, procedures and contacts for Human Services and ACT Youth Justice to facilitate progress of service and access issues at the local level.
- 4.3 Human Services and the Community Services Directorate will appoint Central Contact Officers to participate in ongoing consultation, monitoring and review of implementation at the local level.
- 4.4 Human Services and the Community Services Directorate will exchange Management Information relevant for the monitoring and review of the implementation of this Program Protocol. The information can only be used by the nominated Central Contact Officers and for the purposes set out in this Program Protocol; it must not be disclosed for other parties without the prior written consent of the party that provided the information.

5 DISCLOSURE OF RELEVANT INFORMATION

- 5.1 The parties must not disclose Personal Information and/or Protected Information regarding Young People and Customers to each other, unless such disclosure is for the operation, monitoring and review of this Program Protocol where described in accordance with the applicable privacy, confidentiality and secrecy laws or as otherwise authorised or required by laws of Australia.
- 5.2 The Community Services Directorate and ACT Youth Justice may disclose Personal Information and/or Protected Information regarding Young People to Human Services under Part 25.3 of the *Children & Young People Act 2008*. (NB: This particular part of the Act relates to the giving and receiving of information).
- 5.3 Human Services may disclose Personal Information and/or Human Services' Protected Information regarding Young People to the Community Services Directorate and ACT Youth Justice under:
- (a) section 202 of the *Social Security (Administration) Act 1999* (Cth);
 - (b) section 16(2A) of the *Child Support (Registration and Collection) Act 1988* (Cth), section 150(2A) of the *Child Support Assessment Act 1989* (Cth);

- (c) section 162(2) of the *A New Tax System (Family Assistance) (Administration) Act 1999* (Cth).; or
- (d) section 351(2) of the *Student Assistance Act 1973* (Cth).

5.4 The parties will only disclose Personal Information and/or Protected Information regarding Young People and Customers to each other via secure facsimile, encrypted email, or other permissible method as detailed in Human Services' Security Policy Manual as updated by Human Services from time to time.

5.5 Each party will immediately notify the other party if it becomes aware of any unauthorised use or disclosure by it or its officers, employees or agents of Protected Information or Personal Information under this Program Protocol and the parties will work cooperatively to address this.

5.6 Nothing in this Program Protocol prevents Human Services from issuing lawful notices to the Community Services Directorate that require it to give information or produce documents to Human Services under:

- (a) section 196 of the *Social Security (Administration) Act 1999* (Cth) pursuant to its powers under section 192 and 195 of the same;
- (b) section 120 of the *Child Support (Registration and Collection) Act 1988* (Cth) or s161 of the *Child Support (Assessment) Act 1989* (Cth);
- (c) section 158 of the *A New Tax System (Family Assistance) (Administration) Act 1999* (Cth) pursuant to its powers under sections 154 and 157;
- (d) section 347 of the *Student Assistance Act 1973* (Cth) pursuant to its powers under section 343 of the same; or
- (e) as otherwise authorised or required by laws of Australia.

6 REVIEW

6.1 The parties will jointly conduct a review of this Program Protocol at intervals of 18 months or earlier if required.

6.2 The purpose of a review under this clause 6 is to ensure that this Program Protocol remains complete, up-to-date and reflects any changes to business operations or governance informally agreed by the parties.

6.3 If a review concludes that amendments to this Program Protocol are necessary or desirable, the parties will promptly meet to discuss whether those amendments should be implemented. Any amendment must be made in accordance with clause 10.

7 THE COMMUNITY SERVICES DIRECTORATE'S RESPONSIBILITIES

7.1 The Community Services Directorate will facilitate access for Human Services' staff to provide services at Bimberi Youth Justice Centre, Youth Justice Case Management and Youth Drug and Alcohol Courts by:

- (a) implementing protocols to allow timely, safe and supervised access for Human Services' staff;

- (b) without limiting the overarching obligations to comply with the WHS Act (Cth) or any territory law that is applicable to work or occupational health and safety, the Community Services Directorate will:
 - i. provide local safety and security inductions at Bimberi Youth Justice Centre to Human Services' staff and ensure they have access to debriefing mechanisms following any incident that Human Services or the Community Services Directorate consider to be critical;
 - ii. consult, cooperate and coordinate with Human Services and any other duty holder in relation to the same matter as required by the WHS Act (Cth) or any territory safety legislation applicable to this Program Protocol and assist the Commonwealth to meet that obligation which it has under the WHS Act (Cth);
 - iii. take reasonable care for any Human Services' staff who may be affected by the Community Services Directorate's acts or omissions;
 - iv. take into account any reasonable Human Services' safety policies or procedures;
 - v. if requested by Human Services, prepare and provide Human Services with a work health and safety plan to document the process that will be followed when Human Services staff attend Bimberi Youth Justice Centre that complies with the obligations it has under the WHS Act (Cth) or any other territory law that is applicable to work or occupational health and safety; and
 - vi. will have a safety management system in place and will share information and documentation about that system with Human Services as relevant to this Program Protocol;
- (c) issuing Human Services' staff with appropriate identification that allows streamlined access;
- (d) if required, providing access for Human Services' staff to process claims and assessments during interviews with Young Persons via approved secure laptops (provided by Human Services) using either internet remote access technology or using existing phone line connections in accordance with security considerations defined under Schedule 1; and
- (e) if possible taking into account security considerations, providing access to available training facilities and equipment including DVD players and whiteboards for group presentations on Human Services' services or programs.

7.2 The Community Services Directorate will provide Human Services the following Personal Information and/or Protected Information regarding Young People via a method detailed in clause 5 where necessary:

- (a) details of Young People entering custody in accordance with Schedule 2 to assist adjustment of Centrelink payments and ensure outstanding monies due to a Young Person is paid;
- (b) with Young People's consent, notification of Young People due to give birth or who have children with them in custody to assist provision of services;
- (c) details of Young People to be released from custody in accordance with Schedule 4 to assist timely payment and services on release;
- (d) discharge information for Young People applying for Centrelink payments who are released under certain conditions (e.g. required to participate in

rehabilitation programs on release or have Supervision Release Orders that relate to requirements for Centrelink payments);

- (e) discharge certificates or documentation for a Young Person upon release on letterhead including name, known alias names, date of discharge, place of discharge, Youth Justice ID number, photo, period in custody, and signature of the delegated ACT Youth Justice Case Manager and/or signature of an authorised person whose name and signature has been previously notified to Human Services for verification purposes.
 - (f) additional Personal Information and/or Protected Information regarding Young People when requested by Human Services, including but not limited to, the Young Person's history of incarceration, the Young Person's address prior to entering custody, the area the Young Person intends to move to upon release, the Young Person's trust account balance, a photograph of the Young Person, any income or other earnings the Young Person's may receive whilst in custody;
 - (g) where possible, Youth Justice Case Management will assist Young People to establish personal bank accounts so Centrelink payments may be made by direct credit for Customers assessed pre-release;
 - (h) provide Centrelink with details of all Young People in Bimberi for whom a Family Tax Benefit is claimed as per Schedule 3;
 - (i) where appropriate and with the Young Person's informed consent, any information, including employment and training records and psychometric and other psychological reports including cognitive and functional assessments, which may assist Human Services to facilitate the Young Person's access to services and payments in order to enhance their economic and social participation on release; and
 - (j) provide relevant Information which details conditions of supervision that may affect their ability to look for work under Centrelink conditions (e.g. being required to participate in rehabilitation programs on community-based court orders).
- 7.3 The Community Services Directorate will facilitate access to payment for released Young People in accordance with Schedule 5.
- 7.4 The Community Services Directorate will assist Young People to prove their identity to Human Services, including verifying identity during Human Services' interviews, allowing access to available identification documents, and assisting Young People participating in pre-release programs to apply for standard forms of proof of identity.
- 7.5 The Community Services Directorate will provide information to Young People on services provided by Human Services' including information on culturally specific programs such as the Lawful Custody Allowance for Young People who are Indigenous.
- 7.6 The Community Services Directorate will provide Human Services with details of all detainees for whom a Family Tax Benefit is claimed as per Schedule 3.

8 HUMAN SERVICES' RESPONSIBILITIES

8.1 Pursuant to law, Human Services will provide services at Bimberi Youth Justice Centre including:

- (a) assistance in debt prevention for Human Services Customers entering custody in accordance with Schedule 2;
- (b) a pre-release service where required in accordance with Schedules 4 and 5 which may include accepting/processing claims, making assessments, interviewing Young People, arranging payments for release and presenting group information seminars (the frequency and method of service will be determined in consultation with the Community Services Directorate at the local level and will respond to local needs);
- (c) a pre-release medicare card application service in accordance with Schedule 7;
- (d) administrative services for:
 - i. Lawful Custody Allowance claims for reimbursement of eligible young Indigenous people's study expenses during custody;
 - ii. payments to assist with raising children for Young People who have children with them in custody;
 - iii. Family Tax Benefit payments to Bimberi Youth Justice Centre in accordance with schedule 3; and
 - iv. registration of Young People for eHealth to assist online access to medical records for client's and registered health organisations they nominate (eHealth is voluntary and with consent);
- (e) services directly to Youth Justice Centre by staff (where practicable); and
- (f) information to ACT Youth Justice Staff on Human Services' procedures for receiving information regarding possible fraud in relation to Centrelink and Child Support payments.

8.2 Human Services will provide Personal Information and/or Human Services' Protected Information regarding Young People to the Community Services Directorate via a method detailed in clause 5 where necessary.

8.3 Human Services will provide Human Services' Agreement Implementation Pack. The packs are completed at the local level by representatives from each party. The Agreement Implementation Pack will be updated periodically as a separate procedural document.

8.4 Human Services will provide procedural instructions on future changes and enhancements that may be required to align with Federal Government budget initiatives and other organisational requirements.

8.5 Human Services will provide training and education on Human Services' services for prison staff, where required.

8.6 Human Services will provide services in accordance with any schedule to this Program Protocol.

9. TERM

- 9.1 This Program Protocol takes effect on the date that the last party signs and shall continue unless terminated under clause 12 or replaced by an updated Program Protocol.

10. VARIATION

- 10.1 Any variation to this Program Protocol must be in writing and signed by both parties before such variations take effect.

11. DISPUTE RESOLUTION

- 11.1 If there is a dispute between the parties concerning this Program Protocol, the parties agree that they will take all necessary steps to resolve the dispute quickly and expeditiously by mutual agreement, using the following procedures:
- (a) initial negotiation at the Central Contact Officer level;
 - (b) if not resolved through the initial negotiation, the matter is to then be referred to Human Services' local Zone Service Leader and the Senior Managers, ACT Youth Justice;
 - (c) if not resolved through negotiations between the Zone Service Leader and Senior Managers, Human Services' Secretary or their delegate and the Director, Youth Services, Community Services Directorate or their delegate will finally resolve the matter.
- 11.2 If a dispute relates to a work health and safety matter, and the issue remains unresolved after all reasonable attempts have been made to resolve the matter in accordance with clause 11.1, then Part 5 of the WHS Act (Cth) will apply to the resolution of the Issue.
- 11.3 Despite the existence of a dispute, each party will (unless requested not to do so, in writing, by the other party) continue to perform its role under this Program Protocol.

12. TERMINATION

- 12.1 The parties may, at any time by signed, written notice, give the other party 90 days' notice to terminate this Program Protocol.
- 12.2 Upon such notice being given, the other Party shall cease or reduce work according to the tenor and shall do everything possible to mitigate consequential losses.
- 12.3 Each party agrees to absorb their costs as a consequence of any notice issued under this clause 12.
- 12.4 The parties may also at any time terminate this Program Protocol by mutual agreement in writing if they so wish.

13. INSURANCE

- 13.1 The parties acknowledge that each maintains public liability insurance at a level of cover not less than \$10,000,000.00.
- 13.2 A party will provide to the other at its request a copy of the certificate of currency maintained under clause 13.1.

14. FEES

- 14.1 Both parties will bear their own costs in the performance and delivery of the Program Protocol.

(Note: The certificate of currency can be obtained from Multicultural Services Branch if requested by the other Party.)

15. COMPLIANCE WITH LAWS

- 15.1 Each party will ensure its own compliance with all applicable laws and regulations in its performance of this Program Protocol.

EXECUTION

This Program Protocol's date of execution is the 31st day of October 2012

SIGNED for and on behalf of the Commonwealth of Australia as represented by Human Services by:

Name: Ms. Barbara Causon
Title: Zone Service Leader, Southern NSW
Department of Human Services

B. Causon

(Signature)

in the presence of:

GREGORY CORBEN

(Printed Name of Witness)

[Handwritten Signature]

(Signature of Witness)

SIGNED for and on behalf of the Australian Capital Territory as represented by the Community Services Directorate by:

Name: Dr. Mark Collis
Title: Youth Services Director
Community Services Directorate

Mark Collis

(Signature)

in the presence of:

GREGORY CORBEN

(Printed Name of Witness)

[Handwritten Signature]

(Signature of Witness)

SCHEDULE 1

1. ACCESS FOR LAPTOPS AND DATA CONNECTION

- 1.1 Where possible, Youth Justice Centre's and Community Offices are to provide access for Human Services' staff to process claims, undertake assessments and answer other enquiries during interviews with Young People via approved secure laptops (provided by Human Services) using remote access technology or existing phone line connections where conveniently available and subject to security considerations.

Departmental staff will require access to Human Services' on line records and tools when interviewing Young People in custody to:

- retrieve information (e.g. past addresses) that can assist to confirm identity and check alias names to reduce fraud;
- ensure the Young Person does not continue to receive payment while in custody, protecting government monies;
- identify any outstanding debts;
- identify past medical issues that may affect employment;
- make adjustments to Child Support Assessments;
- reduce the need for Young People with limited literacy to complete complex forms; and
- use existing records where possible to streamline a lengthy process.

The benefits for correctional centres include:

- a reduction in the length of time required for supervision of Human Services' interviews;
- a reduction in repeat visits for enquiries i.e. they can be resolved at the time of enquiry rather than be researched back at Human Services' office; and
- a reduction in the time youth justice centre, welfare staff may spend as an intermediary including assistance in completing claims for people with low literacy.

- 1.2 The parties agree that laptops will be approved, and may be used, under the following conditions only:
- a) Laptops will have restricted access to Human Services' computer systems, internal intranet, and email, as well as a limited number of secure government websites;
 - b) Mobile broadband devices and the Subscriber Identity Module (SIM) are to be secured and accounted for at all times and deactivated if required. In the event of loss or theft, Human Services will organise immediate deactivation;
 - c) As technology evolves, this may be reviewed as required and replaced by alternatives agreed to by both parties in writing; and
 - d) Human Services' laptops will only be used by Human Services' staff.
- 1.3 Where possible, access to a phone line will be made available to Human Services' staff to engage a telephone interpreter when required for interviewing purposes and access to fax and printers will be provided as considered necessary.

- 1.4 Where laptop reception does not function within a Youth Justice Centre and interviews are conducted with paper claims, to assist timely processing of claims, where available Youth Justice Centre's will provide access to a desk, phone and power outlet line in an area that allows reception.

SCHEDULE 2

1. DEBT PREVENTION

- 1.1 Human Services will provide forms and instructions to the Community Services Directorate, ACT Youth Justice, in the Agreement Implementation Pack to facilitate debt prevention on admission and processing of outstanding Centrelink payments owed.
- 1.2 To assist with timely debt prevention for Young People entering custody who were previously receiving Centrelink payments, Human Services will process daily advices of Customers entering custody.
- 1.3 **ACT Youth Justice will:**
 - a) Promote to Young People the benefits of advising Human Services of entry into custody to avoid accumulation of debts;
 - b) Promote relevant information products to Young People; and
 - c) Supply the following details about the Young Person to Human Services within 48 hours of entry to custody via a method detailed in clause 5.
 - i. full name;
 - ii. any known alias names;
 - iii. date of birth;
 - iv. name of Youth Justice Centre;
 - v. date of admission into custody (taking into account periods held at other locations) for the charged offence;
 - vi. expected date of release (if known); and
 - vii. Personal Identification Number (PIN);

Where required, additional information may be requested from a Young Person including:

- viii. address or area residing prior to entry into custody;
 - ix. Centrelink payment type previously receiving (if known);
 - x. Centrelink Reference Number (if known);
 - xi. name of spouse or partner;
 - xii. (for Young Person's under 19) name of person last receiving Centrelink Family Assistance on their behalf; and
 - xiii. preferred option for dispersal of Income Management funds; and
- d) Forward "Notification of Imprisonment and Final Arrears" payment forms for completion and return to Human Services.

(Note: The above arrangements may differ from state to state. Ensure that only the correct procedures are included in the document.)

SCHEDULE 3

1. FAMILY TAX BENEFIT

- 1.1 The ACT Youth Justice, will claim Family Tax Benefit for Young People in custody for ten days or more. Current processes will continue. ACT Youth Justice will:
- a) Provide claims to Human Services for Young People in custody for ten days or more (including details of name, date of birth, date of admission into custody, parent's or guardian's name, parent's or guardian's address); and
 - b) Provide advice of discharge to facilitate cessation of Centrelink payments to (including name, date of birth, date of discharge, discharge address, and name of person to whom the Young Person is discharged).
- 1.2 Human Services will provide online services to advise fortnightly payments deposited into the ACT Youth Justice bank account including the Young Person's name, date of birth, period of payment and amount deposited. To assist in reconciliation of payments, Human Services will provide more detailed advice in relation to past periods upon request.
- 1.3 The ACT Youth Justice, will reconcile monies received against Human Services' listing. The ACT Youth Justice will inform Human Services if they identify a suspected underpayment or overpayment as a part of their reconciliation process. The ACT Youth Justice reconciliation process does not affect Human Services' reconciliation process.

SCHEDULE 4

1. ADVANCE NOTIFICATION OF A YOUNG PERSON'S RELEASE

- 1.1 Human Services will provide forms/instructions in the *Agreement Implementation Pack* to facilitate Young Person's preparation for release. The following is a summary of protocols included for advance notification of Young People to be released from custody.
- 1.2 To ensure Human Services is able to provide a pre-release service to Young People requiring payments/services on release, with their informed consent, the Community Services Directorate will provide the following details about Young People who wish to access Centrelink payments.
 - a) full name;
 - b) known alias names;
 - c) Personal Identification Number (PIN);
 - d) date of birth;
 - e) date of reception into custody (including periods on remand in custody or in police custody);
 - f) expected release date/time;
 - g) trust account balance, and
 - h) name of Youth Justice Centre.
- 1.3 Where practicable provide the Young Person's details 7 to 21 days in advance of release. As release dates may change within a 21-day period, or for very short terms of imprisonment, a lesser timeframe may be more appropriate. Requirements for advance notice will be negotiated at the local level. Consideration will be based on timing notification to best support access to payments.
- 1.4 Where practicable, if the release date provided to Human Services changes, Youth Justice Centre Case Management will notify Human Services within 48 hours or before the previously advised release date, whichever is sooner.

SCHEDULE 5

1. METHOD OF PAYMENT ON RELEASE – CENTRELINK PAYMENTS

- 1.1 Human Services will provide forms/instructions to facilitate this process in the *Agreement Implementation Pack*. Items 1.2-1.4 below are a summary of protocols included for method of payment on release.
- 1.2 Where a Young Person is unable to access a cash payment on the day of release through usual processes, access to a cash payment will be delivered by issuing a Centrelink Electronic Benefit Transfer (EBT) Card on the day of release.
- 1.3 **Human Services will:**
 - a) Deposit cash via electronic transfer into the Young Person's nominated bank account;
 - b) In the event that a Young Person does not have a bank account an EBT/PIN will be issued to ACT Youth Justice to be held in safe storage, and issued to the Young Person on release;
 - c) provide associated documentation/forms as per the *Agreement Implementation Pack*.
- 1.4 **Youth Justice Centres will:**
 - a) issue the EBT on the day of release;
 - b) provide authorised and trained staff to facilitate EBT handovers;
 - c) provide safe and secure storage EBTs until issued to the Young Person;
 - d) witness that the Young Person signs their form stating they have received their payment;
 - e) sign as a witness to the Young Person's signature;
 - f) notify Human Services whether or not the person was released on the expected release date (refer to Clause 5 of the Program Protocol for secure methods of information sharing); and
 - g) return the EBT to Human Services if the Young Person is not being released.

SCHEDULE 6

1 JOB CAPACITY ASSESSMENT (JCA) AND EMPLOYMENT SERVICES ASSESSMENTS (ESAT)

1.1 Job Capacity Assessments (JCA) and Employment Service Assessments (ESAT) assess an individual's ability to work, based on any barriers they may have. These barriers may include medical conditions, as well as social and environmental factors. A JCA is used primarily to inform a person's eligibility for the Disability Support Pension whereas an ESAT is a more streamlined assessment that focuses on the referral of a person to appropriate employment services. As part of the JCA and ESAT process, assessors determine a person's current and future capacity to work, as well as any assistance they will require to find and maintain employment, before referring the person where relevant to the most appropriate government-funded program. They can also recommend further referrals to a wide range of services that may help the Customer to maximise their capacity to work.

1.2 **Through Centrelink program payment assessment processes, Human Services will:**

- a) Identify Young People requiring a JCA or ESAT, liaise with and book appointment with the relevant Assessment Services administration team;
- b) Notify Bimberi Youth Justice Centre, of time and date of the Young Person's appointment;
- c) Obtain Young Person's written consent to have medical/psychological information released to Human Services; and
- d) Ensure all Young People are aware of their JCA or ESAT appointment.

1.3 **Youth Justice Centres will:**

- a) Where possible assist and facilitate the process of obtaining all relevant medical (Note: sometimes medical information is with a separate department so would not be included in the agreement) psychological information pertaining to the Young Person in order to assist with their JCA or ESAT.
- b) Make Young People available to attend their scheduled appointment.
- c) Allow Human Services' assessors to have access to (Note: – e.g. 'use of the Wechsler Adult Intelligence Scale' adapt to state terminology and processes.)
- d) Assist with securing appropriate interview room/s for Human Services' assessors to conduct interviews.
- e) In a timely manner notify Human Services' Assessment Services of the Young Person's non-release.

SCHEDULE 7

1. MEDICARE CARD PRE-RELEASE APPLICATIONS

- 1.1 Many Young People require ongoing medication and medical treatment on release. To support reintegration and ensure access to a Medicare card on the day of release the following process will apply.
- 1.2 Human Services will provide a streamlined pre-release Medicare Card application service for Youth Justice Centre's including forms, instructions and contact details for enquiries. These will be included in the *Agreement Implementation Pack*.
- 1.3 ACT Youth Justice will send completed claims to Human Services at least four weeks prior to release to ensure time for processing.
- 1.4 Human Services will provide Medicare cards to Youth Justice Centre's for issue to Young People on the day of release.