



# Youth Justice, Community Engagement and Organisational Support

Youth Justice, Community Engagement and Organisational Support (YCO) provide three types of services:

- direct services to young people and the public
- community strengthening through funding support to the community sector
- organisational support to the department.

Youth Justice supports children and young people to desist from offending and provides assistance to enable them to access opportunities and resources to participate safely and productively in the community. The state-wide screening and assessment area supports these goals by providing criminal history checks for all people working with children and vulnerable adults. Allegations of inadequate care provided to people in receipt of DCSI services either through the Department or a contracted provider are investigated by the Care Concerns Investigations team. Concessions and Support Services administer concessions for people on low incomes.

Community Connect promotes community engagement and the strengthening of the not-for-profit community services sector through service planning, quality improvement and funding.

Organisational support teams work across all areas of the department to assist them to provide the most effective and efficient services to clients and government. It builds a positive organisational culture and strategic direction by providing the necessary infrastructure, systems and expertise.

YCO consists of the following units:

- Youth Justice
- Strategic Improvement and Safety
- College for Learning and Development
- Assets, Facilities and Screening
- Community Connect
- Legal Unit
- Procurement & Grants
- Business Technology

## Youth Justice

Youth Justice is central to the Government's reform of the juvenile justice system to protect the safety of the community and to enhance the wellbeing of young people. As documented in the 'To Break the Cycle' report, we recognise that youth offending is often the product of complex and inter-related factors which require the rehabilitation and reintegration of young people into their community and family life.

### Key Services include:

- Supervision of children and young people placed on a range of community based youth justice orders such as obligation, community service and home detention orders
- Participation in cross government processes of the Community Protection Panel to ensure comprehensive management of serious offending youth and enhancement of community safety
- Court advice and preparation of court reports; support for children and young people and their family at court
- Support for children, young people and their families, as youth make the transition back into the community into family home or independent living arrangements following detention
- Supervision and support for children and young people detained in Cavan and Youth Training Centres.
- Delivery of programs designed to support and assist children and young people desist from further offending
- Specialist Aboriginal services for children and young people in contact with the criminal justice system with a focus on early intervention, prevention and reintegration into family and community
- National and state policy and procedural development to enhance youth justice service operations.



## **Strategic Improvement and Safety**

Provides support to develop and monitor progress against the DCSI Strategic Plan, Business Plan and Scorecard, maintains the Project Management Office, administers the DCSI Staff Survey and provides a consultancy service and range of continuous improvement tools including the Business Excellence Framework, Business Improvement Challenge and Bright Sparks. It also provides injury management, employee assistance, injury prevention, and workplace audits.

### **Key Services include:**

- DCSI Strategic Plan, Business Plan and Scorecard Reporting
- Business Excellence, and Continuous Improvement tools
- Business Improvement Challenge and development sessions
- Project Management Office
- Staff Survey
- Injury Management
- Injury Prevention
- Information and Knowledge Management
- Records Management
- Mail Services

## **College for Learning and Development**

The College for Learning and Development supports learning and skills development relevant to job roles by recognising existing and relevant skills and knowledge, applying learning in the workplace, offering learning options following performance partnership discussions, delivering nationally recognised qualifications and by providing support in change implementation and leadership.

Library and Information Services provide services to meet the research and information needs of all departmental staff and volunteers.

### **Key Services include:**

- Supporting DCSI strategic plans and changes
- DCSI Induction of new staff
- Specific Learning Programs to support job roles
- Workplace visits, including country workplaces
- Online and face-to-face delivery
- Access to a broad range of online databases and print based resources
- Assistance with research.

## **Assets, Facilities and Screening**

The Directorate is responsible for taking a strategic approach to planning and coordinating service delivery for all DCSI property leasing and maintenance, sustainment, including Greening DCSI, fleet management, and security. The Screening Unit provides a screening service for people working with children or vulnerable adults.

### **Key Services include:**

- Strategic Facilities, Planning and Asset Coordination
- Leasing



- Greening
- Building Services and Security
- Fleet Management
- Facilities Projects
- Screening and assessment of criminal history and background information of employees, contractors and volunteers working with children or vulnerable adults.

## **Community Connect**

Supports disadvantaged individuals, families and communities through managing community funding programs and grant programs and supports organisations through a quality management framework with internationally accredited standards. It also provides service planning for problem gambling interventions, including support for gambling help services to provide effective interventions, and administers the Gamblers Rehabilitation Fund. Community Connect administers concessions for people on low incomes and provides help with the cost of public transport, spectacles, funerals and personal alert systems.

### **Key Services include:**

- Community Funding Programs targeting families with children, young people, Aboriginal youth, Neighbourhood Development, Low Income Support, and Industry Support and Development
- Grant Programs - Community Benefit SA and Dame Roma Mitchell Trust Fund
- Australian Service Excellence Standards – quality management for NGOs
- Leadership of the *Stronger Together* Agreement, the Human Services Peaks Forum and related national and State community sector reform projects.
- Concessions and Support Services, including the Funerals Assistance Program, Spectacles Scheme, Companion Card and Personal Alert Systems Rebate Scheme
- Office for Problem Gambling, including the Gamblers Rehabilitation Fund.

## **Legal Unit**

In addition to access to and provision of legal advice and other legal services, the Legal Services Unit may provide assistance when the Department is researching, developing and evaluating policies, procedures and processes to ensure compliance with legislation, regulations and standards. The Care Concern Investigations team investigate and act on allegations of abuse and neglect of young people in secure care facilities and of vulnerable persons who are clients of, and/or service providers funded by, Disability and Domiciliary Care Services.

### **Key Services include:**

- Provision of Legal advice
- Legal services including court representation
- Information/assistance regarding compliance with legislation, regulations and standards
- Legal review of departmental policies, procedures and processes
- Central coordination of the Freedom of Information process
- Insurance services
- Care Concern Unit



## Procurement & Grants

Provides procurement and grants management services. The intranet provides an extensive list of policies, processes, contracts, links and other resources to assist you to acquire goods/ services and distribute grants. All purchases with a value greater than \$110, 000 and all grant distribution processes, regardless of value, must be managed by Procurement and Grants.

### Key Services include:

- Providing advice regarding low value (less than \$110,000) purchases and managing appropriate procurement processes (development of specifications, evaluation, negotiation and contract establishment) for higher value acquisitions
- Salvage and disposal
- Policy and legislation governing DCSI procurement and grant funding distribution
- Internal approval processes for purchasing goods and services, construction services and distributing grant funding
- Contract documentation.
- Supporting the DCSI Strategic Procurement and Grants Committee

## Business Technology

This unit provides business and technology services to all of DCSI supporting enterprise wide applications and infrastructure. It coordinates initiatives via the ICT Council which provides strategic ICT advice and develops the program of work. It delivers ICT projects to support organisational improvement and better service delivery to clients.

### Key Services include:

- Advice (strategy, planning, business analysis)
- Project Management (feasibility, requirements, design, build and deploy)
- Service Delivery and Support (operation and optimisation)
- System Solutions (development and support)

### Key job roles within YCO are:

- Aboriginal Youth and Family workers
- Business Analyst
- Business Coordinator
- Case Managers
- Administrative Officer
- Project/Research/Policy Officer
- Technical Support Officer
- PC Support Officer
- Health and Safety Advisor
- Workforce Planner
- Rehabilitation Officer
- Procurement Advisor
- Program Manager
- Senior Claims Manager
- Facilitator of Learning
- Youth Practitioner
- Youth Support Worker
- Youth Worker
- Mentor
- Psychologist
- Relative Care Support Worker
- Senior Practitioner
- Social Worker

**Peter Bull**

**Executive Director**

**Youth Justice, Community Engagement and Organisational Support**

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