Corrections Victoria’s Case Management Framework provides the structure for application of case management practices in all aspects of Corrections Victoria’s operations. It describes the case management approach to prisoners, prisoners granted parole in the community, offenders on court orders and those subject to post-sentence supervision.

**Principles of case management**

The Framework is based on principles that ensure the case management approach is effective and consistent with evidence-based practice. The principles are shared across all case management approaches regardless of location (prison or the community). These overarching principles include:

- Risk of re-offending is assessed to determine the level of resources allocated
- The risk assessment process includes the use of structured risk assessment tools
- Needs that relate to offending are identified and targeted for intervention
- Case management is individualised and the goals and strategies for remaining offence free are the focus of case management
- Case management incorporates a strength-based approach
- A working alliance between case manager and offender is important
- Service delivery models support effective case management
- Information relevant to case management is accessible
- Case management staff are supported to achieve required outcomes
- Case management approaches are evaluated for effectiveness.

These principles are consistent with the Risk, Need and Responsivity approach that underpins Corrections Victoria’s Offender Management Framework, which was introduced in 2004 to provide guidance around best-practice case management principles.

Corrections Victoria targets particular groups of offenders and prisoners on parole by varying the intensity of interventions in relation to the risk of re-offending and the severity of potential harm to the community if they re-offend.

**Stages of case management**

In broad terms, case management in Corrections Victoria goes through the following stages:

- Assessment – use of both formal and non-actuarial risk assessment tools to identify the focus and intensity of intervention required
- Planning – determination of the direction of intervention, based on criminogenic risk assessment and professional judgement, to ensure interventions remain focussed on areas that will reduce the risk of reoffending
- Intervention – engagement with the offender or prisoner to target criminogenic risks and needs or referral to specialist service providers
- Review – regular monitoring of progress against interventions and dynamic risks
- Evaluation – monitoring the effectiveness of the intervention.

For further information, please email corrections@justice.vic.gov.au.