

Youth Justice



# Convenor Management Manual

Policy and Procedure

2024



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# 1. Overview

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This manual applies to Conference Convenors and Youth Justice employees involved in the appointment and management of Conference Convenors.

This manual provides Youth Justice employees and Conference Convenors with policy and procedure regarding Convenor management, including recruiting and reappointing Convenors, and the training, practice development and support of Convenors.

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## 1.1. Introduction

As the statutory appointee responsible for the preparation and facilitation of the conference, the Convenor role is integral to Youth Justice Conferencing (YJC). As administrators of YJC, Youth Justice NSW (YJNSW) are responsible for the recruitment, appointment, training, remuneration, and support of Convenors. This manual outlines the policy and procedure regarding Convenor management, embeds solutions from the 2022 review regarding Convenor recruitment and retention, and adheres to legislative obligations. This manual should be read in conjunction with the:

- *Convenor Recruitment Framework*
- *Convenor Training Framework*
- *Convenor Practice Framework*

## 1.2. Objectives

The objectives of this manual are to provide employees and Convenors with the:



- legislative requirements regarding appointment of Convenors
- roles and responsibilities of YJNSW employees when recruiting, appointing, managing, training and supporting Convenors
- Convenor responsibilities and expectations
- remuneration requirements and expectations
- requirements regarding support and training of Convenors.


## 1.3. Definitions

Term	Definition
Assistant Manager	Assistant Managers are assigned the role of Conference Administrator and are responsible for performing administrative functions related to the YOA and any other functions prescribed under the Act.
CIMS	Refers to YJNSW Client Information Management System.
Convenor	Refers to a Conference Convenor; a statutory appointee responsible for the preparation and facilitation of a Youth Justice Conference.
DCJ	Refers to Department of Community and Justice.
Employee	Refers to an employee of the agency, individual engaged by the YJNSW (i.e., may be for volunteer work), contractors, instructors of religion, student on placement and/ or Official visitors.
Hiring Manager	The Area Manager or Assistant Manager who is responsible for the community office recruitment processes.
Must	Indicates a mandatory action to be complied with.
National Criminal History Check (NCHC)	A NCHC is a mandatory requirement for anyone seeking to be employed or engaged by the Department. NCHC process involves comparing an individual's details against a central index of names

	using a name matching algorithm to determine if the name and date of birth combination of that individual matches any others who have police history information. The name will then be vetted by police personnel to determine what information may be disclosed, subject to relevant spent conviction legislation and/ or release policies.
Operations Director	Operations Director is an employee of the Division known as Youth Justice NSW who is in the role of either the Director Operations & Metropolitan Custody; Director Community & Regional Custody Northern; Director Community & Regional Custody Southwestern or Director Policy and Practice.
ODT	This refers to the Organisation Development & Training unit, which identifies training and development needs to enable YJNSW employees to perform their jobs safely and effectively.
Should	Indicates a recommended action to be complied with unless there are sound reasons for taking a different course of action.
Statutory Appointment	The appointment of a person to a position that is established by legislation and carries out functions under the law.
The Convenor Portal	A Microsoft SharePoint site that Convenors must use to access policies, procedure, forms and resources that relate to Youth Justice Conferencing.
Working with Children Check (WWCC)	A WWCC is a requirement for people who work or volunteer in child-related work. It involves a national criminal history check and a review of findings of workplace misconduct. The WWCC is valid for a period of five years, if cleared.
YJNSW	Refers to Youth Justice New South Wales, a division of the Department of Communities and Justice.
YJCO	Refers to Youth Justice Community Office.
YOA	Refers to <i>Young Offenders Act 1997</i> .
Youth Justice Conference	YJC is a formal, legal process available to a young person who has admitted to or been found guilty of an offence eligible for conferencing under the <i>Young Offenders Act 1997</i> .

## 1.4. Icons

Icon	Use
	This icon refers to a form, letter, or report
	This icon refers to a practice tip. This is not mandatory policy or procedure. It is a tip to improve practice.

**CIMS**  **[CLICK]** When using CIMS refer to CIMS [CLICK] for step-by-step instructions.

# 2. Convenor Management

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This section outlines the policy and procedural information regarding recruiting, appointing, and reappointing Convenors, ending a Convenor's appointment, record keeping and remuneration requirements.

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## 2.1. Convenor Role, Appointment and Expectations

A person is appointed to the role of Convenor under section 60 of the *Young Offenders Act 1997*. A Convenor is a statutory appointee, independent of YJNSW and is not an employee of YJNSW.

Convenors are deemed employees only for the purpose of meeting the following legislative requirements:

- Payment for service through the YJNSW payroll, pursuant to the *Taxation Administration Act 1996*.
- Superannuation contributions on behalf of the Conference Convenor, pursuant to the *Superannuation Guarantee (Administration) Act 1992*.
- As workers under the *Workplace Injury Management and Workers Compensation Act 1998*, which will entitle Convenors to workers compensations benefits.

Newly appointed Convenors are issued a letter of offer which outlines the conditions of employment. The term and conditions must be complied with at all times, including during subsequent appointments.

Convenors must comply with all policies and procedures owned by DCJ and YJNSW.

### Functions

Under the *Young Offenders Act 1997*, a Convenor has the following functions:

- to prepare for, and to hold, conferences referred to the Convenor by a conference administrator, and
- any other functions conferred or imposed on the Convenor by or under this or any other Act.

### Instrument Of Appointment

Convenors are appointed by an Operations Director via an *Instrument of Appointment (IOA)*. The IOA outlines the current appointment period. A new IOA is issued for each reappointment. The appointment period must not exceed three years, in accordance with schedule 1 of the *Young Offenders Act 1997*. Convenor services must not continue beyond the expiry date of their IOA.

### Appointment Requirements and Expectations

Convenors are required to:

- adhere to DCJ and YJNSW policies and procedures
- maintain a current WWCC
- have access to a computer and phone
- notify YJNSW if any circumstance arises where the removal from office must occur as per section 2.7 *Ending Convenor Appointment* of this manual

Convenors are expected to:

- maintain competency in the essential requirements of the role
- keep up to date with the key knowledge and experience required for the role
- hold a current driver's licence (any loss of licence may trigger a review of their capacity to perform their role)
- be competent using technology such as a computer and mobile phone.
- accept a minimum of six referrals per appointment year, where offered



- attend training regularly, as required by management, and complete mandatory e-learning modules

To support the Convenor to meet the expectations of the role, the Assistant Manager must:

- provide adequate referrals to allow the Convenor to meet the minimum six referrals per appointment year (where this is not achievable refer to section 2.6 *Reappointment* for exemption considerations)
- support the Convenor's access to training requirements (refer to section 3.1 *Training*)
- support the Convenor's skill development to maintain competency in the role (refer to section 3.2 *Practice Development*)
- provide the Convenor with any updated or new policies and procedures.

## 2.2. Secondary Employment Considerations

Convenors often maintain other employment while appointed as a Convenor. In most cases there are no concerns when someone is appointed to the Convenor role while maintaining separate employment. However, there are additional considerations relating to:

- Secondary employment rules for police, DCJ employees and additional rules for YJ employees
- Work, health and safety
- Conflict of interest

Furthermore, Convenors must conduct all YJC work in their personal time and not while working in any other role. Any workplace email or equipment should not be used for YJC work and a Convenor should not identify themselves as an employee of that other role while completing YJC work.

Convenors also employed by other NSW government employers must comply with their relevant secondary employment policy.

Convenors must inform the YJC Assistant Manager if their employment status changes, for example casual to full-time, or to another employer.

### Secondary Employment rules for DCJ, YJ and Police

Additional employment rules must be taken into consideration when appointing a police officer or DCJ employee as a Convenor. In addition to the DCJ requirements, there are added considerations for YJ employees. These are outlined below.

Furthermore, DCJ employees (including YJ employees) and police officers may encounter increased conflict of interest concerns that must be taken into consideration when secondary employment is being considered. Depending on the employee's primary role, conflict of interest concerns may need to be addressed and resolved prior to appointment and may impact approval to conduct the Convenor role. See section below *Conflict of Interest in relation to secondary employment* for further information.

#### Police

In accordance with section 60(4) of the *Young Offenders Act 1997*, a police officer may be appointed as a Convenor in their capacity as a private citizen. It is also recommended that all police officers receive approval from their agency before being appointed as a Convenor.

#### DCJ employees

DCJ employees must follow the existing DCJ *Secondary Employment and Unpaid Work Policy* (SEUW

policy). Additionally, any Convenor who subsequently gains employment with DCJ will also need to comply with DCJ *SEUW policy* at this point. Secondary employment approval sits with the DCJ employer and will depend on individual circumstances; however, it is to be noted that full time employment in a role with DCJ while undertaking the Convenor role could result in a high workload and possible workplace fatigue and this must be managed and monitored. See *Work, Health, and Safety considerations in relation to secondary employment* below.

As the SEUW application/registration is managed by the DCJ supervisor, the Convenor should inform the YJC Assistant Manager if their SEUW application in their primary role with DCJ is not approved or includes restrictions. If the SEUW application/registration is approved, the Convenor must not undertake any YJC work while performing their usual DCJ role, including during any sick/ carers leave or study periods that have been paid for by DCJ as per the *SEUW policy*.

## Additional Considerations for YJ employees

Rules for DCJ employees apply to all YJ employees. However, there are also additional considerations.

YJ employees who wish to be appointed as a Convenor must comply with the DCJ *Secondary Employment and Unpaid Work Policy* (SEUW policy). Additionally, any Convenor who subsequently gains temporary or ongoing employment with YJ will also need to comply with the DCJ SEUW policy at this point. SEUW applications/registrations must be managed by the YJ employee and their YJ supervisor and are not managed by the Assistant Manager supervising the Convenor.

Secondary employment approval is determined by the *SEUW policy* and will depend on individual circumstances. However, it is noted that full-time employment while undertaking the Convenor role could result in a high workload and possible workplace fatigue. This must be managed and monitored. In the circumstance that a Convenor has gained temporary professional development employment with YJ, the Assistant Manager can temporarily halt YJC referrals and grant a minimum referral exemption for a specific timeframe (as per section 2.6 *Reappointment*). See *Work, Health, and Safety considerations in relation to secondary employment* below for further information.

An Assistant Manager recommending a YJ employee to be appointed as a Convenor must include in the briefing note:

- Work health and safety considerations
- Approval granted as per the *SEUW policy* for any full-time YJ employees
- Compliance with the *SEUW policy* for any part-time YJ employees
- Conflict of interest considerations and management

Approval for secondary employment under the *SEUW policy* is separate to the approval required from an Operations Director to appoint to the Convenor role. Approval for secondary employment does not guarantee appointment to the Convenor role.

Any YJ employee appointed as a convenor (and vice versa) should note that:

- The Convenor role is completely separate to their other YJ role
- The Convenor role is under different employment conditions and pay rates to their other YJ role
- YJC work cannot be considered as overtime to their work for YJ
- There are specific ATO rules relating to income from more than one job.

## Work, Health & Safety considerations in relation to secondary employment

Maintaining additional employment while appointed to the Convenor role can impact on a Convenor's work, health and safety. Convenors are required to take reasonable care to protect their own health and safety and not put themselves or others at risk.

Convenors should adopt a risk management approach and make every effort, where reasonably

practicable, to eliminate or minimise identified risks that may impact on their work. Examples of these risks could be:

- Workplace fatigue: consideration of total amount of hours worked in a day or week.
- Safe travel: time required to travel on top of hours already worked.
- Demanding workload that may affect their physical and mental health.

Anyone who identifies any of the above risks in the course of their Convenor role, must include these in their field work risk assessments and discuss as soon as possible with the Assistant Manager.

For further information refer to the *Work Health and Safety Policy*.

## Conflict of Interest in relation to secondary employment

Conflict of interest concerns may arise through a Convenor's other employment, particularly if the roles work with similar client groups or communities. The DCJ *Conflicts of Interest (COI) Policy and Procedure* must be adhered to by all Convenors. The policy guides Convenors to identify and appropriately deal with COI and to ensure that DCJ has a consistent approach in reporting and managing actual, perceived, and potential COI. For additional resources refer to the relevant documents that accompany the Policy, such as COI fact sheet and COI scenarios.

A management plan, as outlined in the *Conflicts of Interest Policy and Procedure*, will need to be developed when completing the COI form to mitigate any actual, potential or perceived conflict.

Additional conflict of interest matters due to holding multiple roles with the one employer must be registered by DCJ and YJ employees. See below for managing this conflict.

### DCJ Employee

Being employed in a DCJ role while also paid as a Convenor is considered a COI. The Convenor must complete a COI form, declaring that they are being paid by DCJ for two roles. If a Convenor has additional COI these must also be declared as per the DCJ *Conflicts of Interest (COI) Policy and Procedure*.

### Additional Processes for YJ Employees

As outlined above, being employed in any DCJ role while also paid as a Convenor is considered a COI. The Convenor must complete a COI form, declaring that they are being paid by DCJ for two roles. If a Convenor has additional COI relating to their role, assignments and/or work tasks these must also be declared as per the DCJ *Conflicts of Interest (COI) Policy and Procedure*.

In consultation with the YJC Assistant Manager, a YJ employee applying for the Convenor role must develop a COI management plan which is submitted with the briefing note recommending appointment to the Operations Director. The COI concerns and proposed management will be reviewed by the Operations Director when determining appointment. If the COI cannot be appropriately managed, the appointment to the Convenor role may not proceed.

The Assistant Manager must comply with the COI policy, such monitoring and reviewing management plans. Convenors in their primary role with YJ will also need to comply with DCJ *Conflicts of Interest (COI) Policy and Procedure* and may need to declare and manage further COI in this role.

The below procedure outlines the tasks and responsibilities for secondary employment.

Role	Tasks: Secondary Employment
Convenor	<ul style="list-style-type: none"> <li>• Inform Assistant Manager of any changes to employment status.</li> <li>• Complete a COI form, as required</li> <li>• Comply with WH&amp;S obligations</li> <li>• Comply with any management strategies in your SEUW form, if a YJ or DCJ employee.</li> <li>• If SEUW form is not approved, determine course of action (note resigning from the Convenor role is in section 2.7 <i>Ending Convenor Appointment</i>)</li> </ul>
YJ employee applying for Convenor role	<ul style="list-style-type: none"> <li>• Submit SEUW form prior to appointment as Convenor. If a full-time YJ employee, gain SEUW form approval. If SEUW form not approved, inform the YJC Assistant Manager.</li> <li>• Complete COI form and develop a management plan in consultation with the YJC Assistant Manager.</li> </ul>
YJC Assistant Manager	<ul style="list-style-type: none"> <li>• Ensure the briefing note to appoint includes all details regarding COI and SEUW if a YJ employee is being considered for appointment as a Convenor.</li> <li>• Assist to develop a management plan for any Convenor or applicant submitting a COI form.</li> <li>• Respond appropriately to any COI, SEUW and/or WH&amp;S concerns if a Convenor's secondary employment type, location or frequency changes.</li> </ul>
Area Manager	<ul style="list-style-type: none"> <li>• Provide guidance to Assistant Manager regarding any SEUW, COI or WH&amp;S.</li> <li>• Review briefing note and any COI, SEUW and/or WH&amp;S and note any concerns with Assistant Manager.</li> </ul>
Operations Director	<ul style="list-style-type: none"> <li>• Review any additional SEUW or COI forms or information that accompanies an appointment briefing notes and provide feedback on decision.</li> </ul>



Forms, Letters and Resources

- *DCJ Secondary Employment and Unpaid Work Policy* found on the Intranet.
- *DCJ Conflicts of Interest (COI) Policy and Procedure* found on the Intranet.
- *DCJ Work Health and Safety Policy* found on the Intranet.

## 2.3. Conducting Required Checks

Any person that engages in a paid or unpaid role with YJNSW, including the Convenor role, must comply with the DCJ *Employment Screening Policy*. The National Criminal History Check and Working with Children Check must be completed and cleared prior to being appointed to the Convenor role.

### National Criminal History Check

A National Criminal History Check (NCHC) must be completed and cleared prior to issuing an IOA. For more information about the NCHC refer to the DCJ *National Criminal Record Check Procedure*.

### Working with Children Check

A Convenor must have obtained a valid paid Working with Children Check (WWCC) for employment to engage in child-related work. When requested prior to appointment or upon renewal, a Convenor must provide their WWCC number, full name (as it appears on their application), a copy of the Office of the Children's Guardian notification of outcome and date of birth to YJNSW for verification that the number is valid. A Convenor must maintain a current WWCC whilst undertaking work for YJNSW. As a WWCC clearance lasts for five years, its expiry does not align with the appointment period; a Convenor must not conduct any YJC work beyond the expiry date of their WWCC. A Convenor's WWCC number and expiry must be recorded on CIMS and updated when renewed. For more information about the WWCC refer to the DCJ *Working with Children Check Procedure*.



- Before allocating a referral to a Convenor, check that their WWCC will not expire during the completion of the referral.
- A paid WWCC for employment number ends with an E. e.g. WWCC0123456E
- The Assistant Manager will receive an automatic notification in CIMS that a convenor WWCC is about to expire in 90 days.

## 2.4. Recruitment

The provisions of the *Government Sector Employment Act 2013* (GSE) relating to the employment of Public Service employees do not apply to a Convenor, however hiring managers must act in a way that is ethical, lawful and builds trust in the public sector. Recruitment must be undertaken in a way that adheres to *DCJ Code of Ethical Conduct* and *DCJ Employment screening policy*.

Area Managers should review the need to recruit Convenors in consultation with the Assistant Manager. When assessing recruitment need, managers should review the average number of referrals received per year and whether the number of Convenors appointed will be able to meet the minimum expectation of six referrals per year. Appointing more Convenors than necessary can lead to Convenors receiving fewer referrals and leaving the role.



For example, if an office had an average of 48 referrals per year, it would be expected that an office would not appoint more than eight Convenors in order to ensure each Convenor could meet the minimum expectation of six referrals.

The following must be undertaken when recruiting:

- An Operations Director must approve Convenor recruitment and associated cost.
- The recruitment must consist of an interview and assessment and applicants must be assessed against the Convenor role description.
- Applicants who progress to interview must be provided with a short information session outlining the requirements of the role, the YJC process and the mandatory training dates and requirements.
- The panel must have gender balance and include an Aboriginal representative and/or multicultural community member.
- Recruitment that targets Aboriginal and Torres Strait Islander people must:
  - follow the DCJ Best Practice Guide – Identified roles and targeted recruitment
  - have an Aboriginal representative on the panel. This representative must be involved in the full recruitment process, including reviewing all applicants to determine progression to interview.
- Recruitment must adhere to the *DCJ Employment screening policy*, which includes completion of a Working with Children Check and a National Criminal History Check.
- The Operations Director must approve the appointment of successful applicants to the Convenor role.

The *Convenor Recruitment Framework* supports the Directorate offices and hiring managers with the recruitment process and provides detailed information about the stages of Convenor recruitment.

It is the responsibility of the hiring manager to keep in contact with the applicants and ensure that successful applicants are kept informed of the process and assisted to complete each stage, including all training dates.

The below procedure outlines the tasks and responsibilities to recruit a Convenor.

Role	Tasks: Engaging in Recruitment and onboarding
Hiring Manager	<ul style="list-style-type: none"> <li>• Adhere to recruitment timeframes</li> <li>• Identify recruitment panel and consider the following:               <ul style="list-style-type: none"> <li>– gender balance</li> <li>– Aboriginal and Torres Strait Islander representative and/or multicultural community member</li> <li>– for recruitment of Aboriginal and Torres Strait Islander Convenors follow the <i>Best Practice Guide – Identified roles and targeted recruitment</i></li> </ul> </li> <li>• Review applicants with all members of the panel and provide Talent Acquisition with short list and cull list of applicants.</li> <li>• Plan assessment task(s) and interview structure.</li> <li>• Conduct interviews, information sessions and assessment task(s).               <ul style="list-style-type: none"> <li>– For recruitment of Aboriginal and Torres Strait Islander Convenors review the ‘How to Guides’ section within the Aboriginal Employment Strategy page on the DCJ Intranet</li> <li>– Check applicants are available to attend all mandatory training dates</li> </ul> </li> </ul>



- Review and consider any secondary employment restrictions and considerations as per the section 2.2 *Secondary Employment Considerations and Restrictions*
- Inform Talent Acquisition of successful applicants to proceed to pre-employment checks
- Inform successful applicants promptly of all mandatory training dates.
- Inform ODT of successful applicant(s) (confirm again with ODT after the *Instrument of Appointment* and *Letter of Offer* have all been signed)
- Once Talent Acquisition have completed checks and applicants are cleared, prepare and register in OneTRIM the following documents and forward to the Area Manager:
  - a *Briefing Note*
  - an *Instrument of Appointment*
- For detailed information and tips about the recruitment process, refer to the *Convenor Recruitment Framework*
- For detailed information on titling records refer to the OneTRIM user guide on the intranet – *Titling in OneTRIM*

#### Area Manager

- Review recruitment needs and if recruitment is required, submit request to Directorate Office. This should include request for approval for any advertising platform costs.
- Gain approval for Convenor recruitment
- Identify hiring manager
- Adhere to recruitment timeframes
- Review and endorse *Briefing Note* to appoint, forward to Operations Director with *IOA* attached.
- If approved by Operations Director forward *Briefing Note* and *IOA* to Talent Acquisition. Note: It is Talent Acquisition responsibility to issue the *IOA* to the successful applicant.
- If *Briefing Note* is not approved, inform Talent Acquisition.

#### Directorate Office (as delegated)

- Coordinate recruitment needs and training numbers for each area.
- Forward approval to recruit to Talent Acquisition and training numbers to ODT.

#### Operations Director

- Approve or not approve request for Convenor recruitment
- Review *Briefing Note* to appoint from Area Manager and approve/not approve the appointment of new Convenors.
- If approved, sign the *IOA*.
- If not approved, detail reasons for non-approval in the *Briefing Note*
- Return *Briefing Note* and *IOA* to Area Manager

Administration  
Assistant

- Create Convenor personnel files in OneTRIM.



The naming protocol for the Convenor personnel file is:

- *Personnel – Employment Conditions – Statutory employment – Convenor name*

The naming protocol for each subdivider/subfolder for an appointment period is:

- *Convenor name – appointment period 00/00/0000 to 00/00/0000*



Forms, Letters and Resources

- *Convenor Recruitment Framework* found on TOM and The Convenor Portal
- *Instrument of Appointment* found on TOM
- *Briefing Note* found on DCJ Intranet
- *Best Practice Guide – Identified roles & targeted recruitment* found on DCJ Intranet
- *DCJ Code of Ethical Conduct* found on DCJ Intranet
- *DCJ Employment screening policy* found on DCJ Intranet
- *DCJ National Criminal Record Check Procedure* found on DCJ Intranet
- *DCJ Working with Children Check Procedure* found on DCJ Intranet
- *Convenor role description* available through Talent Acquisition

## 2.5. Onboarding

Talent Acquisition is responsible for forwarding the following documents to the successful applicants:

- *Letter of offer*
- *Instrument of Appointment*, once approved by the Operations Director
- *Deed of non-disclosure*
- Onboarding documents such as taxation, banking, and superannuation forms.

For applicants to be successfully appointed to the Convenor role, the above forms must be signed and returned by the applicant.

Talent Acquisition is responsible for initiating the process of adding the Convenor onto SAP and creating the DCJ profile. It is the responsibility of the Assistant Manager to ensure the Convenor appears on their establishment and receives a DCJ Profile.

When the Convenor receives the DCJ profile, this provides Convenors with access to internal IT systems including email via the Justice Portal.



## Induction

Newly appointed Convenors are required to participate in induction which is organised by the Assistant Manager at the local YJCO. Induction can occur either before or after the first training date but must occur before any YJC referrals can be allocated to the Convenor.

There is no set duration for the induction process, but it must cover:

- work health and safety, including local safety processes
- child safety and mandatory reporting
- IT access
- introduction to YJNSW employees and other community representatives
- community information, including local Aboriginal community organisations and information
- YJC paperwork requirements, as this is not covered in training

The *Convenor Induction- Youth Justice Conferencing* resource should be used to inform and conduct induction.

## Convenor Identification Card

A Convenor's Identification (ID) Card will be issued for each appointment period. The card will display the following:

- Image of the Convenor
- Convenors name
- Expiry date of the appointment
- Job title – YJC Convenor

For procedural steps on how to place an order and supply ID cards refer to your directorate office.

The below procedure outlines the tasks and responsibilities to onboarding a Convenor.

Role	Tasks: onboarding a Convenor
Convenor	<ul style="list-style-type: none"><li>• Complete relevant onboarding documents requested by Talent Acquisition.</li><li>• Receive username and temporary password for IT access, log in to the Justice Portal and complete setting up an isecure account.</li><li>• Attend induction.</li></ul>
Assistant Manager	<ul style="list-style-type: none"><li>• Ensure Convenor appears in SAP against the correct establishment and position. If not, submit a Service Now ticket to rectify the issue.</li><li>• Forward username and temporary password to the Convenor and assist with IT access. If not received or issues occur submit a Service Now ticket to rectify the issue.</li><li>• Plan and conduct an induction with the Convenor. Refer to the <i>Convenor Induction – Youth Justice Conferencing</i> resource</li><li>• Organise Convenor identification card</li></ul>

## Area Manager

- The direct line manager will receive the username and temporary password for the Convenor. If this applies to the Area Manager, forward relevant emails to the Assistant Manager.
- Provide support to the Assistant Manager to ensure the Convenor appears in SAP against the correct establishment and position.

## Operations Director

- Ensure a procedure is in place for ordering and supplying identification cards to Convenors.

## Administration Assistant

- Add Convenor details to CIMS. [CIMS \[CLICK\]](#) When using CIMS refer to [CIMS \[CLICK\]](#) for step-by-step instructions.



## Forms, Letters and Resources

- *Convenor Induction – Youth Justice Conferencing* found on TOM

## 2.6. Reappointment

Convenors are eligible to be reappointed for a further period not exceeding three years, as per schedule 1 of the YOA. The reappointment process must start 12 weeks prior to the Convenor's appointment expiry date.

At this date, the *Appointment Requirements and Expectations*, in Section 2.1, must be reviewed to determine if the Convenor meets the eligibility for reappointment. These should be reviewed by the Assistant Manager using the *Convenor reappointment checklist*. The information in the table below will assist with the completion of the checklist and outline the reappointment requirements, expectations and eligibility considerations. If the Convenor is not eligible for reappointment, refer to section 2.7 *Ending Convenor Appointment*.



The Assistant Manager will receive an automatic notification in CIMS that a convenor IOA is about to expire in 90 days.

### Reappointment requirement or expectations and eligibility considerations

Reappointment Requirement or Expectation	Eligibility Consideration
The Convenor continues to be eligible under Schedule 1, Section 3(1) of the <i>Young Offenders Act</i> .	The Convenor must not be reappointed if any of the circumstances under Schedule 1, section 3(1) have occurred.
The Convenor would like to be considered for reappointment.	If the Convenor is not interested in reappointment, follow the steps in <i>Leaving the Convenor Role</i> in section 2.7 <i>Ending Convenor Appointment</i> .

The reappointment will be dated no later than two weeks past the IOA expiry date. If the reappointment is greater than two weeks from the IOA expiry date, the full appointment process must be completed again (interview and assessment).

Note an exemption is granted if the Convenor was temporarily employed as a Youth Justice employee – in this circumstance the Convenor remains eligible for the reappointment process.

The Convenor has a valid WWCC and a new NCHC has been conducted.

Reappointment cannot proceed without valid checks

The Convenor holds a current driver licence.

If the Convenor does not have a current driver licence, this must be considered on a case-by-case basis to determine if the Convenor can continue to complete the functions of the role without a driver licence. If it is determined that they cannot, the Convenor is ineligible for reappointment.

The Convenor has access to a computer and phone.

If the Convenor does not have access to a computer and/or phone, this must be considered on a case-by-case basis and arrangements must be made to ensure the Convenor can access a suitable computer and phone. If arrangements cannot be made, the Convenor is ineligible for reappointment.

The Convenor has accepted a minimum of six referrals per appointment year.

Exemptions can be granted to a Convenor who cannot meet the minimum number of six referrals per year. Exemptions can include:

- lower than expected number of referrals in the area
- parental leave
- illness
- temporary employment with Youth Justice
- other reasons outside of the Convenor's control.

If the Convenor has not met the minimum number of referrals and exemptions were not granted, the Convenor is not eligible for reappointment.

The Convenor has attended training regularly and completed all required e-learning modules.

Exemptions can be granted to a Convenor who has missed specific training dates. These exemptions include those outlined in the row above. A plan for completing all mandatory training must be developed and recorded in the *Convenor Practice Plan*.

If the Convenor has not completed mandatory training and exemptions were not granted, the Convenor is not eligible for reappointment.

The Convenor has maintained

If the Convenor has not remained competent in one or

competency in the essential requirements, key knowledge and experience of the role (as outlined in the Role Description).

more of the essential requirements of the role, this should be addressed through a *Convenor Practice Plan* (see section 3.2).

If the Assistant Manager is confident the plan will address the essential requirements, the Convenor is eligible for reappointment.

If the Convenor is eligible for reappointment following completion of the *Convenor Reappointment Checklist*, the Assistant Manager must complete a briefing note using the *DCJ Briefing Note template*. The briefing note must include:

- the Convenor’s name
- the proposed appointment period
- NCHC results and valid paid WWCC
- short summary of the *Convenor reappointment checklist*

The following must be attached to the briefing note:

- the completed *Convenor reappointment checklist*
- the new *Instrument of Appointment*

The below procedure outlines the tasks and responsibilities to be undertaken when reappointing a Convenor.

Role	Tasks
Convenor	<ul style="list-style-type: none"> <li>• Inform the Assistant Manager whether you would like to be considered for reappointment as a Convenor.</li> </ul> <p><b>If accepting reappointment:</b></p> <ul style="list-style-type: none"> <li>• Complete and return the <i>Reappointment expression of Interest</i> form to the Assistant Manager including the expiry date of your WWCC.</li> <li>• When prompted complete the NCHC process.</li> <li>• Complete and return the <i>Convenor Confirmation of Acceptance - reappointment</i> if you are eligible and approved for reappointment.</li> </ul> <p><b>If not accepting reappointment:</b></p> <ul style="list-style-type: none"> <li>• Inform the Assistant Manager of your decision to not be reappointed</li> <li>• Follow <i>cessation of appointment procedural steps</i></li> </ul>
Assistant Manager	<ul style="list-style-type: none"> <li>• Prepare, register and send to the Convenor the <i>Letter to Convenor - expression of interest in reappointment</i> form 12 weeks prior to the expiry of their appointment. <ul style="list-style-type: none"> <li>– If the Convenor does not wish to renew their appointment, <i>Cessation of Appointment procedural steps</i> should be followed.</li> </ul> </li> <li>• Complete the <i>Convenor reappointment checklist</i> to determine if the Convenor is eligible for reappointment</li> <li>• Email the Talent Acquisition Officer and request a NCHC be conducted for the Convenor being considered for reappointment.</li> </ul>

- Review WWCC date and ensure it is still valid.
- If IOA has expired more than two weeks previously, the Convenor must be assessed for a new appointment following the *Appointment procedure* (interview and assessment).

**If the Convenor is not eligible for reappointment:**

- Inform Convenor of the outcome of reappointment process, preferably face-to-face.
- Follow cessation of appointment procedure

**If the Convenor is eligible for reappointment:**

- Prepare and register in OneTRIM a briefing note recommending the reappointment of the Convenor to the Operations Director and attach:

- the *Instrument of appointment*,
- *Convenor reappointment checklist*

Forward all documents to the Area Manager for endorsement.

For detailed information on titling records refer to the OneTRIM user guide on the intranet – *Titling in OneTRIM*

**If the briefing note is approved:**

- Send the following documents to the Convenor.
  - *Letter of appointment – reappointment* (signed by the Area Manager)
  - *Instrument of Appointment*

**If the briefing note is not approved:**

- Inform the Convenor of the outcome of the reappointment process, preferably face-to-face.
- Follow cessation of appointment procedural steps

Area Manager

- Review and endorse/not endorse briefing note to reappoint Convenor
  - If endorsed, forward to Operations Director
  - If not endorsed, return to Assistant Manager and note reason why briefing note was not endorsed.
- Once approved by the Operations Director, prepare and register in OneTRIM the *Letter of appointment – reappointment*.
  - If not approved by the Operations Director, return *Briefing Note* to Assistant Manager.
- Forward returned briefing note to Assistant Manager along with the following documents
  - *Letter of appointment – reappointment*
  - *Instrument of Appointment*

Operations Director

- Approve /not approve briefing note to reappoint Convenor

- If not approved, note reason why the reappointment was not approved.
- If approved, sign the Instrument of Appointment
- Return briefing note and *Instrument of Appointment* to Area Manager.



## Forms, Letters and Resources

- *Letter to Convenor – expression of interest in reappointment* found on TOM
- *Convenor reappointment checklist* found on TOM
- *Briefing Note* found on DCJ Intranet
- *Instrument of Appointment* found on TOM
- *Letter of appointment – reappointment* found on TOM
- *Titling in OneTRIM* found on DCJ Intranet

## 2.7. Ending Convenor Appointment

Schedule 1(3) of the *Young Offenders Act 1997 (NSW)* prescribes the circumstances when the appointment of a Convenor can cease. These circumstances are as follows:

- completes a term of office and is not re-appointed
- resigns the office by instrument in writing addressed to the Operations Director, Youth Justice
- dies
- becomes bankrupt, applies to take the benefit of any law for the relief of bankrupt or insolvent debtors, compounds with his or her creditors or makes an assignment of his or her remuneration for their benefit
- becomes a mentally incapacitated person
- is convicted in NSW of an offence that is punishable by imprisonment for 12 months or more or is convicted elsewhere than in NSW of an offence that, if committed in NSW, would be an offence so punishable
- removed by the Operations Director at any time

The Convenor must advise the Assistant Manager of bankruptcy proceedings, criminal charges or any conviction that applies to them during their appointment period.

At the expiry of an IOA, the Assistant Manager may elect not to reappoint a Convenor for a new term. Additionally, if a Convenor is invited to express an interest in being considered for reappointment the Convenor may elect not to be reappointed or may choose to resign from the appointment at any time.

### Voluntary Cessation of Appointment

A Convenor may at any time resign from the role of Convenor. A Convenor that resigns prior to their appointment period expiry must submit a resignation to the Operations Director.

A Convenor may choose not to apply for reappointment when their current appointment is about to expire.

## Convenor becomes uncontactable

Convenors must notify the Assistant Manager if they are unavailable for a period of time, or they have a change in contact details. If a Convenor stops engaging and is uncontactable, the Assistant Manager can submit a briefing note recommending the removal of the Convenor from holding office. The briefing note must outline the Assistant Manager efforts to contact the Convenor.

## Involuntary Cessation of Appointment

When an Assistant Manager becomes aware of a circumstance that would require the removal of a Convenor from holding the office, the Assistant Manager must submit a briefing note to the Operations Director recommending the removal of the Convenor. The briefing note must outline the reasons for the recommendation of a removal.

In consultation with the Area Manager, the Assistant Manager must notify the Convenor of the dismissal in writing.

## Removing Convenor / Leaving the Convenor role

The Convenor must return all physical YJC records and remove electronic YJC records from their personal devices.

Information relating to a Convenor's resignation or dismissal must be recorded on the Convenor's personnel file.

*YJC Convenor Notice of Vacated Office* should be sent to the Convenor and the returned certificate should be placed on the Convenor's personnel file.

Assistant Managers must remove Convenors from SAP when they no longer hold the position of Convenor.

## Exit Survey

The DCJ exit survey is available to Convenors. A Convenor who resigns or otherwise vacates the office must be given an opportunity to complete the voluntary exit survey.

Once an intention to cease duty has been entered on SAP, an automated invitation to participate in a confidential DCJ exit survey will be sent via email to the Convenor DCJ email. If the Convenor has already left, a manual invitation to complete the survey via phone or personal email can be arranged. To arrange this, the Assistant Manager will need to send an email to [exit.surveys@dcj.nsw.gov.au](mailto:exit.surveys@dcj.nsw.gov.au) with the convenor's personal email address or phone number. This survey is voluntary, and all responses are confidential.

The below procedure outlines the tasks and responsibilities to be undertaken when a ceasing a Convenor's Appointment

Role	Tasks
Convenor	<ul style="list-style-type: none"><li>• Notify Assistant Manager of any circumstance(s) that would lead to a removal from holding office.</li><li>• If resigning prior to the expiry of your appointment period, submit a resignation letter addressed to the Operations Director</li><li>• If not reapplying for reappointment, return Reappointment expression of interest form attached to the <i>Letter to Convenor – expression of interest in reappointment</i> outlining the decision to not apply for reappointment.</li></ul>

- Return all hard copy records belonging to YJNSW and remove electronic records, including stored emails from personal computers. For further details refer to the *DCJ Record Management Policy*.
- Complete the attached certificate within the *YJC Convenor – Notice of Vacated Office Form* and return to the Assistant Manager

#### Assistant Manager

- If a Convenor has resigned, inform the Area Manager of the Convenor’s resignation or decision to not apply for reappointment.
- If recommending that a Convenor is removed from office, inform and discuss reasons for dismissal with the Area Manager
  - Prepare *briefing note* to Operations Director recommending removal of Convenor from office, outlining the reasons for dismissal.
- Prepare and provide Convenor with *YJC Convenor - Notice of Vacated Office* form
- Remove Convenor from SAP.
- Check DCJ exit survey has been sent to the convenor if they wish to complete it
- If an appointed Convenor has died, contact the next of kin to arrange return of any hard copy records and removal or any electronic records, and then remove Convenor from SAP.

#### Area Manager

- If the Assistant Manager is recommending that a Convenor is removed from office, discuss the reasons with the Assistant Manager and provide guidance where needed.
  - Review and support *Briefing note* to Operations Director recommending removal of Convenor from office.
- Inform Operations Director of Convenor’s resignation.
- Oversee the removal of Convenors from SAP.

#### Operations Director

- Review and consider submission to remove Convenor from holding office.
- Return approved or not approved Briefing note to the Area Manager.
  - If not approved, outline reasons or further action needed.

#### Administration Assistant

- Update CIMS with IOA end date. For further details refer to CIMS Click.
- Close the Convenor Personnel File on OneTRIM.





## Forms, Letters and Resources

- *YJC Convenor - Notice of Vacated Office* form found on TOM
- *Briefing Note* found on the DCJ Intranet
- *Letter to Convenor – expression of interest in reappointment* found on TOM
- *DCJ Record Management Policy* found on the DCJ Intranet

## 2.8. Remuneration and expenses

Convenors are remunerated for their time at an hourly rate. This hourly rate is reviewed periodically and approved by the Minister. Convenors must be paid for:

- Time associated with the preparation and facilitation of a conference:
  - completion of the pre-conference stage
  - completion of any work preparing for a conference, including when a young person is unable to be located, consent is withdrawn, or other circumstances outside of the Convenor's control that result in the conference not proceeding
  - completion of conference facilitation
- Training, including all mandatory training and e-learning as well as any additional training or e-learning requested by the Assistant Manager
- Time spent providing peer mentoring or being mentored in the Convenor role
- Induction, meetings, and debriefs
- Time taken to travel to and from meetings associated with the preparation and facilitation of a conference and attendance at training
- Time taken to resolve DCJ/YJNSW IT issues related to their access to complete allocated work, attend meetings or training, including e-learning.
- Any other requested attendance at an event, training or meeting as approved by the Area Manager.

All of the above cost are funded by the local office budget.

No set time has been assigned for payment upon completion of e-learning, due to varying reading levels and internet speeds. Any query or concern about the length of time required to complete an e-learning should be discussed with the Convenor.

Convenors must use the *Convenor Time Expense and Vehicle Allowance Record* to record details of the activity time and travel time. Convenors who choose to submit the *Convenor Time Expense and Vehicle Allowance Record* electronically for payment must do so via email indicating that it is the final version to the Assistant Manager or delegate. Convenors that choose to submit the *Convenor Time Expense and Vehicle Allowance Record* manually must print and sign the final version and forward to the Assistant Manager or delegate.



The Convenor Time Record Conversion Calculator tool can be used to assist with the calculation of manual versions of the Convenor Time Expense and Vehicle Allowance Record.

The Assistant Manager must process payments in a timely manner and cannot withhold pay to induce Convenors to complete certain tasks.

## Use of private motor vehicle allowance

Convenors are entitled to an allowance for the use of their private motor vehicle as approved by the Minister. Convenors may claim any kilometres above 70km per day for conference or training activities. The casual rate for motor vehicle will apply as prescribed by Treasury. The payment for the claimed kilometres is dependent on the Convenor providing YJNSW with the comprehensive motor vehicle insurance of the vehicle they are using.

For each claim the Convenor must submit a diary of the kilometres travelled on the *Convenor Time Expense and Vehicle Allowance Record*.

A convenor is not entitled to vehicle allowance if using a DCJ fleet vehicle. The vehicle must only be used for official YJC related business and Area Manager approval is required.

## Travel expense

In cases where the Assistant Manager, in consultation with the Area Manager, agrees that it would be more efficient for the Convenor to be accommodated, the accommodation must be arranged through NSW Government's approved supplier in accordance with the *DCJ Travel and Expense Management policy*. If accommodation is approved Convenors may apply to be reimbursed for meals as prescribed by Treasury.

Where a Convenor is required to travel to attend training conducted by ODT, if applicable the cost for accommodation, flights, private motor vehicle allowance and meals will be covered by ODT. It is the responsibility of the Assistant Manager to seek approval from ODT, arrange and book the required travel and accommodation.

## Reimbursements for expenses

Convenors will be reimbursed when they advance their own money for expenses related to a conference, such as refreshments, venue hire and ad hoc purchases. Convenors must seek the Assistant Managers approval before any purchase is made. Convenors must be reimbursed for all approved expenses. Convenors must provide a receipt for each purchase made, where proof of purchase cannot be supplied the Convenor must supply a statutory declaration.

For reimbursement, the Travel and Expense Management System within the SAP channel must be used in line with the *DCJ Accounts Payable policy*.

The below procedure outlines the tasks and responsibilities to be undertaken when making payments to Convenors

Role	Tasks
Convenor	<ul style="list-style-type: none"><li>• Seek approval, before any purchase is made for the following:<ul style="list-style-type: none"><li>– refreshments and venue hire</li><li>– ad hoc purchases whilst preparing for a conference.</li></ul></li><li>• Submit receipts for reimbursement</li><li>• Submit <i>Convenor Time Expense and Vehicle Allowance Record</i> for payment:<ul style="list-style-type: none"><li>– for electronic version this must be done via email</li><li>– for manual version the document must be signed</li></ul></li></ul>

Administration Assistant	<ul style="list-style-type: none"> <li>• Process the <i>Convenor Time Expense and Vehicle Allowance Record</i>. Refer to the <i>YJC Finance Coding and Processes Resource</i> for financial codes.</li> <li>• File documents in the appropriate location. Refer to <i>YJC Manual</i> section 9.4 What do I need to know about document management.</li> </ul>
Assistant Manager	<ul style="list-style-type: none"> <li>• Review request to incur an expense from Convenor. Provide Convenor with approval or non-approval to incur expense, where applicable consult with Area Manager. Refer to <i>DCJ Delegation Manual</i>.</li> <li>• Review and process <ul style="list-style-type: none"> <li>– expense claims</li> <li>– <i>Convenor Time Expense and Vehicle Allowance Record</i></li> </ul> </li> <li>• Submit to Area Manager seeking approval.</li> </ul>
Area Manager	<ul style="list-style-type: none"> <li>• Review <i>Convenor Time Expense and Vehicle Allowance Record</i> and action approval request.</li> <li>• Review expense claims and action approval request.</li> </ul>



### Forms, Letters and Resources

- *Convenor Time Expense and Vehicle Allowance Record* found on TOM and The Convenor Portal
- *YJC Finance Coding and Processes Resource* found on TOM
- *Convenor Time Record Conversion Calculator* found on TOM and The Convenor Portal
- *DCJ Delegation Manual* found on the DCJ Intranet
- *DCJ Accounts Payable policy* found on the DCJ Intranet
- *DCJ Travel and Expense Management policy* found on the DCJ Intranet

## 2.9. Record Management

YJNSW employees and Convenors have an obligation to adhere to all policies and procedures within the department, this includes information relating to a Convenor.

The personal records of all Convenors must be managed in compliance with the *DCJ Records Management Policy*. Personal information at times may be required from the Convenor, and YJNSW must manage personal information in accordance with the *Privacy and Personal Information Protection Act 1998*.

YJNSW employees and Convenors have a responsibility and obligation to protect the confidentiality and integrity of YJNSW data. Convenor and YJNSW employees must use only the DCJ email system to share and communicate sensitive information. Sending sensitive information to a personal email address poses significant risks to data loss.

# 3. Training, Development and Support

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This section of the manual outlines:

- Training requirements for Convenors
  - Practice development for Convenors
  - Support and wellbeing available to Convenors
-

## 3.1. Training

All training provided to Convenors should be consistent with current theory, practice guides and frameworks in YJNSW. Consistent access to training by Convenors will contribute to improved conferences for young people, victims, and the community.

### Initial Training

Newly appointed Convenors are required to complete all mandatory training outlined in the *Convenor Training Framework*, including e-learning modules.

YJC referrals must not be allocated to any Convenor until they have completed the mandatory stage one training. Following completion of this training referrals may be allocated, however the Assistant Manager must be mindful of the complexity of the referral and the Convenor's experience if the Convenor has not completed stage two and three training. For example, a complex referral involving domestic and family violence may not be suitable to be given to a Convenor who has not yet completed the YJC Domestic and Family Violence training.

Stage two and three training must be completed in the first three months of appointment. If the Convenor is unable to complete the training in this timeframe, they must be assigned to and complete the next available training. If the Convenor does not complete the next available training sessions, the Assistant Manager must not allocate any further referrals until all mandatory stage two and three training is completed.

Mandatory training will be facilitated by Organisation Development and Training (ODT). This training is a combination of online and face-face learning. Training numbers are set by ODT. It is the responsibility of the Operations Director to determine and prioritise which Convenors attend when the requested numbers wishing to attend are greater than the available training spaces.

If a Convenor has previously completed any of the mandatory initial training as a YJ employee, they are not required to complete the same training within their Convenor role unless the content of that training has significantly changed. The exceptions to this are the mandatory stage one training and the Domestic and Family Violence training in stage three, which are specific to YJC and must be completed.

### E-learning Modules

Convenors are required to complete mandatory e-learning modules within the allocated timeframe set out in the *Convenor Training Framework*. Additional mandatory e-learning modules may be developed and allocated by DCJ or YJNSW at any time. Assistant Managers may also assign additional e-learning modules to a Convenor as per the *Convenor Practice Framework*. All time spent completing mandatory or assigned e-learning is to be remunerated as per Section 2.8 *Remuneration*.

Convenors who wish to complete additional unassigned e-learning modules may do so within their own time and cannot claim payment.

Convenors who have completed mandatory e-learning modules in their DCJ role are not required to complete the module a second time. Refer to the *Convenor Training Framework*.

### Ongoing Training

Assistant Managers are responsible for facilitating annual training to assist Convenors to maintain their competency in the role and develop further skills. Convenors are expected to have access to and attend this training as part of their role.

Training can focus on:

- issues/knowledge specific to the local area

- the latest research on relevant practices
- changes to Youth Justice policies and procedures that affect Convenors
- any other topic that provides practice development relevant to the Convenor role.

A record of attendance must be maintained by the Assistant Manager. A Convenor who consistently misses annual training is at risk of not maintaining their eligibility for reappointment.

Convenors may attend other training offered by YJNSW, as approved by the Assistant Manager.



Assistant Managers can contact ODT to discuss resources, e-learning and other training opportunities that may be available to support annual training.

## 3.2. Practice Development

Practice development is provided to Convenors through peer mentoring, coaching, practice observations, the *Convenor Practice Plan* and post conference debriefs. Practice development allows for Convenors to build confidence and skills through observation, learning opportunities and active experimentation. Further information is found in the *Convenor Practice Framework*.

### Peer Mentoring

A newly appointed Convenor should be offered peer mentoring to assist them to better understand the YJC process and how to apply theoretical knowledge into practice. Peer mentoring can occur in two different ways:

- A newly appointed Convenor can shadow a current Convenor while they prepare for a conference or,
- A current Convenor can shadow a newly appointed Convenor while they prepare for a conference.

In both cases, informed consent must be obtained from the young person and victim(s) to allow the peer mentor/mentee to observe the Convenor's performance. The Convenor must ensure that the young person, parents/carers, victims and other participants are aware of the mentor/mentee role.

The observing mentor/mentee should not actively contribute to the preparation process. The mentor and mentee can discuss and provide feedback after the preparation.

When appointing a peer mentor, the Assistant Manager should select a Convenor with a high standard of practice and demonstrated experience in successfully preparing and facilitating YJC.

### Practice Coaching

Practice coaching can be offered or requested by any Convenor to support the Convenor with a specific skill gap or practice area.

The practice coach can tailor the support, including:

- discussing strategies that the Convenor can use prior to a conference or preparation period
- attending meetings with specific participants to support the Convenor
- discussing a specific issue and proposed solutions to resolve the issue
- shadowing – either by the coach or Convenor

A practice coach can be another Convenor, a Youth Justice caseworker, or other specialist role within YJNSW such as an Aboriginal Practice Officer, depending on availability.

The practice coach cannot attend the conference unless they are attending in another capacity. The Convenor must obtain informed consent from the young person and victim(s) to allow the practice coach to attend preparation meetings.

## Post Conference Debrief

Assistant Managers must provide the Convenor with a post-conference debrief after every conference, using the *Post-Conference Review* form. The post conference debrief provides the opportunity for the Convenor to discuss the conference, reflect on practice, including information from the participants and police feedback forms and engage in skill and practice development planning using the *Convenor Practice Plan*.

Assistant Managers must keep a copy of the *Post-Conference Review* form on the Convenor's file and provide a copy to the Convenor. Assistant Managers must refer to the *Convenor Practice Framework* to structure the post conference debrief discussion. The timing of this debrief must follow the procedure outlined in the *Youth Justice Conferencing Manual*.

If the Assistant Manager conducted a practice observation, the feedback can be provided in these sessions. If feedback has already been given, then a summary of the outcome should be covered.

## Practice Observations

Assistant Managers are responsible for observing a minimum of one conference facilitated by each Convenor per year. Additional observations may be required if the Assistant Manager deems it necessary to reassess.

The observation should include both the preparation and the facilitation of a conference. The Assistant Manager's role is to assess the Convenor's skills in preparing the conference participants for the conference, recognising additional needs, making referrals, and observing the Convenor's facilitation skills in the conference. The observation will inform the Assistant Manager about the areas the Convenor excels in and in the areas where further coaching and/or training may be required. This observation should be recorded on the *Convenor Practice Observation Report*.

Assistant Managers can attend to observe, but not participate in, a YJC. In situations where there is an issue that may need to be addressed straight away the Assistant Manager may indicate a time out to assist the Convenor to resolve the issue. The Convenor must obtain informed consent from the young person, parent/carer and victim(s) to allow the Assistant Manager to attend preparation meetings and the conference to observe and assess the Convenor's performance.

Post observation discussion should be a reflective practice discussion as per the *Convenor Practice Framework*. Skill and practice development planning must be recorded in the *Convenor Practice Plan* as outlined below.

## Convenor Practice Plan

The *Convenor Practice Plan* formalises the practice development discussed during practice observation and post-conference debrief into clear goals and strategies. These goals should relate to an area identified through the post-conference debrief or practice observations as requiring further development or knowledge and must include a strategy to achieve this goal. Each Convenor should have an active plan with a minimum of one goal. The *Convenor Practice Plan* must be reviewed and/or updated at each post conference debrief or practice observation. Any training, e-learning or other strategy outlined in the *Convenor Practice Plan* must be remunerated when completed.

The *Convenor Practice Framework* provides the Assistant Manager with further information regarding creating a *Convenor Practice Plan*.



## 3.3. Convenor Support and Wellbeing

Convenors should have access to a range of support options and access to DCJ wellbeing initiatives. These range from informal to formal and should be made available to Convenors as required and based on individual needs.

### Informal Support

A range of informal supports can be provided to Convenors. These can include:

- Group meetings held with all Convenors to provide information, networking, and training opportunities. These can be held face-to-face or on MS Teams and frequency can be determined at a local level.
- Opportunity to attend local YJCO team meetings or other networking meetings.
- Opportunity to complete YJC tasks occasionally in the local YJCO.

### DCJ and YJ support networks

DCJ and YJ have a range of programs and resources to support general wellbeing and workplace inclusion. These include but are not limited to:

- peer support programs
- Employee Assistance Program
- the Disability Employee Network and other support and resources for people with disability
- the DCJ Aboriginal and Torres Strait Islander Staff Communication Network and other supports and networks for Aboriginal and Torres Strait Islander people.
- Multicultural Network
- the Pride Network and other support and resources for people who identify as LGBTIQ+
- a range of other support networks and resources as outlined in the DCJ intranet.

Convenors must be supported by the Assistant Manager to access these resources and networks as this information is available on the DCJ intranet only which is currently inaccessible to the Convenor IT profile.

### Employee Assistance Program

The Employee Assistance Program (EAP) is a short-term, solution-focussed counselling service. This service provides confidential access to psychologists and counsellors who can provide family and confidential counselling, coaching and support 24 hours a day, 7 days a week.

All Convenors must be provided with information about accessing the current EAP provider when commencing their appointment period and at any other time as required.

### Additional Cultural Support

Assistant Managers and Area Managers must be aware of and make provision for any additional cultural support and wellbeing needs experienced by Aboriginal, Torres Strait Islander and other Culturally and Linguistically Diverse Convenors.

This includes but is not limited to:

- being aware of holidays, cultural events and days of significance and taking this into consideration when allocating referrals and discussing availability. A Convenor's inability to accept a referral due to a specific cultural date must not have an impact on their reappointment eligibility.



- access to cultural support networks in DCJ and YJ, including local cultural support/safety groups. Assistant Managers can also support the provision of any Convenor-specific cultural support groups, locally or regionally.
- connection with the Aboriginal Practice Officer in that area, and/or any identified roles or other available Aboriginal and Torres Strait Islander employees to facilitate cultural safety for Aboriginal and Torres Strait Islander Convenors

The lived experience of Aboriginal, Torres Strait Islander and Culturally and Linguistically Diverse Convenors is diverse and so Assistant Managers must work differently in their approach to practice development and support for each Convenor. The Assistant Manager should discuss with the Convenor their preference for support, how support is provided and who provides that support.

The below procedure outlines the tasks and responsibilities when undertaking training and practice development and providing support.

Role	Tasks: Training and support
Convenor	<ul style="list-style-type: none"> <li>• Attend and complete mandatory training, including e-learning modules.</li> <li>• Attend annual training.</li> <li>• Participate in post conference debriefs with the Assistant Manager.</li> <li>• Gain consent from young person, parents/carers and victims when being observed by the Assistant Manager or peer mentor/coach.</li> <li>• Participate in practice observation discussions with the Assistant Manager.</li> <li>• Work towards goal(s) in <i>Convenor Practice Plan</i></li> </ul>
Mentor	<ul style="list-style-type: none"> <li>• Observe and provide feedback on YJC practice to the Convenor.</li> <li>• Report any major concerns to the Assistant Manager.</li> </ul>
Practice Coach	<ul style="list-style-type: none"> <li>• Observe, discuss and/or assist Convenor with practice issues.</li> <li>• Report any major concerns to the Assistant Manager.</li> </ul>
Assistant Manager	<ul style="list-style-type: none"> <li>• Support and arrange for Convenors to attend mandatory training by completing in Thrive.</li> <li>• Make available information regarding local support services and resources.</li> <li>• Arrange and facilitate annual training and record Convenor attendance.</li> <li>• Arrange and provide for a peer mentor to support the Convenor, where necessary.</li> <li>• Arrange for cultural support for the Convenor, as needed or requested.</li> <li>• Provide informal support to Convenors.</li> <li>• Conduct a Practice Observation on each Convenor at least once a year.</li> <li>• Conduct a Post Conference Debrief after each conference.</li> </ul>

- Complete and maintain a *Convenor Practice Plan* with the Convenor following each Post Conference Debrief and Practice Observation.

#### Area Manager

- Support Assistant Manager with:
  - arrangements for Convenors to attend/ participate in mandatory training
  - arrangements and cost of annual training
  - providing informal support to the Convenor
- Confirm records of attendance at training are held.
- As per the *Administrative Review Manual*, ensure practice observations are met.

#### Administration Assistant

- File any training and support documents on the approved YJ record management system, as per the *DCJ Records Management Policy*.



#### Forms, Letters and Resources

- *Convenor Training Framework* found on TOM and The Convenor Portal
- *Convenor Practice Observation Report* found on TOM
- *Client Consent and Exchange of Information Form* found on TOM and The Convenor Portal
- *Convenor Practice Framework* found on TOM and The Convenor Portal
- *Post Conference Review Form* found on TOM and The Convenor Portal
- *Administrative Review Manual* found on TOM

## Document Information

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1	May 2024		Initial manual developed to replace the <i>Youth Justice Conferencing Convenor Management Policy</i> , the <i>Appointment of Youth Justice Conferencing Convenor Procedure</i> , and the <i>Youth Justice Conference Convenor Reappointment Procedure</i>

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