

How to Respond to Incidents under the Joint Protocol

Respond

De-escalate first then decide if you need to call police

- De-escalate using strategies from the Behaviour Support Plan
- Remember you have no obligation to call police for a breach of bail or minor offending
- Remember police should not be called for minor matters such as breaking house rules or minor behaviours
- Contact senior ITC staff to discuss further options to de-escalate
- If behavior cannot be de-escalated: Seek authorisation from senior ITC staff as per your organisation's policies (After Hours contact, House Manager, ITC Program Manager) to contact police
- If police were contacted: Complete an incident report before the end of your shift
- If police were not contacted: Complete an incident report as per your agency's policies
- Remember you can request a Police Event Number. For minor offending you can decline to give a statement. Consider calling the Police Assistance Line on **133 444** or making an online report at <https://portal.police.nsw.gov.au>
- Remember you can say you prefer the matter to be handled under the Joint Protocol arrangements

Review

After the incident

- Within 2 weeks maximum: Senior ITC staff will review the incident with the relevant staff members
- Discuss which options were available during the incident, the circumstances leading to it, and any similar previous incidents
- Review the Behaviour Support Plan and amend it where appropriate

Reflect

On what can be improved

- Reflect with the young person on the incident and what could be done differently in future. Include your manager and local police if appropriate
- If there is conflict between the young person and other residents or staff: All individuals should attend mediation facilitated by a senior staff member or external clinician
- Consider whether additional support services may assist the young person
- Update police with relevant information and any actions taken
- Remember what you say to police may be used against a young person in court