



Australian Government

CSCOFM023 Establish offender management practices

Release: 1

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Modification History

Release	Comments
1	<p>This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages.</p> <p>This unit supersedes and is equivalent to CSCOFM601A Establish offender management practices.</p>

Application

This unit describes the skills required to develop an offender case management system and design and monitor system implementation procedures.

This unit applies to those working in management or supervisory roles within offender management. This role may be undertaken in a custodial environment or community correctional services setting.

The skills and knowledge described in this unit must be applied within the legislative, regulatory and policy environment in which they are carried out. Organisational policies and procedures must be consulted and adhered to, particularly those related to offender management.

Those undertaking this unit work autonomously drawing upon and evaluating support from a broad range of resources. The role requires high level organisation, communication and evaluation skills.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Competency Field

Offender management

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the range of conditions section.
1. Develop a case	1.1 Ensure that assessment of organisation's needs is undertaken

<p>management system</p>	<p>according to organisation's philosophy, strategic plans, purpose and structure.</p> <p>1.2 Consult information on a range of suitable interventions to address immediate, short and longer-term needs of the organisation's clients.</p> <p>1.3 Consult key people in the organisation to ensure issues and options for their resolution are explored thoroughly.</p> <p>1.4 Negotiate common goals, objectives and processes and establish agreement with key people.</p> <p>1.5 Explore a range of options for addressing the organisation's needs and include selected options in case management processes.</p> <p>1.6 Determine processes for monitoring achievement of goals, timeframes and resources through consultation in the system planning stage.</p> <p>1.7 Define roles, responsibilities and accountabilities for clients, stakeholders, workers and service providers.</p> <p>1.8 Negotiate and get agreement on processes of appeal and the renegotiation of services and include in the system plan.</p> <p>1.9 Identify and address relevant social, family, community, cultural and ideological considerations in the case management process.</p>
<p>2. Design and monitor implementation procedures</p>	<p>2.1 Put in place practical strategies and resources to support key people involved in implementation.</p> <p>2.2 Define negotiable and non-negotiable aspects of the case management process, and include controls to ensure they are maintained.</p> <p>2.3 Negotiate and reach agreement on ongoing case management processes with key people in the organisation.</p> <p>2.4 Ensure contracts with external service providers accurately reflect purpose, policies, objectives, timing and resource constraints.</p> <p>2.5 Create procedures that ensure information is shared between key people in the organisation and those involved in the implementation of the processes.</p> <p>2.6 Review and measure the progress of specialist client service delivery against defined performance indicators.</p> <p>2.7 Check that procedures clearly define methods of dealing with crisis and risks.</p> <p>2.8 Ensure that the case management process is understood and agreed to by involved supervisory staff.</p> <p>2.9 Ensure procedures define resource evaluation methods for the ongoing implementation of the process.</p> <p>2.10 Complete all relevant reporting procedures.</p>

Foundation Skills

The foundation skills demands of this unit have been mapped for alignment with the Australian Core Skills Framework (ACSF). The following tables outline the performance levels indicated for successful attainment of the unit.

ACSF levels indicative of performance:

1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Learning					Reading					Writing					Oral communication					Numeracy				
Performance variables																								
1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5
Support					Context					Text complexity					Task complexity									

Further information on ACSF and the foundation skills underpinning this unit can be found in the [Foundation Skills Guide](#) <http://www.govskills.com.au/guides/correctional-services/foundation-skills-guide> on the GSA website.

Unit Mapping Information

Supersedes and is equivalent to CSCOFM601A Establish offender management practices.

Links

Companion Volume implementation guides are found in VETNet - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>

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