



Australian Government

CSCOFM024 Establish and maintain relationships with community agencies and offenders

Release: 1

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Modification History

Release 1.0

This unit was released in CSC Correctional Services Training Package release 2.0.

Application

This unit describes the skills and knowledge required to establish and maintain relationships with community agencies and offenders for the safety and security of offenders and the public.

This unit applies to individuals who work with agencies in supervising offenders in the community.

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 interaction, offender supervision in the community and liaison with community agencies.

Statutory/legislative requirements apply to this unit and may vary across states and territories. Users are required to check with the relevant jurisdiction for current requirements.

Pre-requisite Unit

Not applicable

Competency Field

Offender management

Unit Sector

Not applicable

Elements and Performance Criteria

ELEMENTS

Elements describe the essential outcomes.

PERFORMANCE CRITERIA

Performance criteria describe the performance needed to demonstrate achievement of the element.

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|---|---|
| 1 Establish contact parameters between offender and community agencies | <ul style="list-style-type: none">1.1 Consult offender information to confirm requirements and conditions of offenders' contact with community agencies1.2 Provide information to offenders about the requirements and conditions of contact with community agencies1.3 Identify appropriate communication strategies for use including interpreters/translators, where language barriers exist between offender and agency representatives1.4 Use a range of strategies to identify dynamic risks or concerns prior to a contact visit1.5 Coordinate contact arrangements between the offender and agency support services in accordance with agency protocol and requirements of supervision1.6 Record service and agency contact information and accurately complete all forms in accordance with policies and procedures |
| 2 Maintain safety and security of offenders and the public | <ul style="list-style-type: none">2.1 Allocate supervision, support and resources to offenders according to needs, risks and available resources2.2 Supervise offenders' movements in accordance with regulations and community agency protocol2.3 Explain behavioural requirements and consequences to the offender and confirm their understanding of those conditions2.4 Monitor offender behaviour using observation, technology or communication techniques2.5 Respond to disruptive or risk behaviour promptly to minimise adverse or harmful consequences and according to the degree of risk and agency protocol |
| 3 Liaise with community agencies | <ul style="list-style-type: none">3.1 Establish rapport with key people in the agency system in accordance with agency protocol, offender special needs and conditions |

- 3.2 Provide confidential information to key people and officials in the agency system only, in accordance with privacy and disclosure legislation
- 3.3 Document information clearly and accurately according to the requirements of the offender information system
- 3.4 Check and confirm information about problems, inconsistencies and actions of all parties and report outcomes to key people

Foundation Skills

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

Range is restricted to essential operating conditions and any other variables essential to the work environment.

Non-essential conditions may be found in the Companion Volume Implementation Guide.

Unit Mapping Information

This unit supersedes and is equivalent to CSCOFM009 Supervise offenders in the community.

Links

CSC Correctional Services Training Package Companion Volume Implementation Guide at: - <https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>