



**Australian Government**

# **CSCOFM047 Support offender to maintain positive relationships**

**Release: 1**

# CSCOFM047 Support offender to maintain positive relationships

## Modification History

Release 1. This is the first release of this unit of competency in the CSC Correctional Services Training Package Release 5.0

## Application

This unit describes the skills and knowledge required to encourage offenders to maintain community relationships and maintain a professional relationship with offenders.

An individual undertaking this role may work with moderate support in roles involving routine tasks with a number of familiar steps.

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 interaction with offenders, offender confidentiality and liaison with agencies.

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

## Pre-requisite Unit

Not applicable.

## Competency Field

Offender management

## Unit Sector

Not applicable.

## Elements and Performance Criteria

### ELEMENTS

Elements describe the essential outcomes.

#### **1 Encourage maintenance of relationships**

### PERFORMANCE CRITERIA

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

#### **1.1 Encourage and assist offender to maintain contact with family, friends, and support according to services and resources available**

- 1.2 Assist contacts between offender and networks in the community in accordance with organisational procedures
  - 1.3 Refer offender and family to suitable specialists according to the nature and urgency of the needs
  - 1.4 Make contact with offender's family and friends or supports according to offender's interests, procedures, and organisational practice
  - 1.5 Assist offender to develop and maintain appropriate relationships with officers, service agencies and personal support
  - 1.6 Encourage offenders to manage themselves and their relationships confidently and productively
  - 1.7 Provide support to offender in a manner that maintains the integrity of self-management and personal dignity
- 2 **Maintain professional relationship with offenders**
  - 2.1 Communicate with offenders in a manner appropriate to the offender's needs and circumstances
  - 2.2 Respond to offender's requests and concerns in an appropriate and consistent manner
  - 2.3 Maintain confidentiality and discretion according to procedures and individual agreements with offender
  - 2.4 Acknowledge and support offender's rights and options consistent with policies, orders, and relevant legislation

## 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 Correctional Services Training Package Companion Volume Implementation Guide.

## Unit Mapping Information

This unit replaces and is equivalent to CSCOFM010 Support offender to maintain positive relationships.

## Links

Companion Volume Implementation Guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=114e25cd-3a2c-4490-baae-47d68dcd2fde>