



Australian Government

CSCOFM016 Provide support to offenders in Aboriginal and Torres Strait communities

Release: 1

CSCOFM016 Provide support to offenders in Aboriginal and Torres Strait communities

Modification History

Release	Comments
1	This unit was released in CSC Correctional Services Training Package release 1.0 and meets the Standards for Training Packages. This unit supersedes and is equivalent to CSCOFM402A Provide support to offenders in Aboriginal and Torres Strait communities. • PC 3.2 wording revised

Application

This unit describes the skills required to support the community, respect cultural requirements and support offenders within Aboriginal and Torres Strait communities.

This unit applies to those working within Aboriginal or Torres Strait communities to provide support to offenders to achieve their objectives. Communities:

- will include those belonging to a specific location, language or social relationship
- may be traditional, mission-based or may exist within a wider general community and be rural, remote or urban
- will vary in size significantly and may be no bigger than a family or a group sharing a common culture within an institution
- will have varied structures and management, from self-contained and autonomous to an association of interests within the total 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 working with Aboriginal or Torres Strait offenders and communities.

Those undertaking this unit normally work autonomously using support from a range of established resources. This role involves complex task organisation and analysis involving extrapolating, inferring, reflecting and abstracting processes.

No licensing, legislative or certification requirements apply to 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. Support the community	1.1 Establish relationships with key people in the community to promote the respect, trust and credibility of correctional service. 1.2 Acknowledge and encourage the community as a social support mechanism for its members and offenders. 1.3 Support the role and benefits of community programs in reducing offending. 1.4 Use positive and effective models of community development to build community support and resources. 1.5 Use positive and effective models of negotiation and mediation to involve key people and ensure consensus. 1.6 Use strategies and programs that provide a balance between statutory requirements and traditional practice. 1.7 Recognise the different interpretations and expectations of communities and take them into consideration in community activities.
2. Respect cultural requirements	2.1 Comply with the restrictions and protocol of communicating and relating to different members of the community. 2.2 Consider the impact of cultural requirements and traditional relationships in determining contact and processes. 2.3 Confirm the cultural perspective on obligations and punishment and adapt strategies to take cultural views into account. 2.4 Consider different timeframes when planning meetings and activities to allow cultural ways to determine process and outcomes.
3. Support offenders	3.1 Involve community networks to enable a holistic and comprehensive approach to the needs and outcomes of offenders. 3.2 Determine the needs of offenders and make sure that offenders' objectives are decided with both the offenders' and their community's support. 3.3 Refer offenders to other support agencies or specialists according to the priorities of need and availability. 3.4 Provide information and advice to support offenders and their

	family in their progress through the legal systems. 3.5 Provide information and advice to encourage a co-operative and positive approach to changing offending behaviour. 3.6 Assist the community to develop community programs that meet the needs of offenders. 3.7 Provide reports to relevant agencies.
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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				
																				N/A				

Performance variables

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) <http://www.govskills.com.au/guides/correctional-services/foundation-skills-guide> on the GSA website.

Unit Mapping Information

Supersedes and is equivalent to CSCOFM402A Provide support to offenders in Aboriginal and Torres Strait communities.

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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Assessment Requirements for CSCOFM016 Provide support to offenders in Aboriginal and Torres Strait communities

Modification History

Release	Comments
1	These Assessment Requirements were released in CSC Correctional Services Training Package release 1.0 and meet the Standards for Training Packages.

Please refer to the advice in the CSC Assessment Guide.

Performance Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the candidate must demonstrate evidence of performance of the following on at least one occasion.

- communicating effectively with a range of people from diverse cultural backgrounds
- using compromise to reach a balance between traditional practice and statutory requirements
- writing reports for internal and external use
- liaising with Aboriginal and Torres Strait communities to achieve mutually beneficial outcomes
- applying consultation, negotiation and mediation methods appropriate to the audience

Knowledge Evidence

Evidence required to demonstrate competence must satisfy all of the requirements of the elements and performance criteria. If not otherwise specified the depth of knowledge demonstrated must be appropriate to the job context of the candidate.

- organisation's policies and procedures related to working with Aboriginal or Torres Strait offenders
- duty of care
- Aboriginal culture or Torres Strait culture relevant to the offenders within the service in sufficient detail to underpin effective relationships with the community
- community and departmental services relevant to the needs of offenders and their families
- strategies for community development, including community education and community programs
- Aboriginal and Torres Strait perspective of history, community, law, environment, social structures and relationships, obligations and accountability
- key people who have an impact on the community and the delivery of service to offenders and the protocols for consultation and decision making

- strategies for negotiation and mediation
- cross-cultural conflict management strategies
- principles of case management
- language and communication relevant to working with the community
- relevant recommendations of the Royal Commission into Aboriginal Deaths in Custody

Assessment Conditions

Evidence for assessment must be gathered over time in a range of contexts to ensure the person can achieve the unit outcome and apply the competency in different situations or environments.

Valid assessment of this unit requires a workplace environment or one that closely resembles normal work practice and replicates the range of conditions likely to be encountered by an individual providing support to offenders in Aboriginal and Torres Strait communities effectively as part of a coordinated team, including coping with difficulties, irregularities and changes to routine.

Assessors must satisfy the NVR/AQTF mandatory competency requirements for assessors.

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