



Australian Government

CSCOFM024 Establish and maintain relationships with community agencies and offenders

Release: 1

CSCOFM024 Establish and maintain relationships with community agencies and offenders

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 | 1.1 | Consult offender information to confirm requirements and conditions of offenders' contact with community agencies |
| | 1.2 | Provide information to offenders about the requirements and conditions of contact with community agencies |
| | 1.3 | Identify appropriate communication strategies for use including interpreters/translators, where language barriers exist between offender and agency representatives |
| | 1.4 | Use a range of strategies to identify dynamic risks or concerns prior to a contact visit |
| | 1.5 | Coordinate contact arrangements between the offender and agency support services in accordance with agency protocol and requirements of supervision |
| | 1.6 | 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 | 2.1 | Allocate supervision, support and resources to offenders according to needs, risks and available resources |
| | 2.2 | Supervise offenders' movements in accordance with regulations and community agency protocol |
| | 2.3 | Explain behavioural requirements and consequences to the offender and confirm their understanding of those conditions |
| | 2.4 | Monitor offender behaviour using observation, technology or communication techniques |
| | 2.5 | 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 | 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>

Assessment Requirements for CSCOFM024 Establish and maintain relationships with community agencies and offenders

Modification History

Release 1.0

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

Performance Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria on at least one occasion and includes:

- confirming contact arrangements between offender and relevant agencies
- maintaining duty of care of offender and those involved
- completing relevant records and reports in accordance with workplace policies and procedures and agency protocol

Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- sources of offender information including:
 - offender information systems
 - case file
 - direct communication and questioning
- potential risks and hazards associated with community settings including:
 - access to drugs and alcohol
 - injury to self or others
 - damage to property
- supervision protocols and requirements including:
 - agency protocols, policies and procedures
 - supervising offenders in the community
 - reporting and recording requirements
 - liaising with external agencies
 - monitoring techniques
 - support and resources available to the offender
- workplace policy and procedures including:
 - incident recording and reporting requirements
 - privacy, confidentiality and disclosure

- safety and security procedures applied to the nature of the duties involved in supervising offenders in external community agencies
- code of conduct
- duty of care
- emergency response
- strategies for building rapport and maintaining trust with community agencies and offenders
- referral pathways for special needs including:
 - reporting concerning observations or behaviours
 - assessing level of risk and urgency
 - identifying intervention options
 - forms and approvals

Assessment Conditions

Assessors must hold credentials specified within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must satisfy the Principles of Assessment and Rules of Evidence and all regulatory requirements included within the Standards for Registered Training Organisations current at the time of assessment.

Assessment must occur in suitable workplace operational situations. Where this is not appropriate, assessment must occur in suitable simulated workplace operational situations reflecting actual industry workplace conditions that replicates the range of conditions likely to be encountered by an individual supervising offender in the community effectively as part of a coordinated team, including coping with difficulties, irregularities and changes to routine.

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the work being performed and the needs of the candidate.

Resources for assessment must include access to:

- relevant and appropriate materials, tools, facilities, equipment and personal protective equipment currently used in the industry
- applicable documentation relevant to the industry including workplace policies, procedures, industry standards, equipment specifications, regulations, codes of practice and operation manuals
- case studies and workplace scenarios to capture the range of situations likely to be encountered.

Links

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