



Australian Government

CSCOFM026 Protect the safety and welfare of Aboriginal and Torres Strait Islander offenders

Release: 1

CSCOFM026 Protect the safety and welfare of Aboriginal and Torres Strait Islander 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 protect and monitor the welfare and safety of Aboriginal and/or Torres Strait Islander offenders by responding to identified risks.

This unit applies to individuals working in custodial and non-custodial settings where they are responsible for the supervision of Aboriginal and/or Torres Strait Islander offenders. They work as part of a coordinated team of correctional and specialist staff to work with offenders, their family and 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 interaction with Aboriginal and/or Torres Strait Islander offenders.

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

PERFORMANCE CRITERIA

Elements describe the essential Performance criteria describe the performance needed to

outcomes.

demonstrate achievement of the element.

1 Establish a safe environment for Aboriginal and/or Torres Strait Islander offenders

- 1.1** Treat offenders ethically and humanely using culturally safe work practices
- 1.2** Acknowledge the rights and responsibilities of offenders and their cultural identity
- 1.3** Use unbiased and non-discriminatory behaviour when interacting with colleagues, offenders, their family and visitors
- 1.4** Use a range of different interpersonal strategies to build rapport with offenders and establish mutual trust
- 1.5** Check offender's background in the case file and through oral questioning for indicators of special needs and likely risks
- 1.6** Seek advice and support where special needs or risks are identified using cultural safe work practices
- 1.7** Confirm with offender their understanding of conditions such as court orders, placements and access to offender services using culturally safe work practices
- 1.8** Check the offender's environment is safe and healthy using culturally safe work practices

2 Monitor Aboriginal and/or Torres Strait Islander offenders

- 2.1** Monitor offender's routine for changes in mood, attitude and behaviour that indicate potential risks
- 2.2** Assess, record and report observed changes that cause concern to relevant support services in accordance with workplace policies and procedures, the degree and nature of risk and the circumstances of the offender
- 2.3** Identify offenders with special needs or who might be vulnerable to risk through a range of offender information and monitor them closely in accordance with workplace policies and procedures
- 2.4** Communicate clear and accurate information with team members to support collaborative investigation and assessment of risk

3 Respond to identified risks to Aboriginal and/or Torres Strait Islander offenders

- 3.1** Refer offenders to appropriate specialist services or programs that are suitable for the needs of Aboriginal and/or Torres Strait Islander people
- 3.2** Respond to incidents immediately in accordance with workplace policies and procedures and in a manner designed to protect the safety and welfare of all people involved
- 3.3** Communicate accurate and reassuring information to the offender to address anxiety and distress, and use culturally safe practices to maintain the offender's understanding of what is happening
- 3.4** Use interpreter or translation services and specialist staff effectively to communicate directions and information to offenders where communication barriers exist
- 3.5** Document and report all actions and decisions in accordance with workplace policies and procedures

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 not equivalent to CSCOFM005 Protect the safety and welfare of Aboriginal and Torres Strait offenders.

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 CSCOFM026 Protect the safety and welfare of Aboriginal and Torres Strait Islander 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 two occasions and includes:

- checking information and questioning offenders to assess risks and special needs of Aboriginal and/or Torres Strait Islander offenders
- liaising with Aboriginal and/or Torres Strait Islander staff and advisers to refer offenders to culturally appropriate services and programs
- adapting communication style to ensure information exchanged is accurately understood
- using translators or interpreters to address cultural communication barriers
- clearly and accurately recording, and communicating observations in accordance with workplace policies and procedures
- responding to incidents safely in an appropriate timeframe according to the situation and workplace policies and procedures

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:

- ethical and humane treatment including:
 - basic human rights principles including:
 - right to life
 - freedom from torture and inhuman or degrading treatment
 - right to security
 - legal factors that limit and restrict offenders right to liberty
 - right to culture:
 - Australian Government support to the United Nations Declaration on the Rights of Indigenous Peoples
 - workplace policies and procedures related to Aboriginal and/or Torres Strait Islander offenders
- culturally safe practices including:
 - definition of cultural safety

- establishing and maintaining a supportive professional relationship
- understanding of the effects of:
 - separation from country, family/clan/language groups and social support
 - cultural responsibilities
 - historical and cultural context in which contact with the justice system will affect Aboriginal and/or Torres Strait Islander offenders
 - causes of cultural conflict and alienation
 - influence of offenders' culture and experience on their behaviour
- effective use of specialist services, mediation and traditional healers
- referring to appropriate support services and programs available to Aboriginal and/or Torres Strait Islander offenders
- linking support services within the community
- reflection and self-evaluation to review own practices and identify ways to improve
- protection from discrimination in Australia:
 - existence and role of racial, sex, disability and age anti-discrimination acts
 - discriminative behaviour and attitudes
 - words, phrases and gestures to avoid
- interpersonal strategies:
 - communication styles
 - active listening
 - non-verbal communication cues
 - broad understanding of conflict resolution
- indicators of special needs:
 - age
 - gender identification
 - sexual orientation
 - medical and psychological conditions
 - people with disabilities including:
 - physical
 - intellectual
- culturally safe environment:
 - avoidance relationships
 - kinship structures
- indicators of risk, including:
 - trauma of imprisonment or impact of the justice system
 - experience or exposure to justice system
 - institutionalisation
 - stress
 - mental illness
 - addiction or drug use

- withdrawal
- self-harm
- history of trauma or abuse
- relocation from country
- workplace policies and procedures including:
 - workplace code of conduct
 - offender information systems
 - recording and reporting requirements
 - operational procedures
 - specialist referral procedures
 - death in custody

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 closely resembles normal work practice and replicates the range of conditions likely to be encountered by an individual working with offenders from an Aboriginal or Torres Strait Islander background 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>