



Australian Government

CSCOFM028 Provide support to offenders in Aboriginal and Torres Strait Islander communities

Release: 2

CSCOFM028 Provide support to offenders in Aboriginal and Torres Strait Islander communities

Modification History

Release 2. Modifications have been made to:

- Minor change to Knowledge Evidence

Release 1. This unit was released in CSC Correctional Services Training Package release 2.0.

Application

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

This unit applies to individuals working within Aboriginal and Torres Strait Islander communities to provide support to both offenders and members of the community to achieve agreed 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.

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

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 and/or Torres Strait Islander offenders and communities.

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 outcomes.

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

1 Support the community

- 1.1** Establish and maintain relationships with key people and organisations in the community to promote the respect, trust and credibility of correctional services
- 1.2** Acknowledge and encourage community as a social support mechanism for its members and offenders
- 1.3** Advocate the role and benefits of community programs in reducing offending
- 1.4** Use effective communication and engagement strategies to establish and build community networks and resources
- 1.5** Recognise and consider different interpretations and expectations of the community throughout the engagement

2 Respect cultural requirements

- 2.1** Identify and comply with cultural protocols of communicating and relating to different members of the community at all times
- 2.2** Consider the impact of cultural requirements and traditional relationships when determining contact and processes
- 2.3** Consider cultural obligations and responsibilities when scheduling meetings and activities to ensure availability of key people

3 Support offenders

- 3.1** Involve offender's community networks to enable a holistic and comprehensive approach to determining the needs and outcomes of the offender
- 3.2** Use strategies and programs that meet statutory and cultural requirements to enable achievement of offender's objectives

- 3.3** Refer offenders to other support agencies or specialists according to the priorities of need
- 3.4** Provide information and support to 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** Provide reports to authorised agencies only

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 CSCOFM016 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>

Assessment Requirements for CSCOFM028 Provide support to offenders in Aboriginal and Torres Strait Islander communities

Modification History

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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 occasion and includes:

- communicating effectively with a range of people from diverse cultural backgrounds including the language groups in Aboriginal and Torres Strait Islander communities
- using effective consultation and communication strategies appropriate to the audience to reach a balance between the needs of the offender, traditional practice and statutory requirements when determining objectives of offenders
- writing reports for internal and external use.

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:

- relevant workplace policies, procedures and protocols related to working with Aboriginal and/or Torres Strait Islander offenders
- relevant Aboriginal and Torres Strait Islander cultures to underpin effective relationships with the community:
 - how cultural perspectives influence offender behaviour
 - adapting engagement strategies to take cultural views into account
 - cultural perspectives on responsibilities, obligations and punishments
- community and departmental services and staff relevant to the needs of offenders and their families
- strategies for community engagement, including community education and knowledge of Aboriginal and Torres Strait Islander community programs and services
- Aboriginal and Torres Strait Islander 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:
- 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

Assessors must hold credentials specified within Standard 1 of 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 Standard 1 of 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 providing support to offenders in Aboriginal and Torres Strait Islander communities 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.

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