



Australian Government

Department of Education, Employment and Workplace Relations

CSCOFM301A Protect the safety and welfare of vulnerable offenders

Revision Number: 2

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Modification History

CSCOFM301A Second release: Layout adjusted. Text added to Required Knowledge and Range Statement.

CSCOFM301A First release: Primary release.

Unit Descriptor

This unit of competency describes the outcomes required to provide safe and responsible care for offenders who are vulnerable, or at risk from themselves or others.

Application of the Unit

This unit supports the attainment of skills and knowledge required for providing safe and responsible care for offenders who are at risk from themselves or from others.

Customisation will be required to accommodate the different work sites and defined work role contexts in which this unit will be applied.

Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where ***bold italicised*** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1 Maintain current information.

- 1.1 Check all information available on offender and confirm the actions required from the information.
- 1.2 Confirm the **services and support required** to ensure that sentencing and assessment requirements will be met.
- 1.3 Assist offenders to understand the conditions of the correctional environment and court orders and clarify their expectations of the services to be provided.
- 1.4 Use continuous observation and questioning to identify indicators of increased risk in offender mood and behaviour.
- 1.5 Assist offender to express concerns and issues and respond to these according to level of risk and urgency.
- 1.6 Assess the background of the offender for indicators of special needs and factors to consider.
- 1.7 Prepare reports and documentation of all action and decisions and report all concerns promptly to the relevant support.
- 1.8 Comply with all policies, procedures and agreed practice of your organisation.

2 Reduce the risks to offenders.

- 2.1 Identify **areas of concern and risk** in behaviour and the environment and respond to prevent the impact on the welfare of all people involved.
- 2.2 Ensure that the environment is safe and healthy, and maintained according to agreed standards and conditions.
- 2.3 Observe the offender's routine to monitor changes in mood and behaviour and potential risks.
- 2.4 Use interaction with offender to determine changes and degree of risks.
- 2.5 Monitor movements and transfers of people according to organisation's procedures.
- 2.6 Seek specialist advice and support where needs and concerns are identified.
- 2.7 Refer offender to specialist services or programs where available.
- 2.8 Promote and maintain the rights and responsibilities of the offender as defined by the organisation and its policies.

Required Skills and Knowledge

This section describes the essential skills and knowledge and their level, required for this unit.

Required skills:

- applying your organisation's policies, procedures and agreed practices aimed at protecting offenders from risk and harm
- checking and analysing information for factors relevant to the safety and welfare of offenders
- checking and analysing information for assessment of risks, special needs and developmental levels
- providing clear, accurate and relevant recording and reporting
- establishing a supportive professional relationship with offenders
- maintaining a safe and protective environment
- preserving the rights and responsibilities of offenders
- providing supervision and care, based on assessed risk and justifiable degree of care
- adapting responses to different special needs
- responding to a range of different emergencies
- participating in consultation with specialist advisers.

Required knowledge:

- indicators of risk, types of abuse and people who are particularly vulnerable, including indicators of:
 - suicide
 - mutilation and self-harm
 - physical violence
 - mental illness
 - sexual abuse
 - addiction and drug use
 - eating disorders
 - inappropriate relationships and sexual behaviour
 - provocative actions and behaviour
 - intellectual development issues or disability
- personality issues, aberrant behaviour and psychological deviance in the context of the prison environment and the correctional system
- procedures and requirements for reporting risks and incidents involving offenders, including work site reporting processes and organisation's offender information system
- legislation relevant to your roles and responsibilities
- service guidelines, such as:
 - reporting sexual and other abuse

- responding to emergencies
- reporting incidents
- supervision and surveillance of at-risk offenders
- protective supervision of offenders at risk of harm
- access to information and restriction of access
- appropriate relationships with offenders
- appropriate relationships with colleagues
- rights and responsibilities of offenders
- referrals
- suicide prevention strategy
- organisation's code of conduct, code of ethics and duty of care
- recommendations of the Royal Commission into Aboriginal Deaths in Custody
- range of specialist support services and programs available to offenders at risk
- processes for getting advice and assistance when there are problems.

Evidence Guide

The Evidence Guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, the range statement and the Assessment Guidelines for this Training Package.

Overview of assessment

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.

Critical aspects for assessment and evidence required to demonstrate competency in this unit

In addition to integrated demonstration of the elements and their related performance criteria, look for evidence that confirms:

- the knowledge requirements of this unit
- the skill requirements of this unit
- application of employability skills as they relate to this unit.

Context of and specific resources for assessment

This unit contains a wide range of variables to reflect the diverse nature of dealing with vulnerable offenders in a correctional services setting. Selection from the range of variables will reflect the specific requirements of the work site and the defined work role.

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 working with vulnerable or at risk offenders effectively as part of a coordinated team, including coping with difficulties, irregularities and changes to routine
- copies of legislation, policies, procedures and guidelines relating to protecting the safety and welfare of vulnerable offenders
- access to appropriate learning and assessment support when required.

Method of assessment

The following assessment methods are suggested:

- observation of performance in routine workplace activities within a range of agreed responsibilities and in various work locations
- written and/or oral questioning to assess knowledge and understanding
- completion of workplace documents and reports produced as part of routine work activities
- third-party reports from experienced practitioners

- completion of performance feedback from supervisors and colleagues.

Guidance information for assessment

Assessment methods should reflect workplace demands, and any identified special needs of the candidate, including language and literacy implications and cultural factors that may affect responses to the questions.

In all cases where practical assessment is used it will be combined with targeted questioning to assess the underpinning knowledge.

Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. ***Bold italicised*** wording in the performance criteria is detailed below. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Services and support required may be determined by:

- case management
- programmed intervention
- classification and review
- need and risk assessment
- reporting and referring systems
- protective care
- routine reports
- review of sentence plan
- investigations
- appeals
- swearing summons and warrant
- service of summons and breaches
- monitoring court process and outcomes
- dynamic security
- security system.

Areas of concern and risk may include:

- suicide and self-harm
- physical injury and accidents
- assaulting and harming others
- illness and infection
- mental illness
- physical, emotional and sexual abuse
- risk taking
- criminal actions
- breaching conditions
- escape
- drug and substance abuse.

Unit Sector(s)

Offender management.

Competency field

Not applicable.

Co-requisite units

Not applicable.