

# Guidelines for Community Work Partner Agencies

Community Correctional Services  
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Corrections Victoria



# Contact details

<b>CCS CONTACT DETAILS:</b>	<b>CCS Contact Person:</b> <i>(Community Work Team member)</i>	
<b>CCS LOCATION:</b>	<b>Address:</b>	
	<b>Phone:</b>	<b>Fax:</b>
	<b>Email:</b>	<b>Emergency Mobile:</b>
<b>COMMUNITY AGENCY SITE DETAILS:</b>	<b>Supervisor's Name:</b>	
	<b>Address:</b>	
	<b>Phone:</b>	<b>Fax:</b>
	<b>Email:</b>	

## Emergency contact numbers

### During week days and office hours:

On Monday to Friday during office hours, Notifiable Incidents are to be reported to CCS, including other incidents such as operational issues/procedures, on the business hours number.

### After hours Notifiable Incidents reporting procedure:

Agency Supervisors and Agency staff are **required** to notify the identified representative from the CCS location as soon as possible, where incidents occur as identified in the Incident Management and Reporting section (see section 10).

### Location contact details

(Business Hours)

*Location to enter phone number here:*

### Location contact details

(Out of Business Hours)

*Location to enter phone number here:*

<b>Police:</b>	<b>000</b>
<b>Fire:</b>	<b>000</b>
<b>Ambulance:</b>	<b>000</b>
<b>State Emergency Services:</b>	<b>132 500</b>
<b>Poisons:</b>	<b>131 126</b>
<b>Victorian Work Cover Authority:</b>	<b>132 360</b>

### LOCAL DOCTORS

**Address:**

**Phone:**

**Address:**

**Phone:**

### HOSPITAL DETAILS

**Name:**

**Address:**

**Phone:**

### OTHER

# Introduction

## Guidelines for Community Work Partner Agencies

The partnerships between Community Correctional Services (CCS) and Community Work Partner Agencies are integral to the success of the Community Work Program. The valuable contribution and support of our community Agencies helps us to provide ongoing opportunities to offenders for reparation and rehabilitation.

The attached guidelines provide the Community Work Partner Agency with comprehensive information in relation to the administrative and management requirements of this program to allow for continuous improvement of this service and to enhance the partnerships formed. This document outlines the basic principles governing the placement of offenders on community work programs at Community Work Partner Agencies. These Agencies provide opportunities for offenders to undertake community work. The document aims to define the mutually agreed roles and responsibilities of the parties involved and outline general objectives of the Community Work Program. It explains the process of setting up and managing a partnership with Corrections Victoria and the selection and placement of offenders. It also addresses issues such as duty of care and Occupational Health and Safety.

This document is one of three components of information provided to a Partner Agency and these are:

- *Guidelines for Community Work Partner Agencies*
- *How to Manage Community Work – The CCS/ Partner Resource Folder*
- *Community Work Supervision – what you need to know*, in DVD format or view on You Tube

As a Community Work Partner Agency with CCS for community work, your input into the management of the offender and their work in the community is greatly appreciated. Please do not hesitate to contact your CCS representative at your relevant regional CCS office with any queries or to seek additional information. The following website and email address may also assist:

[www.corrections.vic.gov.au](http://www.corrections.vic.gov.au)  
[corrections@justice.vic.gov.au](mailto:corrections@justice.vic.gov.au)

***All Agency Supervisors of community work need to be familiar with this document and view the DVD, prior to the commencement of an offender placement. (See Appendix 2)***

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# Part one – Overview

## 1. Corrections Victoria

Corrections Victoria is responsible for the supervision, management and operation of Victoria's adult corrections system, which incorporates prisons and Community Correctional Services.

As a service agency within the Department of Justice, Corrections Victoria develops and implements policies, programs and services that ensure the safe and secure containment of prisoners, and that seek to rehabilitate offenders by addressing the underlying causes of offending behaviour.

Corrections Victoria manages some 50 Community Correctional Services locations across the state and is responsible for managing Victoria's 11 public prisons (as well as one transition centre) and overseeing the contracts relating to the management of the two privately operated prisons. In doing so, Corrections Victoria delivers a safe and secure corrections system that actively engages offenders and the community to promote positive behaviour change. As a Community Work Partner Agency you play a valuable role in this work.

Community Correctional Services is part of Corrections Victoria (CV). CV is an agency within the Department of Justice (DOJ). Corrections Victoria services are aimed at ensuring offenders are supervised in a manner that meets the community's expectations of safety, reparation and encouragement of offenders to adopt a law abiding lifestyle.

**Hereafter Community Correctional Services will be referred to as CCS and Community Work Partner Agency will be referred to as Agency.**

### 1.1 What is Community Work?

Some orders have a requirement that offenders undertake unpaid work in the community. CCS facilitates a range of unpaid community work projects in order for offenders to successfully meet the requirements of their orders and repay the community. In doing so, CCS also encourages the engagement of offenders in socially valuable work which is aimed at developing and promoting a positive work ethic and other work skills.

### 1.2 Types of orders

The following orders are imposed by the courts (Magistrates', County or Supreme Court) or the Adult Parole Board and are administered by CCS. An offender may be required to perform unpaid community work as a condition of the following orders, should the court or Adult Parole Board choose to impose such a condition.

The Community Work condition allows the offender to pay back to the community for the offences they have committed.

#### Community Correction Order (CCO)

In imposing a Community Correction Order on an offender, the court expects the offender will be supervised within the community by CCS, to address their offending behaviour. The level of supervision provided to offenders varies and is determined by the offender's assessed risk of re-offending.

When sentenced to a Community Correction Order, an offender may be ordered to perform unpaid community work in conjunction with other conditions (supervision, treatment and rehabilitation, programs, etc) which are aimed at addressing their offending behaviour.

The maximum number of hours of community work able to be imposed by the court is 600 hours. Orders are generally up to two years in length.

#### Community Corrections Orders – Community Work Only (CCO CW)

Alternately, an offender may have been ordered by the courts to perform community work only. Such Orders are referred to as Community Correction Order – Community Work Only (CCO CW).

The maximum number of hours of community work able to be imposed by the court is 600 hours.

#### Fine Conversion Order / Fine Default – Unpaid Community Work / Community Work Permit Orders

Offenders who do not pay their fines can convert their fines into community work hours. There are no other program conditions attached to the order. There are three different types of orders, depending on the nature of the fine:

- Fine Conversion Order (FCO): A FCO can be imposed when an offender makes an application to the court to convert a fine to community work. The number of hours required on a FCO depends on the amount of the fine.
- Fine Default – Unpaid Community Work (FD CW): The FD CW can be imposed when a fine resulting from court proceedings is not paid within the prescribed timeframe. The number of hours required on a FD CW depends on the amount of the fine.
- Community Work Permit Order (CWP): Offenders eligible for a CWP are arrested on an Infringement Warrant issued by the Infringements Court for failing to satisfy fines from infringement notices, e.g. speeding in a motor vehicle. The Sheriff may release the Infringement offender on a CWP.

**The minimum number of hours of unpaid Community Work required to be performed under the FCO, FD CW, or CWP is eight hours to a maximum of 500 hours.**

### Parole Orders (PO) and Intensive Parole Orders (IPO)

Parole provides for a period of supervision and assistance following discharge from prison.

During the initial intensive parole period (usually three months), the parolee is usually required to perform unpaid community work, if they are not employed full time or engaged in any approved training program.

## 2. Working with Community Correctional Services

This section outlines what CCS looks for in an Agency, what type of work it can do for eligible agencies, the types of placements available and the benefits that result from a working partnership with CCS.

### 2.1 What CCS looks for in Community Work Partner Agencies

CCS looks for Agencies whose work requirements will benefit the community, the environment or those in the community who are less fortunate. CCS strives to create partnerships where offenders work to achieve positive results for the community while also learning new skills and positive behaviour models, and look for agencies which will embrace this objective.

CCS has the following objectives for the selection of a Community Work Partner Agency:

- Where possible, provide an opportunity for offenders to increase their employability through the development of work related skills
- Provide adequate on-site supervision and management of offenders for the level of supervision required for the site
- Accurately record an offender's hours, absences and incidents
- Provide the agreed equipment and Personal Protective Equipment required
- Ensure the necessary training and management in the safe use of equipment
- Carry out effective liaison with the CCS contact person to ensure that a safe and productive community work placement is achieved
- Ensure that agency staff are trained in the required First Aid.

## 3. Types of Community Work Placements

### Individual Placements:

An individual work placement is a community work opportunity, usually for one or up to a small group of offenders, where the eligible Agency determines and allocates the tasks carried out by each offender. For example, undertaking gardening, cleaning, painting, filing, and administrative duties or helping community agencies with open days, fairs or fundraisers. CCS needs to be informed of the list of tasks beforehand. The supervision, delegation of work tools and equipment needed for these offenders, is the responsibility of the community work site/agency in conjunction with CCS guidelines.

### Community Work Teams:

A work team consists of up to 15 offenders given a specific task to complete. This may include paving, gardening, construction, re-vegetation, ongoing maintenance or other work. A Supervisor who has experience in either a trade, working with offenders, or both leads the group and is responsible for all of the major supervisory tasks (e.g. offenders' timesheets, allocation of tasks, First Aid). This Supervisor can be a Field Officer paid by CCS or an Agency Supervisor provided by the community work site. Many of these teams work on weekends to cater for offenders who are employed, and agency needs eg not having offenders present when children are at school. The nature of some projects, such as graffiti removal, is such that they require a Community Work Team.

All tasks are assessed individually to ensure that they comply with CCS OH&S requirements. Offenders perform a wide variety of jobs. Each offender is carefully assessed and placed according to their risk and skill level and the needs of the Agency.

## 4. Process for Setting up a Partnership

### 4.1 Getting Started

The first step is for the regional CCS office representative to meet with the Agency representative. CCS will assign a member of their Community Work Team to discuss the needs of the Agency and the type of work required. CCS will then work with the Agency to:

- Complete a Site Induction Registration Form
- Complete an OH&S Site Hazard Inspection and action any required tasks that result from this, including Manual Handling Risk Assessments
- Complete and sign the Community Work Agency Agreement
- Ensure all relevant Agency and CCS staff members are suitably notified/trained.

### 4.2 Memorandum of Understanding (MOU)

An MOU is an umbrella agreement between CCS Head Office and an Agency's Central Office. An MOU is often utilised when an agency has multiple sites across Victoria that will work with a number of CCS offices. The MOU will outline the roles and function of the parties, a statement of needs and an agreed implementation process. The MOU sets up a framework of agreed guidelines for the CCS Offices and Agencies sites to abide by.

Even when there is an existing statewide MOU, each Agency site and corresponding regional CCS CW office will still need to complete a local Community Work Agency Agreement together, that is consistent with the MOU.

### 4.3 Registration of the Site

A representative from your local CCS office will visit you and complete a Site Induction Registration Form (See your copy of *How to Manage Community Work – The CCS/Partner Resource Folder*). CCS staff use this form when initially identifying the requirements of a prospective Agency. The form will help to assess the work needed and the suitability of the site.

The information on this form will enable CCS to assess what type of offenders will best suit the Agency's needs.

The CCS staff member will:

- Explain the different categories of offences to the Agency and ask them to determine if any of these are inappropriate for the worksite
- Discuss the placement of offenders with particular needs, e.g. parents, disability etc

- Discuss what days and times the Agency is able to accept offenders at the site
- Examine the types of skills that would benefit the Agency site
- Review what OH&S procedures currently exist at the Agency site
- If required, review what tools and Personal Protective Equipment are required.

### 4.4 OH&S Site Hazard Inspections

Prior to receiving offenders, a member of the CCS Community Work Team will visit the Agency to help them conduct an OH&S Hazard Inspection of the work site. Under the OH&S Act, the Occupational Health and Safety conditions for Agency sites are the same as those that are required at any place of employment for employees, volunteers or visitors. Through the OH&S Hazard Inspection Assessment of the work site CCS staff can assist Agencies to check their site for potential OH&S hazards and to take action to make the workplace a safer place for everyone. (See your copy of *How to Manage Community Work – The CCS/Partner Resource Folder*).

### 4.5 Community Work Agency Agreement

Prior to receiving offenders at the agency site, an agreement between the CCS Regional CW office and the Agency must be signed. This agreement sets out the procedures to be followed in the management of offenders undertaking community work. Responsibilities of CCS, the Agency and offenders are also outlined in the Agreement.

The original signed agreement is to be kept at the CCS Regional CW office and a copy is to be provided to the Agency.

The agreement is to be re-signed on an annual basis and contact details updated when necessary.

## 5. Responsibilities

This section outlines the responsibilities for each partner, including CCS, the Agency and the offender.

### 5.1 Community Correctional Services responsibilities

CCS will ensure that:

- Community work offenders undergo a comprehensive risk/needs assessment before being referred to the Community Work Partner Agency
- Offenders referred to the Community Work Partner Agency match the criteria established with the Agency
- At least one CCS staff member is allocated to the partnership, who will be responsible for the day to day running of the Community Work Program. That person will ensure that a CCS staff member visits your agency at least once per year, and that necessary contact is maintained throughout the partnership
- Community Corrections Officers will assist agencies in resolving specific problems that may arise with community work offenders
- CCS offers training/information sessions for agencies which have offenders performing community work for them
- The community work required to be undertaken by offenders is determined in conjunction with CCS and OH&S requirements.

### 5.2 Community Work Partner Agency responsibilities

Agencies are required to:

- Nominate at least one person who will undertake the main liaison role between the agency and CCS. This person will be the first contact for CCS staff when a community work offender seems suitable for the agency
- Ensure that a community work offender is not subject to discriminatory behaviour while undertaking unpaid community work
- Be firm and fair in the management of community work. Community work offenders should be managed within the normal courtesies of an employer/employee relationship
- Document the hours worked by the offender and maintain those records in a secure location, and phone/fax the record of the hours worked as required
- Record lunch hours on timesheets, if permission is given for offenders to leave the worksite for lunch
- Not reveal any information about a community work offender which is irrelevant to their

placement and the work being performed, to other staff members or members of the public, unless the offender has given express permission to do so

- Report community work incidents or other difficulties as soon as practicable to the CCS community work contact. Where an incident has occurred the Agency may be required to provide a written report
- Report any behaviour contrary to any law, e.g. theft, assault, immediately to police and to the CCS community work contact
- Notify CCS of any changes in staff or philosophy that may affect the eligibility of the Agency for community work
- Provide the materials and equipment required for unpaid community work
- Ensure that, as community work offenders are performing unpaid community work, they are not given money or other material rewards for their services
- Ensure that community work is undertaken within Occupational Health and Safety requirements
- Ensure offenders are notified of evacuation procedures and a copy is provided to the CCS Regional CW office
- Be aware of offenders' responsibilities. (See your copy of *How to Manage Community Work – The CCS/Partner Resource Folder*).

### 5.3 Joint Responsibilities of CCS and Agencies

#### Confidentiality

CCS and Agencies must ensure that the personal information of offenders is respected at all times, and that it is not disclosed.

#### Workplace Hazard checks

CCS and Agencies must identify any potential OH&S risks at the site and undertake action to minimise any dangers.

### 5.4 Offender responsibilities

Offenders are required to perform community work within the normal courtesies of an employer/employee relationship. Offenders will read and sign the Rules and Regulations Form. The rules and Regulations information clearly outlines the expectations from Corrections Victoria of offenders while performing community work. The offender's case manager will have discussed this material with the offender prior to attending community work. (See your copy of *How to Manage Community Work – The CCS/Partner Resource Folder*).

At the Agency work site, offenders are expected to:

- Work to the best of their abilities
- Attend at times that are negotiated between the Agency and CCS and be appropriately attired for the planned work
- Not leave the work site without the permission of the Agency Supervisor or CCS, during the scheduled period of community work
- Bring their own lunch and morning/afternoon tea. The Agency may however, choose to supply coffee/tea
- Comply with a number of community work rules. These rules are outlined in the Rules and Regulations Form and the offenders will have signed their agreement to these prior to starting community work. (See your copy of *How to Manage Community Work – The CCS/Partner Resource Folder*).

## 6. Partnership Maintenance

Agencies will be allocated a CCS person who will be the direct contact regarding all elements of the partnership. They will be in regular contact with the Agency about the placement of offenders, tasks to be completed and offender timesheets. Procedures that will be carried out to ensure the partnership is on track, the site is safe and all parties are satisfied are:

- Workplace Hazard Inspection
- Relevant Risk Management Assessments
- An annual review and update of the CCS/ Agency Agreement
- An annual Agency Satisfaction Survey to identify and promptly act on any identified shortcomings.

# Part two – Operational procedures

## 7. Offender Assessment

Prior to offenders being placed at a community work site, they will have undergone the Victorian Intervention Screening Assessment Tool (VISAT). The VISAT is an individually administered risk assessment tool that is used to determine an offender's risk of general re-offending. At the completion of this assessment, each offender will be given a rating of Low Risk, Moderate Risk or High Risk.

The assessment will:

- Guide the development of the offender's management plan
- Ensure goals and strategies developed are consistent with the offender's level of risk
- Ensure goals and strategies developed address the offenders' identified needs and are appropriate for the offenders' learning style and ability
- Provides information about management issues, and appropriate strategies to address them.

Offenders will not be placed on sites where they will be at risk of re-offending. For example, an offender with a history of computer fraud would not be placed on a site where they had access to computers.

### 7.1 Offender referral process and supervision levels

From the above information, the suitable level of supervision for the individual is determined (High, Medium or Low Risk). The offender is placed at the most appropriate site according to the Agencies ability to provide a certain level of supervision. Agencies will nominate which level of supervision their site is able to provide. The levels are:

#### High Level Supervision → Site must provide constant/full time supervision by site Supervisor

- Offender sign on/off in the presence of the site Supervisor
- Supervisors must be trained in all procedures and policies in this manual
- A First Aid kit must be available at all times
- Supervisors must be adequately trained in First Aid as required by WorkSafe (See section 11.3 on First Aid)
- Supervisor must have a high level of communication and people skills
- Timesheets to reflect offenders' movements

#### Moderate Level Supervision → Offender engages in allocated tasks at the direction of the Supervisor and periodically checked/monitored at regular intervals

- Offender sign on/off in the presence of the site Supervisor
- Supervisors must be trained in all procedures and policies in this manual
- A First Aid kit must be available at all times.
- Supervisors must be adequately trained in First Aid as required by WorkSafe. (See section 11.3 on First Aid)
- Supervisors must be able to provide adequate supervision for the tasks undertaken
- Timesheets to reflect offenders' movements

#### Low Level Supervision → Offender is allocated tasks for completion and is monitored at the completion of each allocated task

- Offender sign on/off in the presence of site Supervisor
- A First Aid kit must be available at all times.
- Supervisors must be adequately trained in First Aid as required by WorkSafe. (See section 11.3 on First Aid)
- Supervisor must be able to perform basic supervisory and monitoring functions
- Timesheets to reflect offenders' movements.

### 7.2 CCS process for contracting offenders to Agency sites

When contracting an offender to an Agency site, CCS will:

- Match the offender with the requirements of the Agency. An offender will only be placed at an Agency site according to the terms previously agreed with the Agency on the Site Induction Registration Form
- Discuss the placement and determine whether the Agency is willing to accept the offender. Certain information about the offender cannot be disclosed due to confidentiality requirements
- On agreement, contract the offender to the Agency site. Contracting involves the offender signing a legal document that outlines the site, address, contact phone number, contact person, days and times to attend and any special instructions. It also outlines the amount

of community work hours the offender is required to complete, the type of order they are subject to and the name of their case manager

- Contact and supply the Agency with a copy of the agreed offender arrangements (Attendance Contract – see example at Appendix 1) that will detail the days and times the offender will attend the Agency site and any additional information (OH&S or skills) the Agency may need about the offender.

Some Agencies may accept large numbers of offenders and indicate they do not want to be contacted prior to each placement. In this case, the Agencies will advise how many offenders they want to receive and the offender types they will accept. CCS will then directly contract offenders to the site and supply the Agency with the attendance contracts.

Agencies that have work teams servicing their sites will not be contacted regarding each individual offender.

Once an offender is placed with an Agency, either party may re-negotiate the placement if this becomes necessary.

### 7.3 Offenders with special needs

CCS recognises that offenders with special needs will require individualised management and placement at an appropriate community work site that takes into account their individual circumstances. Case managers undertake a rigorous assessment process prior to placing special needs offenders. Should the special needs offender require any additional equipment or supervision, the Community Work Team will contact the Agency prior to the offender being placed at the site.

No discrimination should occur in the management of an offender in relation to age, gender, sexuality, race, physical/psychiatric disability, cognitive/sensory impairment, marital or carer status, religious or political beliefs, personal association, or social origin.

The special needs categories are:

#### Young Adult Offenders (YAO)

Corrections Victoria considers YAOs as those between 18 and 25 years of age. Case managers will encourage YAOs to develop skills aimed at enhancing their employment prospects. In particular, Young Adult Offenders assessed as high risk should be provided with work placements and programs that enhance their social and work related skills. Agency Supervisors should be aware that YAOs are often impressionable and be sure to display “Pro-Social Role Modelling” (see section 13.1) at all times. Where possible, YAOs should be assisted to develop appropriate social and

work related skills. There can be benefits in separating YAOs from older offenders due to a potential for further negative influence.

#### Is my site suitable for Young Adult Offenders?

- Does your Agency have any accredited youth workers on site?
- Does your Agency have a history or experience in working with young people?
- Does your Agency have suitable Pro-Social Role Models able to supervise young offenders? (See 13.1)
- Will the tasks your site requires, provide young people with enhanced skills or knowledge?

If you answered yes to any of the above questions, your site may be suitable to cater for Young Adult Offenders. To discuss further, contact your CCS representative.

#### Aboriginal and Torres Strait Islanders

Where possible Aboriginal or Torres Strait Islander offenders, hereafter referred to as Koori, should be placed within Koori Agencies or Agencies that employ Koori staff and/or are familiar with the history and culture relevant to Koori people. Agencies need to be cognisant and respectful of Koori offender’s cultural beliefs and of their community and family responsibilities.

Koori offenders will be offered the opportunity to perform community work, which will enhance their links with Koori culture and history, or participate in specific community work programs designed to develop personal and educational/vocational skills.

#### Is my site suitable for Aboriginal and Torres Strait Islanders?

- Does your agency employ indigenous staff?
- Does your agency provide specific services for Koori offenders?
- Does your agency have an understanding of current Koori issues?
- Is your agency aware of Koori culture and history? Does your site illustrate this visually?
- Does your site involve the local Indigenous community?
- Does your Agency’s work benefit the local Koori community?

If you answered yes to any of the above questions, your site may be suitable to cater for Koori offenders. To discuss further, contact your CCS representative.

#### Women offenders

If possible, women offenders will be given the opportunity to work with female supervisors and/ or co-workers. Where practicable, and as

required, offenders with dependent children or carer responsibilities will be placed at work sites which provide childcare, minding facilities on site or in close proximity to the site, and/or flexible hours to provide placements during school hours and/or to provide childcare are encouraged.

Where child minding facilities are available, the agency will need to demonstrate adherence to *Children's Services Centres Regulations 1988*. The main objective of the Regulations is to establish minimum standards for centre based children's services, which address the safety and developmental needs of children under six years of age, who are away from their parents.

Women offenders may have gender specific needs related to experiences of sexual assault or family violence, carer responsibilities and parenting responsibilities. Additionally, many women can be affected by lack of transport and childcare support.

### **Is my site suitable for women?**

- If requested would female supervisors be able to be provided?
- Can you provide a safe and secure working environment for women?

### **Is my site suitable for women with children/carer responsibilities?**

- Does your site have a registered childcare facility or registered playgroup for children which adheres to the Children's Services Centres Regulations 1988?
- Can your site offer flexible hours to cater for offenders with pre-school or school aged children or carer responsibilities?
- Can your site cater for appropriate light duties for pregnant women?

If you answered yes to any of the above questions, your site may be suitable to cater for women or women with children/carer responsibilities. To discuss further, contact your CCS representative.

### **Intellectually disabled, physically disabled and offenders with psychiatric illnesses**

Some form of disability affects about one in five Australians. Broadly speaking, the key disability types are physical, sensory (vision and hearing), cognitive (intellectual disability and acquired

brain injury) and psychiatric. What may be required to address the issue of disability of offenders attending community work varies. In many cases, an awareness of the offender's disability is all that is needed, or the adjustment is either minor, or straightforward, e.g. accessible toilets or wheelchair access for an offender with mobility issues.

Sites that cater for these offenders will be made aware, prior to placement, of any specific needs that these offenders may have.

### **Is my site suitable for offenders with disabilities?**

- Does your agency employ staff with disabilities?
- Does your agency provide specific services for offenders with disabilities?
- Does your agency have an understanding of current disabilities issues?
- Does your site involve the disability community?
- Does your agency's work benefit the community of those with disabilities?
- Do any of your staff have specific training in working with those with disabilities?
- Would your supervisor be able to take the time to explain tasks to people whose disabilities affect cognition?
- Can the site cater for access for physically disabled offenders?

If you answered yes to any of the above questions, your site may be eligible to cater for offenders with disabilities. To discuss further, contact your CCS representative.

### **Specific offence types**

There are a range of offences for which community work is placed on a court order. Agencies may choose to exclude some of these depending upon the work to be performed. Two offence types that can cause concern for Agencies are sex offenders and violent offenders.

In these cases CCS will:

- Ensure the placement of high-risk offenders with a history of sexual or violent offences is confined to supervised work crews or by arrangement with suitable Agencies. Placement of offenders always takes into account considerations of risk to community members
- Undertake Environmental Scans before the placement of sex offenders
- Assess the risks and needs of the individual offender matched to the placement available at the Agency
- Not place an offender with a history that includes a conviction, or being found guilty of any sexual offences, at or in proximity to, a school, kindergarten, childcare centre, or other worksite where children may be present

Agencies that agree to cater for these offender groups must contact their CCS representative if there have been any changes since their last Environmental Scan. Agency Supervisors should also discuss with their CCS representative any concerns they have regarding offender behaviour.

## Culturally and Linguistically Diverse Offenders (CALD)

Culturally and Linguistically Diverse (CALD) offenders must, wherever practicable, be provided with adequate verbal and written information in their preferred language, and be managed in a manner that is sensitive to their cultural needs.

Corrections Victoria will provide multi-lingual facilities to assist offenders from non-English speaking backgrounds to understand their order requirements and provide informed consent. Agency supervisors should contact their CCS Community Work Team should they feel that an offender placed with them cannot sufficiently understand directions.

Access to interpreter services can be arranged, where necessary, to explain the conditions and requirements of a placement.

### Is my site suitable for CALD offenders?

- Does your agency employ multi-cultural staff?
- Does your agency provide specific services for multi-cultural or specific culture offenders?
- Does your agency have an understanding of current multi-cultural issues?
- Does your site involve or benefit the local multi-cultural community?

If you answered yes to any of the above questions, your site may be suitable to cater for CALD Offenders. To discuss further, contact your CCS representative.

## 8. Monitoring Attendance

### 8.1 Offender timesheets

Agency Supervisors are responsible for ensuring timesheets are:

- Completed correctly on arrival and departure. The timesheet is a document that can be called on as evidence in a Court of Law. For this reason, accuracy of times/dates is imperative. Offenders are to sign on and off under the supervision of the site Supervisor. The time, date and signature of the offender and Supervisor are to be entered. The Agency Supervisor must counter sign the offender timesheets each time the offender arrives and departs
- Filled out at lunchtime. Offenders must sign off and on for lunch if they have permission to leave the work site. Lunch breaks are only credited if the offender continues community work after lunch
- Stored securely. Timesheets must be kept in a secure place that offenders or unauthorised personnel cannot access, to prevent lost timesheets and the possibility of tampering with

attendance times. When completed these will be collected by CCS by arrangement

- Communicated to the CCS location. On the offender's completion of attendance at the site on any day, the timesheet is to be either faxed, mailed or emailed to CCS
- Not given to offenders; they should only be signing the time-sheet in the Supervisor's presence. If offenders ask for a timesheet, ask them to contact their case manager.

The offender is required to attend the site on contracted days. If the offender presents at the site on a non-contracted day, and the site Supervisor has not been advised s/he must ring the regional CW Program contact number. The CCS staff member responding can issue a verbal contract for the offender to attend. If an offender has been directed by CCS to attend for CW, whether with a contract or verbally, they are then covered by Work Cover. (See your copy of *How to Manage Community Work – The CCS/Partner Resource Folder for a sample timesheet*).

### 8.2 Offender absence

It is important to CCS to maintain Agency confidence and support and understand that tolerating unacceptable absences from offenders may impact upon the Agency. The need for an effective communication strategy between the Agency and CCS is paramount.

If an offender is unable to attend community work on their contracted day, they are required to:

- Advise their case manager as soon as practicable
- Contact the Agency site to inform them of the intended absence
- Provide a medical certificate dated for that day to the case manager and not the community work site. **Community work sites/agencies should not accept medical certificates.** Advise the offender they must present the medical certificate to their CCS office

In the event of continued offender absences, CCS will:

- Contact the Agency to discuss the offenders specific needs and the value (or not) of the placement to all parties, the Agencies ability to further accommodate the offender and, if necessary, CCS can then consider an alternative placement
- Notify the Agency as soon as practicable when an offender is withdrawn from a site due to unacceptable absences

The agency may also contact their CCS representative about cancellation of the offender placement where it is apparent that an offender is not likely to be reliable and that their absence from the site may be disruptive to the Agency.

## 8.3 Leaving early

Should offenders wish to leave the community work site prior to the completion time expected due to exceptional circumstances (e.g. becoming ill or family emergency), the following rules must apply:

- Offenders are not to leave the community work site without the permission of the Agency Supervisor
- Agency Supervisors must seek advice/approval from the CCS prior to such requests being allowed
- In the event that the CCS contact is not available, the Agency Supervisor may allow the offender to leave the site and record the departure time on the timesheet but must advise the offender to contact their case manager on the next business day and provide a reason and necessary documentation for their early departure
- Should the Agency Supervisor become aware that an offender is unaccounted for without permission, they must immediately contact CCS

Offenders are only credited with the hours worked. When an offender leaves early due to illness or other reasons the exact time of departure must be recorded.

## 8.4 Contact with CCS location

Regular updating by phone or fax of the hours completed by offenders is required. The importance of such frequent contact is that it allows accurate up to date information at all times and ensures offenders do not complete more hours than their order requires.

# 9. Occupational Health and Safety

The Occupational Health and Safety conditions for offenders working at an Agency site are exactly the same as those an Agency is required to provide for their employees. The OHS Act 2004 states that employers must, so far as is reasonably practicable, provide and maintain for their employees a working environment that is safe and without risks to health. This obligation extends to everyone (employees, volunteers, visitors and offenders) who may be affected by your organisation's activities.

The following provisions are deemed essential when managing offenders at a Community Work site.

## 9.1 Guidelines for extreme weather conditions

Weather conditions may from time to time prevent offenders from performing their community work obligations to the standard expected.

Given that weather conditions are unpredictable, the Agency Supervisor should:

- Assess weather conditions and the extent to which they are impinging on the ability of offender/s to complete set tasks.
- Allocate alternate tasks indoors, such as equipment maintenance/cleaning or other tasks, provided these tasks are pre-approved by the CCS location
- Gain permission from CCS to send offender/s home if such work is unavailable
- Should such approval be obtained, dismiss and sign off offenders in accordance with offender timesheet procedures
- If unable to contact CCS for advice on a weekend, the site is able to use their own discretion about when to send offender/s home and then notify CCS at the next available opportunity

## Determining breaks

Offenders are not expected to perform unpaid community work in extreme weather conditions. The following guidelines are to be followed:

- If the temperature rises above 35 degrees, Agency Supervisors should assess the need for appropriate rest breaks, depending on the nature of the work
- Where the temperature is above 38 degrees, discretion may be utilised to send the offender home, especially if they are working outdoors
- If the temperature drops below two degrees and work is not available indoors, offenders may be sent home

## 9.2 Amenities

### 9.2.1 Toilet facilities

All work sites must have adequate toilet facilities, which are maintained and cleaned on a regular basis.

### 9.2.2 Change rooms

A change room will be required where work processes causes the need for, or the agency requires the offender to, change clothing before or after work. A change room should be private and accommodate changing clothes and storing them securely.

### 9.2.3 Hand washing facilities

Hand washing facilities that may be in addition to those placed near lavatories, lockers or dining areas, should be provided to enable offenders to clean the dirt from any given activity. The facilities should be accessible at all times.

### 9.2.4 Drinking water

A supply of drinking water is required to be available at the workplace. The water should be cool and clean. The facility is required to be separate from sanitary and hand washing facilities. Where a connection to a water supply is not possible, bottled water can be supplied or suitable arrangements made allowing access to drinkable water.

## 9.3 First Aid in the workplace

As with all workplaces, certain work environments have greater risks of injuries and illness due to the nature of the work being performed. This is an important criterion for deciding the First Aid requirements, as different First Aid facilities may be required for different activities. For example, offices and libraries will require different First Aid facilities from factories.

While CW agencies assume ultimate responsibility for ensuring workplace health and safety, the provisions of the Acci-dent Compensation Act cover offenders participating in the Community Work Program. If injured while performing community work, offenders are entitled to WorkCover payments through the Department of Justice WorkCover insurance, in a similar way to emergency service volunteers. However, this does not protect an agency which has caused the injury by its gross negligence.

In some rare and extreme cases an injured offender may ultimately seek common law damages from the agency, and so community work agencies are encouraged to insure privately for that public liability.

Nevertheless, under the Occupational Health and Safety Act 2004, Agencies have an obligation to provide a 'safe system of work' and to ensure that if required by WorkSafe Victoria, at least one member of staff has up to date First Aid training and is available during the hours that offenders attend the site to undertake community work duties. Agencies can assess their site for First Aid Requirements under the WorkSafe Compliance Code by using the 'Compliance Code First Aid in the Workplace' publication (Code available from WorkSafe Victoria, contactable on 03 9641 1444 or info@worksafe.vic.gov.au)

This does not apply to work teams supervised by a CCS Field Officer as they will have completed the appropriate First Aid training.

### 9.3.1 First Aid requirements

All community work sites are required to maintain a work environment that satisfies the minimum requirements for First Aid and OH&S, as set out in the Occupational Health and Safety Act 2004. This

includes the provision of a First Aid Kit, which is accessible to everyone. Offenders are to be made aware of its location.

The required contents of a First Aid Kit are detailed in the Work Safe Victoria publication 'Compliance Code, First Aid in the Workplace.' (See your copy of *How to Manage Community Work – The CCS/Partner Resource Folder*). The contents of the kit can vary, depending on the work location and nature of the work performed.

### 9.3.2 Administering First Aid

First Aid shall be administered if an incident occurs which involves injuries. Where necessary an ambulance should be called. Under no circumstances is medication (prescribed or over the counter medication) to be offered to an offender. In the event of a death having occurred on site, the Victorian Police and CCS must be contacted.

Should an offender or the Agency Supervisor be injured while at an unpaid community work site, details of the incident must be recorded. This is both for CCS reporting and if needed for the requirements of reporting to WorkCover or WorkSafe. Agency Supervisors should record detailed information required for the Incident Report. (For a sample of an Incident Report, see your copy of *How to Manage Community Work – The CCS/Partner Resource Folder*)

## 9.4 Infection control

Corrections Victoria recognises its responsibilities to provide a safe and healthy work environment for offenders that minimises the risk of transmission of infectious disease. Accordingly, offenders should also be strongly encouraged to engage in practices consistent with accepted infection control methods.

For adequate infection control, the Agency First Aid Kit must have:

- One wound dressing
- One resuscitation mask
- Two latex gloves
- One liquid soap
- One 20ml sachet of sodium chloride sterile water
- Selection of water-proof band aids
- One saline solution
- One antiseptic mouthwash
- Antiseptic wipes

The kits should also have a sharps container and disposable forceps as standard issue.

## 9.5 Tools

Offenders required to use a tool to perform a task must be instructed in the safe use of that tool. Safe Operating Procedures (SOP) must be followed where provided.

### 9.5.1 Tool assessment

Before distributing tools/equipment to offenders, the Agency Supervisor is required to check the working order of this equipment. If the equipment is not in working order, it should not be utilised and stored in a location where it cannot be inadvertently used, until it is repaired.

### 9.5.2 Training with tools and equipment

Agency Supervisors must ensure that all offenders are trained in correct handling procedures for equipment being used. They must:

- Train the offenders in the proper use of tools and equipment for the day's tasks
- Ensure offenders sign the 'Acknowledgment of Instruction in the Proper Use of Tools/ Equipment/Machinery' form to indicate that they have received training in the tools they will be using
- Retain this form and forward it to the CCS contact in the manner and timeframe agreed with the CCS location
- Record any misused or damaged equipment. If an offender was responsible, this is to be recorded as an incident by the Agency Supervisor and submitted to CCS. Incidents will then be investigated by the Community Work Team

(For a copy of the form, see your copy of *How to Manage Community Work – The CCS/Partner Resource Folder*)

## 9.6 Personal Protective Equipment

Personal Protective Equipment (PPE) is safety clothing and equipment for specified circumstances or areas, where the nature of the work involved, or the conditions under which people are working, requires wearing or using equipment for their personal protection to minimise risk (e.g. goggles, protective gloves, helmets, face masks, hearing protection).

At the initial site induction, the CCS representative will consult with the Agency on what the PPE requirements are for the agreed work tasks. The PPE agreed for the Agency tasks is compulsory. All agencies must ensure that the Agency Supervisors are aware of the agreed PPE and when it should be utilised.

It is the responsibility of the Agency Supervisor to ensure:

- Offenders only commence work if they arrive with the appropriate clothing as specified below
- All necessary PPE is supplied to, and worn correctly by, offenders participating in community work
- If the required PPE is not available, offenders are not to be allocated tasks that would jeopardise their health and safety
- Safe Operating Procedures are followed. PPE worn must be consistent with what is stipulated on the Safe Operating Procedure
- PPE is clean and in working order
- Any faulty or potentially dangerous equipment is tagged by the Agency Supervisor and not used
- Offenders do not leave tools, equipment or PPE lying around where they may get lost, damaged or pose a hazard to others

If Agencies have not developed their own Safe Operating Procedures for tasks required, they can collaborate with the CCS representative to create and implement them.

### 9.6.1 Appropriate clothing requirements

Offenders are to be sent home without hours credited if inappropriately dressed. If offenders are sent home, Agencies will need to record it on the timesheet and document the reasons.

The following mandatory attire must be worn by offenders at all times:

- Appropriate closed toe shoes or boots. No thongs, sandals, sheepskin boots or canvas shoes are to be worn
- Long sleeve shirt, t-shirt or jumper
- Long pants or trousers; this does not include  $\frac{3}{4}$  pants. Pants must reach and cover the ankles
- When sun protection is appropriate, offenders must bring a hat with them which should be worn as sun protection
- Sunscreen is to be provided and applied when appropriate

The above requirements are to ensure maximum skin coverage and reduce safety risks associated with worksites, including sun damage, chemical spills, risks from debris and other hazards which could cause damage to the offender. SOP's will specify PPE required. Safe Operating Procedures designate clothing requirements, in a very few circumstances the clothing needed will differ from the above.

The above requirements are also compulsory for all Corrections Victoria Field Officers. We highly recommend that Agency Supervisors also adopt this procedure as offenders are more likely to be accepting of the procedure if they see their Agency Supervisor is also willing to adopt it.

## 9.7 Manual handling

Manual handling covers a wide range of activities including lifting, pushing, pulling, holding, throwing and carrying. It includes tasks such as packing, typing, assembling, cleaning and sorting, using hand-tools, and operating machinery and equipment. Not all manual handling tasks are hazardous, but if repetitive movements, prolonged postures or on-off actions that require significant force are required to perform a task, they may be hazardous and control measures will need to be applied to eliminate or reduce the risk of injury.

Agency Supervisors must be vigilant when monitoring offenders, to ensure they are carrying out tasks in a manner that is safe and will not put them at risk of a manual handling injury.

Agency Supervisors should ensure:

- Offenders are issued with the correct tool for the task
- The tool is in good working order
- Offenders are instructed in how to use the tool safely
- The offender's performance is monitored and the tools are used correctly throughout the day

## 9.8 Offenders with pre-existing injuries

The initial referral process of an offender to community work includes a self-report assessment of the offender's skill level and physical ability to complete an allocated task. As some duties may involve physically demanding activities, all offenders are required to declare any pre-existing injuries and details of pending claims related to the Transport Accident Commission or WorkCover.

Offenders are required to provide a medical report detailing the extent of the injuries and range of duties they can undertake, so that duties allocated under community work do not aggravate the injury. They will be required to fill out an Offender Pre-existing Injury Declaration.

Prior to sending an offender with a pre-existing injury to an Agency worksite, a CCS representative will contact the Agency to discuss the injury and confirm whether the Agency can cater for the offender at the site.

# 10. Incident management and reporting

All CCS locations have in place a system to record and report all serious incidents to the Corrections Commissioner, through the Director of CCS, within a required timeline. It is the agency's responsibility to report an incident to the nominated CCS representative immediately in the event of an incident occurring.

CCS defines incidents as falling into one of three categories:

## NOTIFIABLE REPORTABLE WORKSAFE REPORTABLE

Each should be recorded and reported according to the procedure outlined below. If Agencies are uncertain how to proceed, they must contact the CCS representative to discuss the situation.

### 10.1 Notifiable Incidents

Notifiable Incidents are serious incidents which are to be **reported to CCS within 30 minutes** of the incident occurring.

Notifiable Incidents are outlined in the table below. After contacting the CCS representative, Agencies will be required to fill out an Incident Report. Based on the report, these incidents are reported by CCS Managers to the Deputy Commissioner or designated Duty Director within 30 minutes.

If the Notifiable Incident occurs outside of business hours (including weekends) the Agency must contact the Emergency contact listed for the CCS location on the first page of this manual.

### 10.2 Reportable Incidents

Reportable Incidents are those which are less significant than Notifiable Incidents, but which require a formal report to be made to advise of an incident involving offenders, staff, visitors or other matters as outlined in the table. The report will be completed by the CCS contact after discussion with the Agency and submitted for Operation Manager/General Manager approval on the next working day.

## 10.3 CCS Notifiable and CCS Reportable Incidents table

An incident is defined but not limited to the following potential situations:

Incident	CCS Notifiable	CCS Reportable
Offender death	Yes	
Death of a member of staff while on duty	Yes	
Hostage situation	Yes	
Bomb threat or suspicious package	Yes	
Major fire	Yes	
Discharge of a firearm	Yes	
Serious incidents of sabotage	Yes	
Serious assault (if admitted to hospital)	Yes	
Serious self inflicted injury (if admitted to hospital)	Yes	
Serious suicide attempt (if admitted to hospital)	Yes	
Serious drug overdose (if admitted to hospital)	Yes	
Any physical assault on or serious threat to a staff member	Yes	
Use of force resulting in injury to an offender	Yes	
Serious injury requiring medical treatment or hospitalisation	Yes	
Exposure to contaminated blood or body fluids	Yes	
Negative media attention	Yes	
Staff as complainants	Yes	
Serious breach of the criminal law	Yes	
Alleged privacy breach	Yes	
Introduction of contraband or possession of unauthorised articles	Yes	
Allegations of staff misconduct	Yes	
Demonstrations involving a CCS location	Yes	
Equipment theft		Yes
Equipment loss		Yes
Damage to government vehicle/property		Yes
Other Occupational Violence incidents		Yes
Fraudulently altered community work Attendance Timesheet		Yes

## 10.4 WorkSafe Notifiable Incidents

In the event of a serious injury or dangerous incident (detailed in the WorkSafe Notifiable Incident Table), immediately call WorkSafe and the CCS contact. A written record in the approved format must be sent to WorkSafe within 48 hours. If you require advice on

whether an incident is WorkSafe Notifiable, phone the Department of Justice OH&S advice line on 0448 381 269. An OH&S consultant will provide assistance 24 hours a day, seven days a week.

### WorkSafe Notifiable Incident Table

Code	
1.	Death of a person
2.	A person requiring medical treatment as an in-patient in a hospital
3.	A person requiring medical treatment within 48 hours of exposure to a substance; or
4.	A person requiring immediate medical treatment for any of the following:
	<b>a</b> Amputation of any part of the body
	<b>b</b> Serious head injury – loss of consciousness, fractured skull or penetrating head injury
	<b>c</b> Serious eye injury – loss of sight, penetrating eye injury
	<b>d</b> Separation of skin from tissue – de-gloving, scalping
	<b>e</b> Electric shock – this must also be reported to Energy Safe (phone 1800 000 922)
	<b>f</b> Gas leak/explosion – this must also be reported by phoning 13 27 71
	<b>g</b> Loss of bodily function – loss of consciousness, fractured bones, loss of movement or loss of sense of smell
	<b>h</b> Spinal injury
	<b>i</b> Serious lacerations – deep or extensive cuts, tears or wounds that require stitching or other medical treatment
5.	The following incidents are also reportable to Work Safe only if it exposes a person/s in the immediate vicinity to an immediate risk to the person's health or safety:
	<b>a</b> Collapse, overturning, failure or malfunction of, or damage to, any plant – e.g. forklift
	<b>b</b> Collapse or failure of an excavation or of any shoring supporting an excavation
	<b>c</b> Collapse or partial collapse of all or part of a building or structure following an implosion, explosion or fire
	<b>d</b> Escape, spillage or leakage of any substance including dangerous goods (within the meaning of the Dangerous Goods Act 1985) – e.g. gas leak, chemical spill. There is a requirement to also notify the relevant emergency services authority, CFA or MFB
	<b>e</b> Fall or release from a height of any plant, substance or object – e.g. falling ceiling tiles in the building or objects falling from a building
6.	A nominated management representative (Manager/Supervisor) must notify Work Safe immediately after becoming aware that an incident has occurred as described above. This is to be done by phoning the Work Safe Hotline on 13 23 60 and describing the incident details. Work Safe will provide a reference number which is to be recorded on the top of the incident form and kept for record purposes.

Within 48 hours a written notification of incident form developed by Work Safe must be faxed to them on 9641 1091.

## Workcover

It is at the discretion of the injured person (an offender or Agency Supervisor) whether they submit a WorkCover claim and it is their responsibility to submit the claim form. These forms are available from Australia Post or CCS. This form must be completed prior to submission to CCS for processing. The WorkCover claim form must be signed and dated on the day that it is submitted to CCS.

## 10.5 When to notify

Should any of the above incidents occur at an Agency work site, the CCS contact must be notified within 30 minutes of the incident having occurred.

Agencies must report any incidents outlined in the Incident tables to CCS. In the first instance, a telephone call is to be made to the CCS contact. Following this, if required by CCS, an Incident Report outlining the specific details of the incident, accurately recorded on the day the incident occurs, should be submitted.

## 10.6 Information to be included

### Notification by telephone

The following information must be provided when reporting the incident by telephone:

- Location of the incident
- Date and time of the incident
- Name/s and person/s ID number and/or staff involved
- Summary of the incident including, but not limited to, any injuries sustained, weapons used or property damaged
- Action that has been taken
- Contact with other relevant agencies (e.g. Police, WorkSafe – see Worksafe Notifiable Incidents) and any other relevant information

### On Incident Report

In addition to the above information, if advised by CCS, Agency Supervisors should also record the below information for the Incident Report:

- Details of the how the incident occurred
- Specific and detailed information about the extent of injuries sustained. Including: Type of injury (burn, fracture). Place injury was sustained (face, head, foot). Cause of injury (vehicle accident, contact with electricity)
- Witnesses to the incident
- Exact location of where the injured person and Agency Supervisor were when the injury occurred
- The task that the injured person was performing at the time
- Any equipment used and the condition of the equipment at the time

## 10.7 Injury reporting

In the event of an offender injuring themselves while undertaking community work, the CCS location representative is required to complete an Incident Report. (For the format see your copy of *How to Manage Community Work – The CCS/Partner Resource Folder*). If an ambulance is required, it is the responsibility of the site to request one. These services are free to health care cardholders. There is no expectation that the site will be charged for the ambulance.

If the injury requires attention, the offender is allowed to leave the site and attend a medical clinic if they are able to and it is safe to do so. CCS is to be notified in this instance.

In instances where an injury has been witnessed by staff of the agency, details of the incident are to be included in the Incident Report.

## 10.8 Contraband

CCS locations provide information advising offenders and visitors about articles and substances which are prohibited from being brought into CCS locations and Agency work sites.

Agency Supervisors are not authorised officers under the Corrections Act 1986 to conduct searches. If the Agency suspects that an offender has unauthorised hidden articles, weapons or substances on their person, the Agency must contact the CCS contact for immediate instruction.

# 11. Supervision of Offenders

Supervising offenders can be enormously rewarding. At CCS, rules and regulations are in place to ensure that the supervision process runs smoothly. The Agency should ensure that their Supervisors are aware of the following procedures.

Agency Supervisors must:

- Respect and maintain the rights of offenders
- Be impartial in their dealings with offenders
- Use example and co-operation to achieve results with offenders rather than harsh, censorious or oppressive treatment
- Know the reasons why rules are in place, why compliance with the rules is required, be able to explain the reasons for the rules to offenders and always enforce the rules without favour to any offenders
- Understand the factors that lead to offenders' lack of discipline and, at all times, be alert to manipulative behaviours, breakdowns in discipline or the signs that lead to offenders' discontent or disorder.

## 11.1 Pro-Social Role Modelling

Agency Supervisors, as for employees working in CCS, serve as an example to offenders. As such, each acts as a reference point or a guide from which offenders learn acceptable forms of behaviour. This is termed 'Pro-Social Role Modelling'.

To be an effective model for offenders, Agency Supervisors must possess and draw upon a strong sense of personal ethics. These are displayed in the speech, actions and deeds of Supervisors, the means by which offenders will see the reality and strength of a Supervisors' integrity. Therefore, Supervisors who pay close attention to their own conduct, taking care to act within a strong ethical framework, will model an alternative and desirable form of behaviour to offenders.

## 11.2 Offender briefing

Agency Supervisors should brief offenders at the start of the day, outlining the work required and the objectives they wish to achieve over the course of the day.

An offender briefing should include:

- Overall briefing on the tasks the offender or team are to complete on the day
- Plans for any tea and lunch breaks and rules surrounding these breaks
- Areas they may or may not move into at the site (e.g. due to hazards or security restrictions)
- Allocation of tasks, tools and PPE equipment
- Instruction on tools and have them sign the Acknowledgement in the Proper Use of Tools, Equipment and Machinery form
- Instruction on emergency procedures, including First Aid and evacuation meeting points.

## 11.3 Lunch procedures

Offenders are required to bring their lunch with them.

Offenders are entitled to a 30 minute lunch break when working 5 hours or more.

Morning and afternoon breaks are not compulsory and can be granted at the Agency discretion.

Agency Supervisors must ensure:

- There is cool storage (e.g. Esky with cold packs or fridge) at the site for lunches to be kept fresh until needed
- Lunch breaks are only credited if the offender recommences work after the lunch period
- Lunch breaks are recorded on the offender timesheets. Lunch breaks should be in line with the hours worked
- If an offender needs to buy lunch, they must gain permission from the site Supervisor prior to leaving the site.

## 11.4 Drugs and Alcohol

As required by the Rules and Regulations, offenders must not consume alcohol or use any drug of dependence before attending a community work site.

If an Agency Supervisor considers an offender is intoxicated or under the influence of a substance, the following procedures must be adopted:

- Where an offender presents as intoxicated they are not to be allowed to work under any circumstances. This is regardless of whether their intoxication is the result of legal, prescribed or illegal substances
- Advise the offender they will not be allowed to work due to appearing intoxicated
- Advise the offender to contact their emergency contact or another person to collect them. A phone may be provided to facilitate such contact
- Notify the CCS Community Work Team
- If an offender refuses to call for external transport and leaves of their own accord, make a note of this on the timesheet
- If the offender intends to drive while intoxicated, contact the Police on 000

## 11.5 Mobile phones and other portable electronic devices

### Mobile phones

Agency Supervisors should ensure they have access to a fixed or mobile phone while supervising community work. This is essential in the event of an incident or injury.

Offenders are not to have mobile phones active while completing their community work. Agency Supervisors will need to ensure that all offenders' mobiles are turned off prior to starting work for the day.

### Other portable electronic devices

Agency Supervisors should inform offenders that the use of MP3 players and other electronic devices is not permitted, as the use of headphones can interfere with hearing instructions and emergency signals.

## 11.6 Offenders who require prayer time

Strict Muslims pray five times a day. There may be instances where Muslim offenders feel they must undertake prayers during community work. If an offender wishes to do this, they will not be credited for the time spent in prayer. This information will need to be recorded on timesheets (sign off at commencement of prayer and sign in at the conclusion, when work resumes). The same approach applies to offenders of any religious persuasion who wish to pray or attend a religious service during community work time.

An Agency Supervisor may find that this behaviour (breaks for prayers) is incompatible with the needs of the worksite, and has the right to request the offender's removal in favour of an offender whose behaviour better suits their needs.

## 11.7 Community Work Progress Report

In addition to the usual feedback provided by the worksite, CCS may occasionally request a progress update to determine the offender's level of motivation, attitude and general progress. This information will be utilised in the case review process and will be shared with the offender. Community Work Progress reports will only be requested for offenders with a supervision condition attached to their order. (For the format, see your copy of *How to Manage Community Work – The CCS/Partner Resource Folder*).

## 11.8 Brief Offender Work Appraisal

On occasions, an Agency may wish to instigate and report feedback to a case manager about an offender's behaviour at the Agency site. This could be positive or negative feedback. Agencies should complete the Brief Offender Work Appraisal Form and submit it with the offender timesheets. This information will be used to address any negative behaviour or commend any positive behaviour with the offender. Should the Supervisor wish to relay any information confidentially they can call their CCS Community Work Team directly. (For the format, see your copy of *How to Manage Community Work – The CCS/Partner Resource Folder*).

## 11.9 Providing references for offenders

On occasions, offenders request a written or verbal reference from their Agency Supervisor. For example, they may wish to use the reference for pending court matters or employment applications. References are not to be provided, regardless of the reason for the request.

A Community Work Confirmation Letter, completed by the offenders' case manager, confirming the number of community work hours completed, can be provided if the offender so requests. This letter will not contain other information, or express an opinion about the offender's future prognosis.

If the Agency is requested to appear on behalf of an offender as a witness in court proceedings, they must advise CCS beforehand.

## 11.10 Termination of a community worker by the Agency

The Agency is under no obligation to keep a particular offender until the completion of their hours, if they feel that they are not working to their full capacity or are not attending regularly. If the site feels threatened or uncomfortable with an offender, they should dismiss the offender immediately and contact CCS. If an offender is not working to their full potential, or any other problems arise, this can be addressed by the CCS Community Work Program Office team who can arrange for the case manager to discuss any issues/problems with the offender in an attempt to rectify the situation before it results in removal.

## 12. Community Work Partnership Awards

Since 1999, Corrections Victoria has formally recognised its partnerships with the community through the annual Community Work Partnership Awards. Thousands of offenders and prisoners across Victoria perform hundreds of thousands of hours of valuable community work every year. This ranges from environmental projects, maintenance of public property and construction to working with people with disabilities and the elderly.

The Community Work Partnership Awards recognise the organisations, projects and individuals who have enabled valuable projects to serve community needs across Victoria. The awards day is an excellent opportunity to network with other Community Work Agencies, celebrate the wide variety of projects across the state and reward the winners. All Agencies, in conjunction with their CCS locations are welcome to put in a nomination for an award.

Photo Consent forms and a sample Notification of Filming/Photography sign are included in your copy of *How to Manage Community Work – The CCS/Partner Resource Folder*

For more information, Agencies should contact their local CCS.

# Appendices

## Appendix 1 – Attendance Contract – Site

The Attendance Contract information sheet outlines the details of an offender who has been contracted to your site. This form will be sent to you confirming the offender, days and times.

Department of Justice  
Corrections Victoria

### Attendance Contract – Site

Location Name	CCS
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### COMMUNITY WORK SITE DETAILS

Worksite	Worksite Name(s) listed here
Contact Person	Worksite Contact Name
Contact Phone	Worksite Phone Number
Contact Fax	Worksite Fax Number

### CLIENT CONTACT DETAILS

Client Name:	e.g. John SMITH	
Contract Dates:	From e.g. 01 01 2007	To: 31 12 2008
Contract Frequency:	e.g. Weekly	
Hours Remaining	e.g. 24:00	
	Attendance e.g. Monday	Rostered Hours e.g. 9:00 am–05:00 pm
Community Corrections Officer:	e.g. Jane DOE	
In case of a personal emergency, please contact	Location Name: CCS Community Correctional Services	
	Phone: 0000 0000	

Potential OH&S Concern:

Cannot lift anything with his right hand/up to 10kgs with the left hand.

Skills Advised By This Client:

General Maint.

## Appendix 2 – Community Work Partner Acknowledgment

Community Work Partner Acknowledgment of:

- the *Community Work Supervision – what you need to know* DVD and
- the *Guidelines for Community Work Partner Agencies*

To ensure you are aware of the responsibilities and expectations of partnering with Community Correctional Services, this form must be completed by the site supervisor, acknowledging the supervisor has read the *Guidelines for Community Work Partner Agencies*, and viewed the *Community Work Supervision – what you need to know* DVD. The completed form is to be detached from this booklet and returned to the responsible Community Correctional Services (CCS) Regional Community Work Program office before any community work commences.

I \_\_\_\_\_ (print full name)

of \_\_\_\_\_ (print name of agency)

have watched the *Community Work Supervision – what you need to know* DVD, read the *Guidelines for Community Work Partner Agencies*, and declare that I now understand the following (all boxes to be ticked):

- Process of starting up and maintaining a partnership with CCS
- Responsibilities of CCS, my agency and offenders
- CCS process for contracting offenders to my agency and the appropriate supervision levels
- Monitoring offender attendances/absences/early departures and providing timesheets to the responsible CCS Regional Community Work office as required
- Requirements of Occupational Health & Safety and First Aid in the workplace
- Incident Management and Reporting – including the types, being Notifiable, Reportable and Worksafe Reportable incidents
- Supervision of Offenders, including
  - briefing them at the start of the contracted day to advise them of tasks required to be completed,
  - ensuring they are trained to use any equipment involved in the tasks,
  - monitoring lunch breaks,
  - notifying CCS if it is suspected an offender is under the influence of alcohol/drugs
  - managing unsuitable behaviour
- The appropriate clothing or Personal Protective Equipment (PPE) that is required to be worn and consistent with what is stipulated on the Safe Operating Procedure.
- Regular liaison with CCS

\_\_\_\_\_  
(signature of site supervisor)

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
(date)





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