



Department of Justice

Correctional Management Standards

Community Correctional
Services 2007

Document Version

Document Version	Date	Remarks
Version 2	September 2007	<p>This is the second version of the Correctional Management Standards for Community Correctional Services – 2007. This version has been endorsed by the Commissioner, Corrections Victoria.</p> <p>Version 2 includes addition of section D7: <i>Sex Offenders</i>.</p>

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Introduction

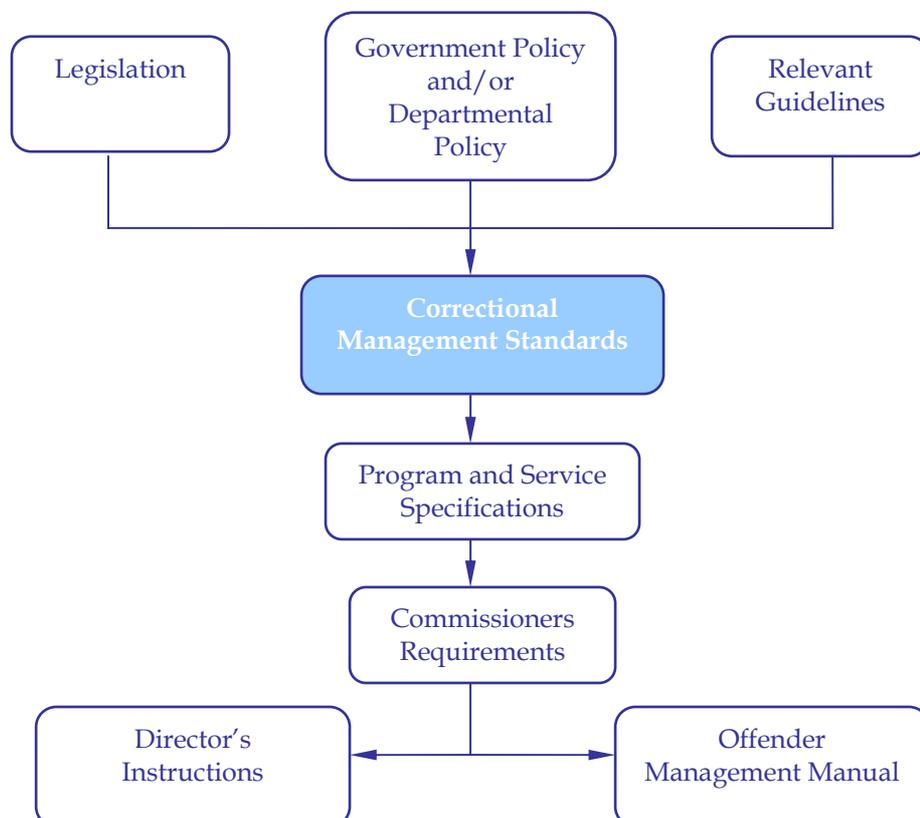
The Victorian Government, through its over-arching policy platform Growing Victoria Together, is committed to building friendly, confident and safe communities. This includes tackling the causes of crime by reducing offending and re-offending and minimising drug abuse and self harm.

Corrections Victoria is the agency within the Department of Justice which is responsible for the direction, management and operation of Victoria's adult corrections system. As an agency within the Department of Justice, Corrections Victoria develops and implements policies, programs, and services that:

- contain and supervise prisoners in a safe, secure, humane and just manner;
- actively engage offenders and prisoners in positive behaviour change;
- provide opportunities for offenders and prisoners to make reparation to the community; and
- manage prisoners in a way that facilitates the above goals.

The Correctional Management Standards for Community Correctional Services establish the minimum requirements for community corrections in Victoria. They serve as a benchmark against which the performance of the system can be monitored and thus provide the basis for ensuring accountability and a consistent level of service delivery across the system.

The Correctional Management Standards form part of a hierarchy of requirements and guidelines. The diagram below illustrates where the Correctional Management Standards sit within that hierarchy. In particular it should be noted that Directors Instructions and the Offender Management Manual flow out of the standards and detail how the standards are to be achieved.



Underlying Principles

The Correctional Management Standards reflect the relevant legislation and the four practice principles outlined in the *Offender Management framework for Prisons and Community Correctional Services*. These principles state that practices, programs and services are to be developed and delivered in such a way that they:

- *maintain integrity* by developing practices that will ensure that what is introduced and delivered remains as it was planned and designed so that it meets its objectives;
- *manage risk and address need* by developing practices that will accurately identify risk/needs and appropriate intensity of intervention;
- *enhance self management* by developing practices that facilitate learning in an individual and subsequently lead to behaviour change; and
- *provide environmental support* by developing practices that ensure that the staff and setting characteristics promote, support and engage prisoners in behaviour change.

These principles underlie all correctional practice, programs and services in Victoria.

Background to this edition

The Correctional Policy and Management Standards were first published separately for Community Correctional Services in 1997.

These Standards were included in the Purchase Order Document for CORE – the Public Correctional Enterprise as ‘Correctional Standards and Minimum Requirements – Community Correctional Services’. The Standards formed the basis upon which CCS operating procedures were developed.

Since that time, the administration of the corrections system has changed substantially, particularly with the establishment on 1 July 2003 of Corrections Victoria as a single entity, responsible for the direction, management and operation of Victoria's corrections system. Corrections Victoria brings together the functions of the former Office of the Correctional Services Commissioner and CORE – the Public Correctional Enterprise. At the same time, the Corrections Inspectorate was created as an independent body, with responsibility for monitoring the delivery of correctional services in Victoria and reporting to the Secretary, Department of Justice.

This updated and revised edition of the Standards incorporate the developments resulting from the introduction of the Corrections Long Term Management Strategy and its focus on rehabilitation and diversion. Some of these initiatives, which are reflected in the Standards, include:

- Development of an *Offender Management Framework* (2004) which describes a service delivery model for assessing, treating and managing offenders and prisoners to capitalise on opportunities to reduce their risk of re-offending;
- Introduction of evidence based programs that target offence specific needs and support Corrections Victoria's *Reducing Re-offending Framework: Setting the Scene* (2004 revised);
- The implementation of the Victorian Aboriginal Justice Agreement;
- The introduction of *Better Pathways: An integrated Response to Women's Offending and Re-Offending*; and

- Cross-referencing to the revised *National Standard Guidelines for Corrections in Australia* (2004).

Each standard presented herein, includes an *outcome* statement, being the anticipated outcome, and *specific outputs*, being the actions that will contribute to the achievement of the end state. Furthermore each standard refers to relevant legislation and associated policy documents.

Overall the Standards are designed to ensure that service delivery and contributions to community safety are consistent for all offenders and for all communities throughout the state of Victoria.

CCS Statement of Purpose

The primary purpose of Community Correctional Services is to enhance community safety. Community Correctional Services will achieve this by effectively enforcing Court and Adult Parole Board orders, by providing objective and timely advice to these authorities, and by participating in appropriate pre-sentence and post-sentence rehabilitation initiatives. In doing so, Community Correctional Services will:

- ◆ Advise Courts on an offender's suitability for a community based correctional order.
- ◆ Monitor compliance with the conditions attached to orders.
- ◆ Provide opportunities for offenders to make reparation to the community.
- ◆ Facilitate access to appropriate programs and services aimed to reduce the risk of re-offending.
- ◆ Assist offenders to adopt productive, law abiding lifestyles in the community.
- ◆ Assist offenders released from prison to make a successful transition back into the community.

To achieve these objectives, Community Correctional Services will:

- ◆ Assess and manage offenders according to their risk of re-offending and/or the degree of risk they present to the community.
- ◆ Ensure that programs to reduce re-offending address their individual needs, are responsive to their learning styles, are based on sound theory and are rigorously evaluated.
- ◆ Tailor its services to meet particular needs related to age, ethnicity, gender or disability.
- ◆ Enhance the confidence of the Courts and the Adult Parole Board in its services through continuous dialogue about the performance of the CCS system and its response to their needs.
- ◆ Enable staff to more effectively engage offenders in addressing the causes of their offending behaviour through staff training and development as well as continuous review and improvement of business processes.
- ◆ Maintain closer integration of case management practice between prisons and Community Correctional Services.
- ◆ Develop effective partnerships with other justice-related or community agencies to support better supervision outcomes.

Community Correctional Services recognizes the importance of staff in achieving our mission and ensuring quality in service delivery, and is committed to providing appropriate training and support to staff to ensure their well-being and professional development.

A1.0 Assessment and Advice**A1.1 Outcome**

Courts and the Adult Parole Board are provided with timely, relevant and accurate assessment and advice that facilitates the processes of sentencing and sentence management.

A1.2 Specified Outputs

CCS will ensure that courts and the Adult Parole Board are provided on request with assessment and advice regarding:

- (a) the offenders suitability and capacity to comply with a community based disposition, including identifying any special needs or exceptional circumstances the offender may have which would impact on their ability to comply;
- (b) the most appropriate program or special condition(s) to be attached to orders supervised by CCS;
- (c) accurate information regarding recommended program/special conditions and the availability of necessary facilities and programs;
- (d) an offenders capacity to undertake unpaid community work;
- (e) any risk posed to the community by the offender; and
- (f) his or her offence specific and offence related needs.

CCS will ensure that reports are:

- (g) provided to authorised bodies according to agreed requirements and within agreed timelines; and
- (h) objective, impartial, verified and factually accurate.

CCS will ensure that assessments:

- (i) utilise an approved risk/need assessment tool that establishes the offenders risk level (risk of re-offending) and their offence specific and offence related needs.

CCS will ensure that:

- (j) where an offender is assessed for a community based disposition, the offender is given information in a manner that is responsive to the offenders learning style and enables the offender to provide informed consent to the order; and
- (k) interpreter services are accessed and utilised as required.

A1.3 Legislation

CCS will comply with the following

- Sentencing Act 1991
- Corrections Act 1986
- Equal Opportunity Act 1995
- Sentencing Regulations 2002

A1.4 Relevant Guidelines

CCS will have regard to:

- Standard Guidelines for Corrections in Australia 2004

A2.0 Breach Action**A2.1 Outcome**

Where an offender fails to comply with the Order, and there is evidence to substantiate the allegation(s), a decision about breach action is made and acted upon in a timely manner.

A2.2 Specific Outputs

CCS will ensure that:

- (a) breach action is authorised prior to the matter being referred to the sentencing/releasing authority;
- (b) breach action is commenced within two weeks of an alleged failure to comply;
- (c) a summons or warrant is issued within 6 weeks of the alleged failure to comply or sooner if the offender poses a risk of harm to themselves or the community;
- (d) where a matter is to be referred to the Adult Parole Board or interstate jurisdiction advice must be forwarded within two weeks of the alleged failure to comply;
- (e) a warrant is not issued until all reasonable steps are made to serve a summons;
- (f) a copy of the warrant is clearly marked as such and that the original is forwarded to police for execution;
- (g) a brief is prepared and made available to relevant parties which contains:
 - (i) a report which outlines the level of compliance, the allegations and includes an appropriate recommendation should the breach be proven;
 - (ii) a copy of the original court documents including the order and police summary or relevant equivalent;
 - (iii) a current criminal history; and
 - (iv) a copy of the summons or warrant.
- (h) liaison occurs between CCS, the higher courts and prosecuting authorities where required;
- (i) gaol orders are processed in a timely manner and in accordance with interdepartmental policies and procedures;
- (j) a CCS court advice officer or a CCS representative is in attendance during breach proceedings where required;
- (k) relevant authorities are advised of the breach outcome and electronic data bases are updated; and
- (l) where a matter is returned to a court and the offender fails to appear, an application for a bench warrant is made.

A2.3 Legislation

CCS will comply with:

- Sentencing Act 1991
- Corrections Act 1986
- Sentencing Regulations 1992
- Corrections Regulations 1988
- Magistrates Court Act 1989
- Evidence Act 1958
- Bail Act 1977

- County Court Act 1958
- Serious Sex Offenders Monitoring Act 2005

A2.4 Relevant Guidelines

CCS will have regard to:

- Standard Guidelines for Corrections in Australia 2004

B1.0 Induction**B1.1 Outcome**

The induction process accurately identifies offenders and provides offenders with information to ensure that they are aware of their rights and what is expected of them whilst they are subject to an order supervised by CCS.

B1.2 Specified Outputs

CCS will ensure that at induction at a CCS location staff:

- (a) obtain relevant information from the offender to enable their accurate identification and registration of the order;
- (b) obtain the address, emergency contact, employment details and primary care responsibilities of the offender;
- (c) ensure that a representative photograph, with the date and the offender's name indicated on the photograph, is attached to the offender's file;
- (d) provide offenders with a written copy of the rules with which they are required to comply by and ensure that the offender understands the requirements; and
- (e) advise offenders in writing of their next time and place of reporting and, where possible, subsequent times and places of reporting.

In ensuring that offenders understand the expectations of the order, offenders are to be given the following information in a manner that is responsive to the offenders learning style:

- (f) the meaning and details of their order or permit and how to comply;
- (g) their rights and responsibilities;
- (h) the offender's opportunity for involvement in the development and implementation of his/her Individual Management Plan;
- (i) the role of the Community Corrections Officer;
- (j) the assessment and supervision system, where relevant;
- (k) their options in relation to participation in work, vocational training, education and other programs while they are under the order or permit;
- (l) agencies providing services to offenders;
- (m) expectations of behaviour;
- (n) disciplinary processes;
- (o) the benefits of compliance with the order and the consequences of non-compliance;
- (p) the powers of supervising officers, Managers and the Director in relation to the order;
- (q) any health and safety regulations and procedures;
- (r) grievance processes; and
- (s) the requirements of the Firearms Act 1996.

If required, an interpreter must be used to assist conveying this information.

CCS will also provide written induction information in a range of different languages.

B1.3 Legislation

CCS Will Comply with:

- Corrections Act 1986
- Corrections Regulations 1998
- Firearms Act 1996
- Sentencing Act 1991
- Information Privacy Act 2000
- Serious Sex Offender Monitoring Act 2005

B1.4 Relevant Guidelines

CCS will have regard to:

- Standard Guidelines for Corrections in Australia 2004

B2.0 Offender Management**B2.1 Outcome**

Offenders are managed in accordance with relevant legislation and the community corrections system contributes to the protection of the community by:

- **motivating offenders to engage in and continue with programs and services designed to address offending behaviour;**
- **identifying and monitoring offenders risk and needs;**
- **co-ordinating access to appropriate programs, services and activities; and**
- **managing compliance.**

B2.2 Specified Outputs

CCS will ensure that:

- (a) each offender will be managed in a manner that:
 - (i) ensures all requirements of the sentencing authority are implemented;
 - (ii) encourages offenders to develop responsibility for their actions and attitudes and to adopt a law abiding lifestyle;
 - (iii) is responsive to the offenders learning style and abilities; and
 - (iv) demonstrates the benefits the compliance and the consequences of non-compliance.
- (b) offenders undergoing orders are not further punished over and above the sentence imposed;
- (c) offenders are provided with a safe and supportive environment when attending programs and appointments;
- (d) disciplinary processes are applied fairly and consistently within the requirement of the relevant authorities and in ways that encourage positive behaviour from offenders;
- (e) alleged non-compliance and behaviours contrary to good order and security are investigated and determined, with the offender having the opportunity to make submissions;
- (f) disciplinary processes allow for individual needs;
- (g) all absences are determined to be acceptable or unacceptable and the evidence for the determination is documented; and
- (h) all requirements of the relevant order have been satisfied prior to termination of an order, or the appropriate action is taken.

In addition CCS shall ensure that:

- (i) offenders on parole, intensive correction orders, extended supervision orders, combined custody and treatment orders and community based orders are:
 - (i) routinely assessed to determine their level of risk of re-offending and criminogenic needs; and
 - (ii) supervised at a level of intensity that is commensurate with their level of assessed risk and need.
- (j) offenders subject to supervision are given clear information about their assessed level of risk and are provided with opportunities to participate in the development of an Individual Management Plan;
- (k) where required by their order, or as indicated by their assessed risk, offenders are subject to intervention strategies that:

- (i) are based on dynamic individual risk assessment, case planning and revision;
- (ii) are aimed at reducing their risk of re-offending;
- (iii) address issues relevant to history of offending;
- (iv) encourage acceptance of responsibility for their own behaviour;
- (v) use community agencies where appropriate; and
- (vi) are based on credible research and methods that reflect current worlds best practice.

B2.3 Policy Requirements

CCS will actively participate in the implementation of the Offender Management Framework.

B2.4 Legislation

CCS will comply with:

- Sentencing Act 1991
- Corrections Act 1986
- Corrections Regulations 1988
- Serious Sex Offenders Monitoring Act 2005
- Dangerous Goods Act 1985
- Occupational Health and Safety Act 1985
- Crimes Act 1958
- Equal Opportunities Act 1995
- Public Records Act 1980
- Freedom of Information Act 1982
- Intellectually Disabled Persons' Services Act 1986
- Information Privacy Act 2000

B2.5 Relevant Guidelines

CCS will have regard to:

- Standard Guidelines for Corrections in Australia 2004

C1.0 Offender Programs**C1.1 Outcome**

Offenders have access to and, where required by their order or indicated by their assessed risks and needs, participate in evidence based offence specific and offence related programs.

C1.2 Specified Outputs**Programs Designed to Reduce Offending Behaviour**

CCS will ensure that:

- (a) opportunities are provided which enable offenders to fulfil the program conditions of their orders;
- (b) a range of offending behaviour programs (such as cognitive skills, substance abuse, violence and sex offender treatment programs) are provided at varying intensities to allow offenders to address issues relating to their offending appropriate to their level of risk of re-offending and criminogenic needs;
- (c) treatment programs are delivered in accordance with Corrections Victoria's specifications for particular offending behaviour programs and that program and operational integrity is sustained;
- (d) offending behaviour programs are delivered by adequately trained and supervised staff with relevant qualifications and experience in the delivery of such programs;
- (e) offender attendance and progress is recorded;
- (f) the failure or inability of offenders to complete programs should only be grounds for breach or disciplinary action in the case of intentional non-compliance on their part; and
- (g) staff encourage offenders to engage in and continue participating in programs and services that address offending behaviour and reduce risk of re-offending.

Programs designed to address offender developmental needs

CCS will ensure that offenders are provided with opportunities which:

- (h) facilitate offenders access to offence related programs to meet their developmental needs;
- (i) enhance offender's social, functional and job-related skill by;
 - (i) referring and supporting offenders to undertake to a range of community based education/vocational services to address their personal development needs;
 - (ii) negotiating and advocating on behalf of offenders to ensure that offenders have equal access to community based programs that meet their personal development needs; and
 - (iii) monitoring the provision and effectiveness of community based offender personal development programs and identifying gaps in service provision.
- (j) enhance offenders knowledge of, and their inclusion in, the community;
- (k) facilitate offenders access to recognised educational and training pathways; and
- (l) offender attendance and progress is recorded.

C1.3 Policy Requirements

The delivery of offending behaviour programs will be consistent with the aims, objectives and requirements set out in:

- (i) Reducing Re-offending: Setting the Scene (2004)
- (ii) Program Specifications as endorsed by the Commissioner

C1.4 Legislation

CCS will comply with:

- Corrections Act 1986
- Sentencing Act 1991

C1.5 Relevant Guidelines

CCS will have regard to:

- Standard Guidelines for Corrections in Australia 2004

D1.0 Young Adult Offenders**D1.1 Outcome**

Young adult offenders subject to case management are supervised in a manner that takes into account their specific needs and are provided with work placements and programs which will enhance their employability.

Corrections Victoria defines a young adult offender as being any offender aged between 17 and 24 years of age.

D1.2 Specific Outputs

CCS will ensure that young adult offenders:

- (a) have access to interventions that are tailored, taking into account their specific learning styles and needs, in the context of reducing re-offending, community protection, risk to the community, and of self harm;
- (b) are provided with written and verbal information about their order and how to comply with it in terms that ensures their understanding;
- (c) are provided, through appropriate community work placements, the opportunity to develop a range of work related skills;
- (e) are referred and supported to undertake vocational, educational and training programs to enhance their employability; and
- (f) ensure that locations allocate a designated young adult offender portfolio holder to develop and promote inter-agency and inter-departmental liaison.

D1.3 Legislation

CCS will comply with:

- Corrections Act 1986
- Sentencing Act 1991

D1.4 Relevant Guidelines

CCS will have regard to:

- Standard Guidelines for Corrections in Australia

D2.0 Women Offenders**D2.1 Outcome**

Women offenders are managed according to gender specific needs and have access to gender-responsive programs which address personal development, individual well-being and offending behaviour.

D2.2 Specific Outputs

CCS will:

- (a) ensure that interventions are tailored, taking into account individual learning styles and the specific needs of women, including primary carer responsibilities, in the context of reducing re-offending, community protection, risk to the community, and of self harm;
- (b) provide opportunities for women offenders to address the complex intersection between mental health, substance abuse and past victimisation as part of a broader intervention plan;
- (c) assist women offenders, when required, to secure suitable child care and transport arrangements;
- (d) refer and support women offenders to access programs and services appropriate to their needs and offence related risk, including sexual assault and family violence counselling and support services;
- (e) ensure, where practicable, that women have a broad range of appropriate work options and that where possible those options can accommodate a preference for a female supervisor and/or co-worker;
- (f) ensure that, wherever practicable, a woman shall not be placed on a community work crew where the gender balance favours males; and
- (f) ensure that locations allocate a designated women offender portfolio holder to develop and promote inter-agency and inter-departmental liaison.

D2.3 Policy Requirements

CCS will comply with:

- (a) Better Pathways: An Integrated Response to Women's Offending and Re-Offending
- (b) Women's Correctional Services Framework

D2.4 Legislation

CCS will comply with:

- Corrections Act 1986
- Equal Opportunity Act 1995

D2.5 Relevant Guidelines

- Standard Guidelines for Corrections in Australia 2004

D3.0 Offenders with a Disability

D3.1 Outcome

Offenders with a disability are provided with reasonable adjustments, where necessary, to facilitate their equitable participation in the community correctional system.

The types of disabilities prevalent or likely to be prevalent in the correctional context include intellectual disability, acquired brain injury, hearing impairment and psychiatric disability.

The definition of disability which Corrections Victoria adheres to, is that in the Commonwealth *Disability Discrimination Act 1992* which states that: *disability*, in relation to a person, means:

- (a) total or partial loss of a person's bodily or mental functions; or
- (b) total or partial loss of a part of the body; or
- (c) the presence in the body of organisms causing disease or illness; or
- (d) the presence in the body of organisms capable of causing disease or illness; or;
- (e) the malfunction, malformation or disfigurement of a part of the persons body; or
- (f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
- (g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour;

and includes a disability that:

- (h) presently exists; or
- (i) previously existed but no longer exists; or
- (j) may exist in the future; or
- (k) is imputed to a person.

D3.2 Specific Outputs

CCS will:

- (a) facilitate and/or provide offenders with a disability with access to a range of education, training and treatment services designed to increase skills, address their offending behaviour and assist their integration into the community;
- (b) ensure that interventions are tailored, taking into account individual learning styles and the needs of the offender and his or her disability, in the context of reducing re-offending, community protection, risk to the community, and of self harm;
- (c) refer offenders whose behaviours, histories, mannerisms or thought processes indicate an intellectual disability and who have not been identified or previously registered as intellectually disabled persons as soon as possible to Disability Services – Department of Human Services. Likewise, offenders

who may have an acquired brain injury (ABI) (or any other suspected disability) but have not been formally assessed should be appropriately referred;

- (d) ensure adherence to the requirements outlined in the Justice Plan of an offender with an intellectual disability;
- (e) ensure that offenders with a disability are referred to appropriate services and agencies and that arrangements are in place prior to the completion of their orders;
- (f) facilitate external independent advocacy for offenders with a cognitive impairment where disciplinary/breach action is being considered; and
- (g) ensure that locations allocate a designated portfolio holder to develop and promote inter-agency and inter-departmental liaison.

D3.4 Policy Requirements

CCS will comply with:

- (a) the requirements as set out in the protocol between Corrections Victoria and Disability Services, Department of Human Services and;
- (b) other departmental or business unit strategic plans and documents such as the (Draft) Department of Justice Disability Action Plan.

D3.5 Legislation

CCS will comply with:

- Intellectually Disabled Persons Services Act 1986
- Corrections Act 1986
- Sentencing Act 1991
- Disability Services Act 1991
- Equal Opportunity Act 1995
- Commonwealth Disability Discrimination Act 1992

D4.0 Offenders from Culturally and Linguistically Diverse Backgrounds**D4.1 Outcome**

Offenders from culturally and linguistically diverse backgrounds are provided with adequate verbal and written information in their preferred language, and are managed in a manner which is appropriate and sensitive to their cultural needs.

D4.2 Specific Outputs

CCS will ensure that offenders from culturally and linguistically diverse backgrounds:

- (a) have access to interventions that are tailored, taking into account their individual learning styles and specific needs, in the context of reducing re-offending, community protection, risk to the community, and risk of self harm;
- (b) are provided with information in their preferred language about their order, and how to comply with it, and that all interactions throughout their case management are undertaken in a manner which ensures understanding. Evidence of the means by which this is achieved must be recorded for each contact;
- (c) are provided the opportunity, at no cost to the offender, to have an independent registered interpreter, to assist them when attending:
 - (i) interviews in relation to court assessments or preparation of comprehensive pre-sentence and parole reports;
 - (ii) a community corrections centre for the first time;
 - (iii) disciplinary interviews; and
 - (iv) meetings in relation to their Individual Management Plan.
- (d) have ready access to information relevant to their orders in all major community languages.

D4.3 Legislation

CCS will comply with:

- Corrections Act 1986
- Sentencing Act 1991
- Equal Opportunity Act 1995
- Racial and Religious Tolerance Act 2001
- Racial Discrimination Act 1975 (Commonwealth)

D4.4 Relevant Guidelines

CCS will have regard to:

- Standard Guidelines for Corrections in Australia

D5.0 Aboriginal and Torres Strait Islanders**D5.1 Outcome**

Offenders who are Aboriginal or Torres Strait Islanders are managed in a manner that is sensitive to their cultural experiences and needs.

D5.2 Specific Outputs

CCS will:

- (a) comply with the principles and directions outlined in the Victorian Aboriginal Justice Agreement, including the recommendations of the Royal Commission into Aboriginal Deaths in Custody;
- (b) provide Aboriginal or Torres Strait Islander offenders with access to an Indigenous Service Officer and/or where available an Indigenous Community Corrections Officer;
- (c) train staff members with the aim of developing an understanding of the cultural needs of Aboriginal or Torres Strait Islander offenders;
- (d) provide programs for Aboriginal or Torres Strait Islander offenders which incorporate links to appropriate community programs, including those provided by Aboriginal community based organisations and/or culturally identified programs organised through the Regional Aboriginal Justice Advisory Committees; and
- (e) ensure that services and programs emphasise relevant Aboriginal and Torres Strait Islander healing and well being perspectives and are sensitive to issues resulting from previous practice of separating Aboriginal and Torres Strait Islander children from their families.

D5.3 Legislation

CCS will comply with:

- Corrections Act 1986

D5.4 Relevant Guidelines

CCS will have regard to:

- Standard Guidelines for Corrections in Australia
- Royal commission into Aboriginal Deaths in Custody
- Victorian Aboriginal Justice Agreement

D6.0 Offenders at Risk of Suicide or Self Harm**D6.1 Outcomes**

All offenders subject to community correctional orders who have indicated or who have been identified at risk of suicide or deliberate harm, will be screened and subsequently managed and referred.

D6.2 Specific Outputs

CCS will ensure that:

- (a) staff are formally trained in strategies for the early identification, intervention and prevention of suicide and self harm as well as approaches for responding to varying levels of risk;
- (b) suicide and self harm risk assessments are made using an approved screening tool;
- (c) offenders identified as being at risk of suicide or self harm are immediately referred to appropriate service providers and that supervision and/or reporting, occurs at a level commensurate with the risk;
- (d) liaison with service providers about individuals at risk is ongoing and continues until health professionals indicate it is no longer necessary;
- (e) in instances where an offender is deemed at risk, all aspects of the identified risk and associated case planning is documented; and
- (f) relevant electronic records are updated immediately.

D6.3 Legislation

CCS will comply with:

- Sentencing Act 1991
- Corrections Act 1986
- Corrections Regulations 1998
- Occupational Health and Safety Act 2004
- Coroners Act 1985
- Information Privacy Act 2000

D7.0 Sex Offenders

D7.1 Outcome

Sex Offenders will be managed and supervised in a manner that responds to their assessed risks and needs. This will give priority to the protection of the community whilst providing suitable opportunities for rehabilitation and integration.

D7.2 Specific Outputs

CCS will ensure that:

- (a) staff supervising sex offenders have undertaken relevant sex offender management training and have access to specialist support;
- (b) staff supervising sex offenders are allocated caseloads in accordance with the level and intensity of offender supervision required;
- (c) all offenders convicted of sex offences or offences with a sexual element, are to be referred to the sex offender treatment program for assessment of risk and treatment needs;
- (d) intervention is based on a thorough assessment of risks and needs, informed by a clinical assessment and which addresses the offender's living situation; treatments needs; risk to the community; intensity of supervision and monitoring requirements; and level of involvement of other agencies, all of which will be regularly reviewed.
- (e) ongoing engagement with sex offender program treatment clinicians to review progress;
- (f) case management will involve collaboration and communication with relevant agencies where necessary to promote community safety and offender rehabilitation, whilst adhering to the legal requirements relating to privacy and confidentiality of individuals;
- (g) sex offenders with community work requirements are placed in appropriate work environments according to their risk and are adequately supervised and managed;
- (h) offenders are advised of their obligations under the Sex Offenders Registration Act and that the Registrar is advised when the offender's order ceases.
- (i) staff liaise with the Home Detention Unit when an offender, subject to electronic monitoring, breaches their monitoring condition.

In addition to the above, when managing Sex Offenders on Extended Supervision Orders (ESO), CCS will ensure that:

- (a) offenders are managed in accordance with the requirements of the courts, the Adult Parole Board (APB) and the Secretary to the Department of Justice.
- (b) the offender's compliance and progress with requirements are stringently monitored.
- (c) supervising officers are specially trained in the management of sex offenders.

D7.3 Legislation

CCS will comply with:

- Corrections Act 1986
- Corrections Regulations 1998
- Sentencing Act 1991
- Serious Sex Offenders Monitoring Act 2005
- Serious Sex Offenders Monitoring Regulations 2005
- Sex Offenders Registration Act 2004
- Sex Offenders Registration Regulations Act 2005

D7.4 Relevant Guidelines

CCS will have regard to:

- CR Extended Supervision Orders – Assessments, Reporting Systems and Governance Arrangements
- CR Extended Supervision Order Temporary Accommodation Centre
- CR Sex Offender Register

E1.0 Transitional Care**E1.1 Outcome**

Continuum of care and links with the community are maintained as an offender progresses through the Criminal Justice System.

E1.2 Specific Outputs

CCS will:

- (a) ensure that continuity is maintained in instances where an offender has established appropriate links with community agencies and/or service providers prior to coming into contact with CCS;
- (b) provide supervised offenders with the contact details of relevant community agencies prior to the completion of the order;
- (c) provide supervised offenders with an exit letter upon the successful completion of an order;
- (d) in instances where an offender is transferred into custody, provide information pertaining to the offender to relevant authorities;
- (e) contribute to pre-release planning with prison staff where prisoners are to be released to community based supervision;
- (f) in instances where an offender is transferred between CCS locations or between case managers, provide information pertaining to the relevant case manager; and
- (g) ensure that the level of information exchanged and the degree of the hand-over process is commensurate with the level of risk and needs of the offender.

E1.3 Legislation

CCS will comply with:

- Corrections Act 1986

E1.4 Relevant Guidelines

CCS will have regard to:

- Standard Guidelines for Corrections in Australia

E2.0 Community Involvement**E2.1 Outcome**

Effective partnerships within the community are established to support better supervision outcomes for offenders.

E2.2 Specific Outputs

CCS will:

- (a) identify and promote opportunities for the community to provide services and programs relevant to offenders;
- (b) establish networks with local service providers and other relevant government agencies;
- (c) maintain at each location, a library of current community programs and resources available to offenders;
- (d) consult regularly with stakeholders, including where relevant:
 - the Judiciary
 - Adult Parole Board
 - courts administration
 - local government
 - police
 - prison officials
 - local agencies and organisations providing services to offenders
 - local legal practitioners
- (e) promote public awareness of correctional issues

E2.3 Legislation

CCS will comply with:

- Corrections Act 1986

E2.4 Relevant Guidelines

CCS will have regard to:

- Standard Guidelines for Corrections in Australia

F.0 Community Work**F.1 Outcome**

Offenders have opportunities to make reparation to the community in a meaningful and safe manner.

F.2 Specific Outputs

CCS will ensure that:

- (a) offenders are encouraged to complete required community work hours in ways which enhance their capacity to lead law abiding lifestyles within the community;
- (b) offenders are placed according to the risk they pose to the community and that agencies provide adequate on-site supervision and management of offenders;
- (c) offenders are placed in worksites that are appropriate to their physical and emotional health, caregiver requirements, other relevant aspects of their personal circumstances;
- (d) community work undertaken by offenders is of demonstrable benefit to the community;
- (e) community work does not contribute to private profit;
- (f) community work arrangements are made as such that, while they do not prevent an offender from being readily available to maintain, seek or to take up employment, the community work hours are also fulfilled;
- (g) where practicable, offenders are provided with opportunities which maximise the matching of offender needs, interests and skills to community work sites;
- (h) no discrimination occurs in the placement of an offender on a suitable community work site;
- (i) work sites provide a safe working environment for offenders and community agencies are aware of legislative occupational health and safety requirements;
- (j) where an offender has documented medical evidence precluding them from completing any work, the offender cannot be directed to perform community work duties until they have been medically cleared, and the matter referred to the relevant court/Adult Parole Board as appropriate;
- (k) offenders undertaking community work have attendance records maintained at each worksite and hours of attendance are accurately recorded and documented on offender files;
- (l) offenders are contracted to an appropriate work-site in a timely manner and in instances where this may not occur, ensure that that the reasons are documented;
- (m) once placed, offenders are credited with minimum hours of attendance at a placement if suitable work becomes unavailable through factors beyond their control.

F.3 Legislation

CCS shall comply with:

- Sentencing Act 1991
- Sentencing Regulations 1992
- Corrections Act 1986
- Corrections Regulations 1998
- Occupational Health and Safety Act 2004
- Equal Opportunity Act 1995
- Dangerous Goods Act 1985
- Information Privacy Act 2000
- Accident Compensation Act 1985

F.4 Relevant Guidelines

CCS will have regard to:

- Standard Guidelines for Corrections in Australia

G1.0 Requests and Complaints**G1.1 Outcome**

Requests and complaints from offenders and members of the community are dealt with in a prompt and effective manner.

G1.2 Specific Outputs

CCS will:

- (a) attempt to resolve issues and conflicts using open and legitimate processes;
- (b) ensure that all offenders are informed of the request and grievance process;
- (c) ensure that a process is in place for the manager to receive and deal with requests and complaints promptly;
- (d) enable reasonable and necessary action to be taken in relation to an offender's request or complaint as soon as practicable;
- (e) notify the offender/others of the determination of their request or grievance as soon as practicable; and
- (f) maintain a record of all written complaints and requests received by CCS detailing:
 - (i) name of the offender
 - (ii) date of receipt
 - (iii) a copy of the request/grievance
 - (iv) the process by which the determination was reached
 - (v) date and means by which the offender or others were notified of the determination and a copy of the notification where it was provided in writing; and
 - (vi) if applicable, reasons for not providing a determination.
- (g) advise offenders of their right to make a written complaint to the Ombudsman or the Commissioner

G1.3 Legislation

CCS shall comply with:

- Corrections Act 1986
- Corrections Regulations 1998
- Information Privacy Act 2000
- Freedom of Information Act 1982

G1.4 Relevant Guidelines

CCS will have regard to:

- Standard Guidelines for Corrections in Australia

G2.0 Incident Reporting

G2.1 Outcome

All reportable/notifiable incidents are recorded and reported to the Commissioner.

G2.2 Specific Outputs

CCS will comply with the requirements of the Commissioner in relation to reportable and notifiable incidents including:

- (a) reporting all 'notifiable incidents' as soon as practicable by telephone to the Commissioner and subsequently submitting such written reports as may be required;
- (b) recording all 'reportable' and 'notifiable incidents';
- (c) notifiable incidents are serious incidents that must be reported verbally to the Commissioner within the specified time frames indicated below. The following Notifiable Incidents are required to be reported within 30 minutes:

- death of an offender;
- death of a member of staff whilst on duty;
- hostage situation;
- bomb threat or suspicious package;
- major fire;
- discharge of a firearm;
- serious assault where the victim is admitted to hospital;
- any assault or serious threat against a staff member;
- use of force where offender injured;
- serious self inflicted injury, suicide attempt or serious drug overdose where a person is admitted to hospital;
- introduction of contraband or possession of unauthorised articles;
- security breaches including breaches of data systems;
- demonstrations involving a CCS location including offender strikes or disputes;
- allegations of misconduct and serious misconduct of a staff member;
- serious injury where person either requires immediate medical assistance or hospitalisation;
- negative media attention;
- serious incidents of sabotage; and
- any other serious matter which CCS considers should be reported immediately

- (d) reportable incidents are those which are less significant than notifiable incidents but which require a formal report to be made to advise the Commissioner of an incident involving offenders, staff, visitors or other matters which may affect CCS operations.

G2.3 Legislation

CCS will comply with:

- Corrections Act 1986
- Corrections Regulations 1998

G3.0 Offender File and Records Management**G3.1 Outcome**

Offender files and records are accurate, up-to-date and securely maintained and that electronic information systems interface with inter-agency and departmental electronic information systems.

G3.2 Specific Outputs**Records and File Management**

CCS will ensure:

- (a) that a file is maintained for each offender and that:
 - (i) all relevant information concerning the offender and order management is recorded in a timely manner;
 - (ii) case notes accurately reflect all contacts with or regarding the offender;
 - (iii) case notes are clearly legible and distinguish between offender statements, facts, observations and opinions; and
 - (iv) confidentiality requirements are observed.
- (b) offender files and all legal instruments are stored securely when not in use;
- (c) offender file contents are regularly audited and that all files are accounted for;
- (d) all file parts are maintained together at all times;
- (e) offender files contain all documentation relating to offenders Orders, progress, treatment and program participation; and
- (f) the secure transfer and long term storage of offender files and records.

Electronic Information Systems

CCS will ensure that:

- (g) electronic information systems interface with prisons, the Adult Parole Board and Department of Justice information systems;
- (h) accurate systems and procedures are implemented for recording, interpreting and calculating Orders and sentences imposed by the courts, Adult Parole Board, interstate and commonwealth agencies;
- (i) staff are trained in the retrieval and data entry requirements of electronic information systems and that procedures are in place to monitor the accuracy and timeliness of data entry;
- (j) only authorised staff have access to electronic information systems; and
- (k) the security of electronic information systems are not compromised

G3.3 Legislation

CCS shall comply with:

- Corrections Act 1986
- Corrections Regulations 1998
- Freedom of Information Act 1982

- Magistrates Court Act 1989
- County Court Act 1958
- Crimes Act 1958
- Sentencing Act 1991
- Public Records Act
- Information Privacy Act

G3.4 Relevant Guidelines

CCS will have regard to:

- Standard Guidelines for Corrections in Australia
- Department of Justice Technology Services policies, standards and guidelines

H1.0 Staff Selection and Training**H1.1 Outcome**

Offenders are managed by appropriately selected and trained staff.

H1.2 Specific Outputs

CCS will:

- (a) comply with relevant Department of Justice human resource policy;
- (b) ensure that effective selection processes and methods are applied by appropriately trained staff;
- (c) establish and maintain an induction program for all newly recruited or promoted staff based on relevant competency standards required for that position;
- (d) provide comprehensive in-service training programs in offender management;
- (e) ensure that all staff managing offenders are assessed in order to determine their competence;
- (f) ensure that staff training and development programs are underpinned by detailed job analysis and reflect current correctional research and evidence based practice;
- (g) evaluate staff training and development activities in terms of the achievement of learning outcomes, competency acquisition and improvements in work practices; and
- (h) endeavour to employ staff who are representative of an appropriate range of age, experience, gender and ethnicity;
- (i) provide quality assurance processes to ensure that practices maintain integrity; and
- (j) ensure that staff are provided with ongoing support and mentoring to ensure practices maintain integrity.

H1.3 Legislation

CCS shall comply with:

- Corrections Act 1986
- Corrections Regulations
- Occupational Health and Safety Act 1985
- Workplace Relations Act 1996
- Equal Opportunity Act 1985
- Public Administration Act 2004

H1.4 Relevant Guidelines

CCS will have regard to:

- Standard Guidelines for Corrections in Australia
- CSC01 Correctional Services Training Package

Definitions

Commissioner	Commissioner, Corrections Victoria.
Disability	As defined in the Commonwealth <i>Disability Discrimination Act 1992</i> .
Electronic Information Systems	The Electronic Information System as determined by the Commissioner. Eg E*Justice.
Higher Courts	The Supreme and County Courts of Victoria.
Indigenous Community Corrections Officer	A specifically appointed position within Community Correctional Services.
Indigenous Service Officer	A designated role at each Community Correctional Services Location. The ISO provides support, assistance, information and advice to indigenous offenders and staff. Where possible the ISO will liaise with local indigenous communities.
Offence Specific Needs	Offence specific needs are factors considered to be directly related to offending behaviour and therefore require targeting. Offence specific needs ordinarily include pro-offending attitudes, criminal associates, substance abuse and poor problem solving skills.
Offence Related Needs	Offence related needs are factors that are not directly related to offending behaviour however may act as obstacles to adopting a law abiding lifestyle. Typical offence related needs include housing or employment, poor social supports and psychological states such as anxiety or depression.
Offence Specific Program	Programs designed to target offence specific needs. Examples include violence programs, drug and alcohol programs and sex offender programs.
Offence Related Program	Programs that target issues associated with or correlated with offending behaviour such as overcoming grief and loss, enhancing family relationships or parenting skills, conflict resolution or life skills programs.
Offender Records	The individual management file for each offender, computerised information on the Electronic Information System and documents related to the implementation of program conditions.
Reasonable Adjustments	Modifications and adjustments to facilities, procedures and programs that are deemed reasonable, sensible and fair that fit the individual needs of people with a disability.
Regional Justice Advisory Committee	The RAJACs' role is to facilitate local implementation of the Victorian Aboriginal Justice Agreement, as well as promoting reconciliation between local Koori communities, justice agencies and the wider community.
Victorian Aboriginal Justice Agreement	A joint initiative developed between the Department of Justice, Department of Human Services, Aboriginal and Torres Strait Islander Commission(ATSIC), the Victorian Aboriginal Justice Advisory Committee (VAJAC) and the Koori community to achieve improved Indigenous justice outcomes.