



ACT
Government

Offender Reintegration

Programs Compendium

Justice and Community Safety Directorate

Acknowledgement of Country

This document was developed on Ngunnawal land. ACT Corrective Services acknowledges the Ngunnawal People's spiritual connection to Country and culture and recognises them as the Traditional Custodians of the ACT and region. We acknowledge Elders past, present and emerging and give appreciation to the continuing importance of language, land, culture, and spiritual beliefs to all Aboriginal and Torres Strait Islander people. We acknowledge all Aboriginal and Torres Strait Islander people who work and engage with the ACTCS and share their knowledge and contribute to the diversity of the local Aboriginal and Torres Strait Islander community.

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1. Purpose

- 1.1 This document provides ACTCS staff in case management roles with information regarding the programs and interventions offered through the Corrections Programs Unit (CPU).
- 1.2 This document is intended to inform case management discussions and the case planning process.
- 1.3 This document is not intended to inform referrals for specific programs and interventions, noting that this may be governed by policies and/or operating procedures, such as the Referral Process to Corrections Programs Operating Procedure and Custodial Case Management Programs and Interventions Operating Procedure.
- 1.4 Where programs are owned by other jurisdictions, this document has kept their program manual and compendium phrasing, and program integrity requirements, with annotation to reflect the equivalent ACT position.
- 1.5 Where required, the Assistant Commissioner, Offender Reintegration, may establish Operating Procedure/s under this Compendium.

2. Scope

- 2.1 The Programs Compendium (the Compendium) is available as a resource to all ACTCS staff, with relevance to staff in case management roles, and the CPU.

3. Definitions

Offender

A person found guilty of an offence. Applies to those in the community and in custody.

Detainee

A person held in custody. Includes pre and post finding of guilt and/or sentence.

Remandee

A person held in custody prior to sentence, or when a sentence is stayed under appeal. Remandees are not eligible for the offence specific, or offence related programs connected to the remand charge(s), however, may be eligible for other programs in respect of unrelated offences for which they are sentenced. A remandee who is sentenced for a certain type of offending and is also on remand for similar offending will not be eligible until sentenced for all similar matters (e.g., multiple family violence offences).

Appellant

A person who has an active appeal against all or part of a sentence.

A person's sentence may also be appealed by the Director of Public Prosecution (DPP), however, in these circumstances the sentence is not stayed. Offenders and detainees whose sentences have been appealed by the DPP may continue with programs they have commenced, subject to review and decision by the CPU Team Leader and Director.

Programs

For the purposes of this document, programs are group interventions intended to reduce criminogenic risks, or to address health, wellbeing, and social issues that are linked to offending.

Interventions

Group or individual engagement around health (including mental health), wellbeing, disability, and other biopsychosocial issues, intended to manage behaviour, trauma, and improve access to other programs, services and supports. Interventions may be clinical and/or linked to offending.

Services

Other services provided to offenders and/or detainees that are distinct from those provided through CPU. These are primarily provided by external agencies and individuals and managed through ACTCS Detainee Services, where provided at the Alexander

Maconochie Centre (AMC). These may not have direct links to offending. There are other services that offenders and/or detainees may access independently from ACTCS, or where ACTCS may not have ongoing oversight or communication. These are not detailed in this compendium.

Program Integrity

Program Integrity is one of the five key principles in offender rehabilitation, along with the Risk, Needs, and Responsivity (RNR) principles, and Professional Discretion (below). Program Integrity means that a program or assessment should be delivered/undertaken in accordance with the evidence base and rules upon which it was developed. If program delivery does not have integrity, this evidence base cannot be relied upon to demonstrate effectiveness.

Professional Discretion

The principle of Professional Discretion acknowledges that there are atypical circumstances where the application of professional judgement will lead to a better outcome, or where rigid application of a model, assessment, tool, or similar, is likely to be counterproductive. An example of this is that serious or special interest offenders may not return moderate or higher risk levels from an LSI-R assessment, however, may still require an intervention.

4. Introduction

- 4.1 Offender Reintegration through its CPU seeks to provide detainees and offenders with opportunities to engage in quality programs and interventions, to assist with rehabilitation, reducing the risk of recidivism, and to ultimately promote community safety.
- 4.2 Programs and interventions may benefit the detainee or offender by providing them with skills and strategies to manage situations, feelings, and emotions, with a view to making more positive choices.
- 4.3 Meaningful participation in appropriate programs and interventions may also provide evidence that a detainee or offender has engaged in their case plan, which in turn may support applications for parole, classification, and/or employment.
- 4.4 Given the nature and size of the ACT jurisdiction, several of CPU's program offerings have been acquired from other jurisdictions. Where this is the case and where appropriate, program

integrity and eligibility requirements have been adhered to as far as possible, with permission sought over any jurisdictional divergence.

- 4.5 It is important that case plan goals and therefore referrals are derived from thorough assessment. It is also important to consider the limitations of assessment tools such as the LSI-R in isolation, which considers risk in terms of likelihood but not severity. The LSI-R has predictive validity in respect of general recidivism but is not an accurate predictor of specific types of offending, including serious violent or sexual reoffending, with offenders with solely these types of offences often returning low LSI-R scores. In such cases, referrals to CPU with the appropriate contextual information are encouraged so that additional assessment methodology can be applied.
- 4.6 The Risk Principle (Andrews and Bonta, 1995) states that the intensity of intervention should be proportionate to the risk of recidivism, and that targeting higher risk offenders is likely to be the most beneficial in terms of community safety. There is a body of evidence to suggest that recidivism risk can be increased for lower risk offenders who are given a disproportionately intensive intervention. Considered application of this principle is necessary in the custodial environment, given that detainees with different risk levels often mix outside of program sessions. Additionally, lower risk detainees should be afforded the opportunity to meet expectations in respect of classification or parole, and therefore referrals to CPU with relevant context are encouraged.
- 4.7 Sound assessment will not only identify the level of recidivism risk, but also which areas should be targeted, in accordance with the Needs Principle. This principle relates to dynamic risk factors, or those that are amenable to change and that may warrant a referral to CPU for a program or intervention. Referrers are encouraged to refer to CPU based on assessed and prioritised need, noting that there may be multiple competing needs that cannot be addressed simultaneously.
- 4.8 Responsivity factors are those which make a person more, or less responsive to intervention, with the Responsivity Principle being the third part of Andrews and Bonta's Risk Needs Responsivity model. Responsivity factors may have implications for a person's suitability for a program or intervention. Referrers to CPU are encouraged to provide information in respect of any known responsivity factors to inform the assessment and allocation process. An example of this would be a person with an acquired brain injury and cognitive impairment that had implications for participation in a group program. A person who meets eligibility criteria for a program may still be deemed unsuitable based on responsivity and/or other factors during the CPU assessment stage.

5. EQUIPS

5.1 Explore, Question, Understand, Investigate, Practice/Plan, and Succeed (EQUIPS) is a suite of programs which may be undertaken individually, or holistically where multiple identified criminogenic needs are identified, or a higher intensity intervention is required. Detainees in custody and offenders in the community are eligible for EQUIPS, with sessions being scheduled in accordance with need and demand.

5.2 **EQUIPS Foundation**

EQUIPS Foundation is a general therapeutic program available to all offenders who meet eligibility criteria, regardless of their offence type.

ELIGIBILITY CRITERIA: Eligibility will be determined by the LSI-R. Offenders who are medium risk and above will be eligible for programs (the ACT equivalent LSI-R level is high medium).

Detainees who are on remand or who are appellants are not eligible. Those who do not meet the program eligibility threshold based on risk, but who are identified with the following needs may be considered for participation:

- 3x offences in custody related to drugs or aggression within the last 12 months.
- Are identified as serious or special interest offenders, using the *Offence Severity Scale*, or other specialist risk assessment tool, as appropriate.

The program consists of the following modules:

MODULE 1: EXPLORE – WHY ARE WE HERE?

In the first four sessions of this program, participants will start to explore why they are in the program and be encouraged to think about what is most important in their life. Sessions will help participants clarify what areas of their life they might need to work on to create the change they want.

MODULE 2: QUESTION – WHAT'S IT ALL ABOUT?

The second module explores participant's thoughts and emotions and how they influence in good, and sometimes in bad ways.

MODULE 3: UNDERSTAND – WHAT'S THE FOCUS?

In this module, participants are encouraged to explore and understand how they react to difficult events in their lives when they are under stress or pressure.

MODULE 4: INVESTIGATE – WHY DID THIS HAPPEN TO ME?

In this module, the content learnt in the thinking and emotions sessions will be discussed to assist participants to make sense of, or better understand their events. It will focus on the 24-hour period around the event and identify what high risk behaviour and lifestyle factors were involved.

MODULE 5: PRACTISE AND PLAN – WHERE TO FROM HERE?

In the last module, participants will be assisted to make self-management plans for their future by reflecting on their strengths and learning. Participants will also practise how to communicate effectively and build skills to keep them safe.

The standard EQUIPS Foundation program consists of 20 x 2-hour sessions (40 hours) divided into five modules of four sessions each.

5.3 EQUIPS Addiction

EQUIPS Addiction is designed to address the addictive behaviour of program eligible offenders and to provide participants with a pathway to support services for addictive behaviours. There are group processes and self-management planning sessions in this program to help participants link their learning to their personal experience of addiction.

ELIGIBILITY CRITERIA: Eligibility will be determined by the LSI-R. Offenders who are medium risk and above (the ACT equivalent LSI-R level is high medium), and who meet one of the following criteria will be eligible for this program:

- Offenders who have significant substance addiction history
- Offenders who have significant gambling history.

Detainees who are on remand, or appellants are not eligible. Those who do not meet the program eligibility threshold based on risk, but who are identified with the following needs may be considered for participation:

- 3x offences in custody related to drugs within the last 12 months
- Are identified as serious or special interest offenders, using the *Offence Severity Scale*.

The program consists of the following modules:

MODULE 1: UNDERSTANDING ADDICTION

The first module of the program will explore what addiction is and its relationship with trauma and how it affects the body. The sessions in this module discuss ways to cope with urges and cravings and withdrawal with stopping addictive behaviours.

MODULE 2: UNDERSTANDING CHANGE

The module will begin to question thinking and beliefs, in particular beliefs about addictive behaviours and how they influence the choice to stop or to continue those behaviours. These sessions also explore the process of change as well as the good things and not so good things about stopping or continuing addictive behaviours.

MODULE 3: PROBLEM SOLVING

In module three of the program the group will look at ways in which people can solve problems. Sometimes the first solution people have for a problem is not the best one. The sessions in this module will encourage learning about how brainstorming is a useful way of finding better solutions to problems that are common to people who are stopping their addictive behaviours. The module will also look at how other people in the participant's lives can, in good or bad ways, influence how they think and behave, and explore how to problem solve when they are influenced by others.

MODULE 4: BETTER LIVING

The fourth module of the program discusses the difference in lifestyle balance between a person with an addiction and a person who has stopped their addictive behaviour. The sessions in this module encourage participants to find more positive ways to spend their time and to identify healthy lifestyle choices that have been absent from their lives because of their addiction. The module will also help participants to identify goals, clarify their values and look at what people can do if they lapse or relapse into addictive behaviours.

MODULE 5: SELF-MANAGEMENT PLANNING

The last module of the program focuses on how people with addictions can manage themselves without lapsing or relapsing. The group will map the impact of addictive behaviours on others in a person's life and develop a final self-management plan that covers all the four previous modules. All self-management plans will be returned to the participants so they can use these as reference for maintaining a lifestyle free of both addiction and crime.

The standard EQUIPS Addiction program consists of 20 x 2-hour sessions (40 hours) divided into five modules of four sessions each.

5.4 **EQUIPS AGGRESSION**

The EQUIPS Aggression program is designed to increase participants' ability to manage difficult life events and minimise aggressive behaviour. It is based on a strong cognitive behavioural therapy (CBT) approach and is linked to mindfulness and values. The program targets both expressive and instrumental aggression. The addition of an offence mapping process will help participants link their aggressive behaviour to their offence.

ELIGIBILITY CRITERIA: Eligibility will be determined by the LSI-R. Offenders who are medium risk and above (the ACT equivalent LSI-R level is high medium), and who meet one of the following criteria will be eligible for this program:

- A current or historical criminal conviction for a violence related offence
- A history of institutional violence

Detainees who are on remand, or appellants are not eligible. Participants must not have a current sex offence conviction.

Those who do not meet the program eligibility threshold based on risk, but who are identified with the following needs may be considered for participation:

- 3x offences in custody related to drugs within the last 12 months
- Are identified as serious or special interest offenders, using the *Offence Severity Scale* or other specialist risk assessment tool, as appropriate.

The program consists of the following modules:

MODULE 1: IDENTIFYING EMOTIONS

Module one of the program engages the participants in activities to introduce each other, build cohesion and respect in the process of creating a safe group. Participants are encouraged to share experiences with a view to identifying and exploring how their moods, emotions and attitudes are linked to their aggressive and violent behaviour. While gaining a better understanding of the physical signs of anger participants will be supported to differentiate between anger, aggression and violence and the triggers that underpin these emotions.

MODULE 2: AGGRESSION MANAGEMENT

Module two will focus on practical strategies to manage levels of anger and cope with difficult emotions. Participants will be encouraged to consider a broad range of strategies to better equip them to manage challenging situations while practicing a variety of skills and strategies to reduce emotional intensity. This module will provide participants with an opportunity to learn how to challenge unhelpful thoughts and beliefs, identify the costs of their behaviour and to clarify what is important to them.

MODULE 3: BELIEFS AND VALUES

Module three will challenge participants to reflect on how they interpret anger and aggression, exploring how early learning and experiences influence core beliefs, their view of the world and how they respond to life events. By identifying cognitive distortions and unhelpful thinking participants will explore conflict styles and consider how they also influence and shape the way they interpret and respond to what happens around them. In this module participants begin to consider their values, what is important to them and reason for change.

MODULE 4: OFFENCE MAPPING

In module four participants look at their offence in more detail and share their offence story with other participants in the group. They are encouraged to honestly acknowledge their aggressive and violent behaviour by examining the 24 hours leading up to the offence and considering the offence factors. Participants will be encouraged to identify their early warning signs, high risk situations decision points and impact on others to gain greater insight into their offending behaviour and to contemplate the changes in behaviour that would lead to a healthier and non-violent outcome.

MODULE 5: SELF-MANAGEMENT PLANNING

Module five supports participants to explore and reflect on their values so they can consider and practise effective ways to communicate, better problem-solve and plan. The final self-management plan will include strategies to better manage emotions, moods, and attitudes so that they can avoid further aggressive and violent behaviour. It will highlight the importance of understanding and practising strategies specific to their personal needs and goals.

The standard EQUIPS Aggression program consists of 20 x 2-hour sessions (40 hours) divided into five modules of four sessions each.

5.5 EQUIPS DOMESTIC AND FAMILY VIOLENCE

The EQUIPS Domestic and Family Violence program is based on CBT principles and strategies for behaviour change. The aim and purpose of this intervention is to provide a format that will enable increased access to offenders who have Domestic and Family Violence offences. The EQUIPS Domestic and Family Violence program includes all forms of domestic and family violence – intimate partner, family, elder and sibling abuse and any type of abuse that is deemed by the courts to be domestic in nature.

ELIGIBILITY CRITERIA: Eligibility will be determined by the LSI-R. Offenders who are medium risk and above (the ACT equivalent LSI-R level is high medium) will be eligible for this program so long as they have a current domestic or family violence conviction. ACTCS will also require participants to give consent for partner support to be provided (see below).

Those who do not meet the program eligibility threshold based on risk, but who are identified with the following needs may be considered for participation:

- Are identified as serious or special interest offenders, using the *Offence Severity Scale* or other specialist risk assessment tool, as appropriate.

The program aims are achieved by exploring the following topics:

MODULE 1: UNDERSTANDING ABUSIVE BEHAVIOURS

This module contains psycho-educational material aimed at developing participants understanding of abusive behaviours – including emotional, physical, and financial abuse, and challenges antisocial and pro-violent cognitions that support the use of violence. The module also uses CBT based interventions. Participants motivations and resistance levels are addressed including stages of change, goal-setting tasks, and cost benefits of changing behaviour.

MODULE 2: EXPLORING CORE BELIEFS, EMOTIONS AND MOOD

This module challenges offence-related cognitions, male and female stereotyped thinking and core beliefs. It addresses triggers associated with emotions and violent thoughts, and emotional coping skills and strategies.

MODULE 3: INVESTIGATING OFFENCE MAPPING

This module explores thoughts, feelings, and values, associated with offending behaviours. Behaviour chain analysis helps identify antecedents, warning signs and high-risk situations.

MODULE 4: UNDERSTANDING VICTIM IMPACT

This module introduces psycho-educational material including Duluth style concepts and addresses victim empathy and the impact of domestic abuse on children, family and the wider community.

MODULE 5: RELATIONSHIP SKILLS AND SELF-MANAGEMENT PLANNING

This module models conflict management, communication and listening skills, dispute resolution techniques and strategies and reinforces earlier work on unhealthy relationships and belief systems. Healthy and constructive relationships are promoted, and a personal support framework developed. The final session in each module allows 'therapeutic engagement' where problematic group dynamics and immediate problems related to offending are addressed. These may include custody, relationship or family issues, or other areas of need. Participants are encouraged to challenge each other and assist each other in solving problems.

The standard EQUIPS Domestic and Family Violence program consists of 20 x 2-hour sessions (40 hours) divided into five modules of four sessions each.

Whilst not a core component of EQUIPS DFV, it is widely acknowledged that work with perpetrators of domestic and family violence should be undertaken alongside a component of partner support. ACTCS will ensure that partner support is offered to partners and ex-partners of program participants, with participant consent to contacting partners being an additional requirement of program entry.

6. Sexual Offending Program (SOP)

6.1 Preparatory Program

The preparatory program explores several areas for intervention relating to criminogenic needs which have been identified as applying to most sex offenders. However, it does not address risk factors and therefore, should not be regarded as a rehabilitative intervention, per se. Anyone completing the preparatory program must complete a sex offender program subsequently to claim having undertaken a rehabilitation program.

The power of the preparatory program lies in preparing offenders for programs designed specifically to address criminogenic factors. The emphasis of the preparatory program is to address a range of responsivity barriers, resistances and poor motivation which stand in the way of participants engaging in intensive group interventions that target criminogenic needs.

The preparatory program has been designed around exercises and activities which help participants reflect on their lives and offending to increase their sense of self efficacy and motivation to participate in programs which directly target criminogenic needs.

The program does not have specific eligibility criteria and so offenders will be prioritised based on the eligibility criteria for the high and moderate intensity SOP, noting that remandees and appellants are ineligible until the appeal is finalised.

The preparatory program is run twice weekly, for up to eight weeks.

The following is a brief overview of the program:

Overview of program Session 1:

- Welcome, introductions, scheduling
- Participants introductions – icebreaker, program overview, requirements
- Contextualise program – info on High Intensity SOP, Medium Intensity SOP, Maintenance Program (not currently offered by ACTCS)
- Elicit expectations, establish group rules
- Explore feelings, elicit any fears, concerns, complaints
- Close

Session 2:

- Overview of other sexual offending programs
- Explore the consequences of completing/not completing programs
- Explain limits of confidentiality
- Introduce disclosing sexual offending “saying what you did”
- Separate person from choices, decisions, behaviour
- Close

Session 3:

- Brainstorm: how to disclose honestly
- Four participants talk about their sexual offending
- Self-esteem exercise
- Close

Session 4:

- Disclosure – sexual offending
- Four more participants talk about their sexual offending
- Introduce the Autobiography – this is your life
- Why it's important to explore life history
- Self-esteem exercise Close

Session 5:

- Remaining participants talk about their sexual offending
- Summarise
- Self-esteem exercise
- Autobiography "This is my life" – intro
- Two participants talk about their lives, patterns
- Explain worksheet #3 – patterns, strengths
- Close

Session 6:

- Four participants talk about their lives, patterns
- Anything participants wish to discuss briefly
- Close – feeling good

Session 7:

- Last four participants talk about their lives, patterns
- Summarise
- Close

Session 8:

- Consequences for victims – general
- Consequences for community members
- Distorted thinking
- Feeling Good – 12 ways
- Close

Session 9:

- Repeating problematic and helpful patterns
- Introduce linking life patterns / life history to their sexual offending
- Strengths
- Commitment to action

Session 10:

- Linking their life patterns to sexual offending
- Coping styles
- Feeling good

Session 11:

- Strengths
- 12 ways of feeling good
- Relationships
- Close – feeling good

Session 12:

- Feedback
- Reflection
- Evaluation
- Farewells

Session 13 – 16: OPTIONAL (weeks 7,8)

6.2 **High Intensity SOP**

The High Intensity SOP is an evidenced-based, intensive, resource manual guided intervention program for adult male sexual offenders who have been assessed as having a high risk for recidivism and recommended to undertake the program.

Offenders should only be placed on the waiting list for the program if they meet following criteria:

1. Adult male sexual offenders;
2. Have been assessed as being in a high-risk category to re-offend sexually and have been identified as having moderate to high criminogenic offending needs associated with sexual recidivism;
3. Are ready, willing, and able to undertake the program;
4. Have sufficient time remaining on their sentence/order to complete the program; and
5. Furthermore, it is recommended that offenders, where possible, have completed the preparatory program, or similar, to enhance their ability to engage in and benefit from participation.

The program schedule involves a total of 350 hours of group-based therapeutic intervention delivered through three sessions of three hours duration per week for 39 weeks.

The following is a brief overview of the modules in the program:

MODULE 1: AUTOBIOGRAPHY

To help participants understand how their life experiences lead them to commit sexual and other crimes and to assist them to identify patterns of behaviour, situations and attitudes that require greater self-management.

MODULE 2: SEXUAL OFFENDING

To increase participant's ability to disclose their sexual offending history and provide opportunities for them to accept responsibility for the decisions and choices that led to their offending.

MODULE 3: MAP OF OFFENDING

To help participants identify their offending pathway using a four-phase model of background factors, immediate factors, offending and after offending. To assist participants to identify the warning signs related to their offending.

MODULE 4: CONSEQUENCES

To encourage participants to develop empathic concern for victims and others by identifying the negative consequences resulting from their crimes.

MODULE 5: INTIMACY, SEXUALITY & ATTACHMENTS

To assist participants to identify their attachment style, patterns of intimacy and sexual behaviour and how these have hindered emotional connection and a sense of wellbeing in their relationships.

MODULE 6: MANAGING EMOTIONS

To enable participants to understand how moods, feelings and emotions operate in their lives by impacting on their behaviour, especially in their interactions with others. To ensure participants have plans and strategies to manage their emotions in the future.

MODULE 7: NEW FUTURE

To enable participants to identify their risk factors for sexual offending and develop management strategies for a future offence free and productive lifestyle.

6.3 Medium Intensity SOP

The Medium Intensity SOP is a derivative of the high intensity program, covering the same treatment areas (see previous section for details) relating to criminogenic needs identified as applying to most sex offenders. However, the overall duration of the program and the frequency of its delivery each week are reduced, designed to match the medium to low risk (the ACT position is to include all sex offences where a high intensity program is not required) and needs of sex offenders as determined by a combined Static 99R and Stable 2007 score (where both tools are applicable to the offence – where one tool has been used, this will be case-noted, including the reasons).

The medium intensity program was designed around exercises and activities targeting criminogenic and related responsivity needs. Not all participants will need to complete all the exercises and activities. This will depend on the individual requirements of participants as determined by professionals trained in behavioural assessment, intervention principles and program facilitation for sex offenders. Thus, the moderate intensity program can be tailored to meet individual offender's criminogenic, and responsivity needs.

Offenders should only be placed on the waiting list for the program if they meet following criteria:

1. Adult male sexual offenders.
2. Ready, willing, and able to undertake the program.
3. Sufficient time remaining in their sentence/order to complete the program.
4. Not assessed as requiring the High Intensity SOP.
5. Furthermore, it is recommended that offenders, where possible, have completed the preparatory program, or similar, to enhance their ability to engage in and benefit from participation.

Given the reduced intensity from the high intensity program, the Medium Intensity SOP may be completed in less than 6 months.

Program schedule: 2 sessions per week, 3 hours per session OR 3 sessions per week, 2 hours per session (15 mins break) – 6 hours total per week.

7. Brief Intervention Programs (BIPs)

The Brief Intervention Programs (BIPs) are available to remandees and sentenced offenders. The BIPs are psychoeducational and are not linked to specific offences or offending behaviour. The BIPs have most utility with participants who require a low intensity and/or short intervention, however, can also be used with participants who may go on to undertake criminogenic programs.

Each BIP consists of five x 1.5 hour sessions, usually run over two weeks.

7.1 **READINESS**

This program aims to give participants an introduction to group based psychoeducational programs with each session containing a variety of delivery methods with the view to encourage confident engagement from all group members.

7.2 **HEALTHY RELATIONSHIPS**

This program aims to introduce participants to the idea of different relationships, assist participants in understanding healthy/unhealthy relationship behaviours, and learn new communication skills. Healthy Relationships also explores the concepts of conflict resolution, boundaries, sexual consent, and relationship breakdown.

7.3 **ALCOHOL & OTHER DRUGS**

This program aims to assist participants to build confidence in being able to make changes, develop an understanding of and basic skills to help manage Alcohol and Other Drug (AOD) risks, support each other to help make positive choices in future and develop knowledge and confidence to access other supports in AMC and community.

7.4 **THRIVE**

This program aims to improve general well-being, reduce symptoms of anxiety and stress, enhance coping skills, to give support to and receive support from others.

7.5 **THRIVE EXTENDED**

This program aims to assist participants manage their emotions to help prevent aggressive or impulsive behaviour, practice strategies to help get through crisis situations, receive support from and provide support to others and develop a personalised toolbox of strategies to use in difficult situations.

7.6 **MAKING MY WAY**

This program aims to help participants identify their short- and long-term goals, what they need and what obligations they may have to help ensure a good future, what barriers may be faced and what strategies might be needed to overcome the barriers.

8. Solaris Therapeutic Community

- 8.1 Co facilitated with Karralika Programs Inc., the Solaris Therapeutic Community (TC) is a closed entry residential program for male detainees in the AMC who have alcohol and other drug dependency issues. It uses a 'community as therapy' approach to treatment and ongoing recovery. Solaris TC aims to provide a safe, secure, and supportive learning environment within a correctional setting where participants can explore and establish change within a social and personal context.
- 8.2 The program comprises of 20 weeks residential plus graduate support and up to 12 months transition support post release.
- 8.3 To meet eligibility criteria for Solaris, all the following must be present:
- Detainee at AMC
 - Male
 - Sentenced
 - 12 months remaining on the custodial part of sentence, and in the last 12 months of custody
 - Must not have unresolved appeal matters
- 8.4 The program comprises the following stages:
- Orientation (2 weeks): settling into the program
 - Readiness (4 weeks): AOD education, general health, communication, intro to relapse prevention
 - Treatment (6 weeks): understanding yourself, collage week, strong emotions, relationships
 - Commitment (4 weeks): resilience, self-esteem, self-image, relapse prevention, time management, goal setting
 - Graduate (flexible timeframe): relapse prevention strategies, planning for release and life in the wider community
 - Transition (up to 12 months): support to assist with community reintegration
- 8.5 During the Readiness and Treatment phases, participants are required to attend group meetings, specific therapeutic sessions, and focus groups each weekday. There are sessions facilitated by external agencies to deliver additional programs, for example, financial literacy and creative therapy. There may also be in-house health-focussed education sessions, specific men's health topics, organised sports, cultural group sessions, and/or individual counselling.
- All participants attend a weekly individual case management session with their allocated Solaris Case Manager focussing on program comprehension and relapse prevention.

All participants within the Therapeutic Community in treatment are eligible to undertake individualised counselling sessions with the Solaris Therapeutic Community Counsellor. Participants are to self-refer to the counselling sessions which are available on a weekly to fortnightly basis dependant on availability and client need.

Throughout the Graduate phase, a participant is expected to attend all meetings along with co-facilitating Readiness sessions with staff for new participants until such time as they gain employment within the AMC, be moved to the Transitional Release Centre (TRC), or are released from custody.

Within the transition phase, support is given to each voluntary participant to help practice and maintain their commitment to recovery including help to establish links to additional services for example, medical professionals, counsellors, and/or further AOD treatment options.

9. Individual Interventions

- 9.1 The CPU can facilitate one on one intervention with internal or external providers, only in circumstances where the detainee/offender is ineligible or unsuitable for group programs. Individual interventions will not be offered if a suitable group program is available, and eligibility and suitability criteria are met.
- 9.2 Group programs are derived from a known evidence base and offer participants opportunities to learn from one another, while individual interventions do not. Group programs are also the most efficient and can provide the most detailed information to the case manager in terms of participation and progress.
- 9.3 Responsivity and other factors that may have significant implications for a person's ability to participate in group programs should be identified at the time of referral to enable timely consideration of all options. Such factors may include, but are not limited to:
- Intellectual disability or cognitive impairment
 - Insufficient time remaining on sentence to complete a group program.
 - Doesn't meet program eligibility criteria (this would include for SOP as not male etc.).
- 9.4 While trauma is a consideration regarding program suitability, it should be noted that many group participants have experienced trauma, and that supported exploration of this can assist in reducing risk. While identification of trauma at the time of referral is important, it does not in itself preclude group participation.
- 9.5 The CPU will select the most appropriate provider based on skillset and availability. The focus and parameters of individual intervention will be determined between the CPU and the provider. This will include the nature of intervention, frequency, duration, and reporting requirements.
- 9.6 Individual intervention has most commonly been used to provide an intervention in respect of sexual, violent, or other complex patterns of offending when eligibility and/or suitability for group programs cannot be met.

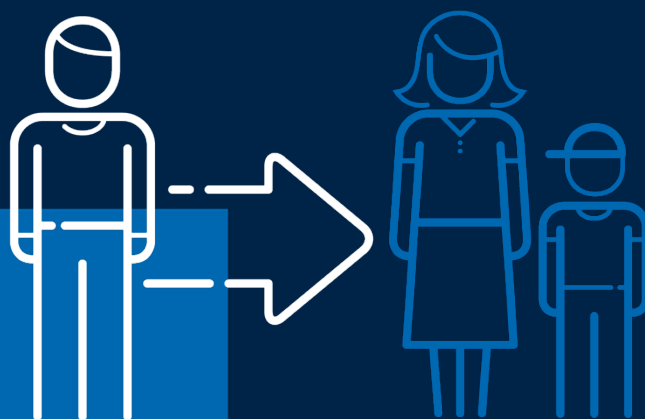
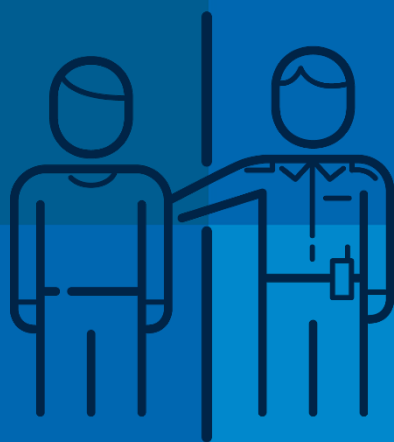


ACT CORRECTIVE SERVICES

One team, one purpose:
supporting a safer community

ACTCS Programs and Services Committee

Information and application package



ACT
Government

Justice and Community Safety

Amendment history

Version	Issue Date	Amendment Details	Author
0.1	February 2023	First version for review	Ashleigh Marian

Definitions

Term	Definition
ACTCS	ACT Corrective Services
JACS	Justice and Community Safety Directorate
AMC	Alexander Maconochie Centre
SOR	Statement of Requirements
TOR	Terms of Reference
ACTPS	ACT Public Sector

Introduction

ACT Corrective Services (ACTCS) is a business unit within the Justice and Community Safety Directorate (JACS). ACTCS provide services which promote the rehabilitation and reintegration of offenders into the community. Our vision is to be recognised as a leader in the provision of effective corrective services which positively change lives, reduce reoffending, and prevent future victims. The ACTCS Programs and Services Committee has been established in order to improve the integration, coordination and the management of services for offenders. Our Strategic Plan supports the ACT Government's commitment to reduce recidivism by 25% by 2025.

Purpose

The AMC Programs and Services Committee is an advisory body who provide integrated clinical and operational advice to inform program and service selection and/or continuance at the AMC. The committee will assess applications from internal and external services providers wishing to deliver programs and or services, ensuring evidence based, best practice services and programs are made available.

The Committee will be guided by principles of the ACTCS Integrated Offender Management Framework, to ensure the operationalisation of an efficient, effective, and integrated model of programs and services for offenders.

Meeting Administration and Protocol

The Committee will comprise of 7 members, including the Chair and Deputy Chair. The Chair may invite additional participants to inform best practice of services and programs to achieve outcomes.

The Committee will work together for best interest of community to deliver programs to provide advice to ACTCS.

The Committee meets a minimum of 4 times per year. As far as practical.

Code of Conduct

ACTPS Values and Signature Behaviours

The Committee members are expected to demonstrate the following:

- **Respect** – treating others with sensitivity, courtesy and understanding in professional manner
- **Integrity** – recognise achievement, take responsibility are accountable for their decisions and action and consistent when dealing with others
- **Collaboration** – sharing information and resources together towards a shared goal
- **Innovation** – open to and welcome change and new ideas from all sources

Application Process

All internal and external services wishing to deliver programs and services to detainees and offenders will be required to submit an application addressing the below criteria. Supporting documents may also be provided to evidence application.

You must address the following selection criteria and have regard to the assessment guidelines outlined below:

- Outline your program's purpose or operating model in how it contributes to the improvements of ACTCS strategic plans.
- Demonstrate effective methods to accomplishing learning styles, what are your evidence plans or intended outcomes.

- Provide details on the systems, and processes in place to manage and de-escalate a heightening situation.

Supporting Documents

ACTCS Strategic Plan 2019-2024
<i>ACT Public Sector Management ACT 1994</i>
ACT Public Service Code of Conduct
<i>ACT Public Sector Management Standards 2016</i>
Building Communities, Not Prison (BCNP) Programs
<i>Corrections Management Act 1997</i>
<i>Information Privacy Act 2014</i>
JACS Procurement, Contract Management and Assurance Framework
Reducing Recidivism by 25% by 2025 Plan
Standards for Registered Training Organisation (RTOs) 2015
<i>Territory Records Act 2002</i>
<i>Working With Vulnerable People (Background Checking) Act 2011</i>
<i>Work, Health and Safety Act 2011</i>
<i>Australian Skills Quality Authority</i>

Completing the application

Please email the completed application to ACTCSProgramsandServices@act.gov.au

ACTCS staff will acknowledge receipt of your submitted application within 5 working days. If you require assistance or are seeking guidance on your application, please address enquires to the email address list above. The Programs and Services Advisory Committee will assess your application at the next scheduled sitting.

Assessment guidelines

The ACTC Programs and Services Committee will assess all applications on the following requirements:

- Clarity of purpose/aims
- Scope/target cohort/knowledge of intended operating environment
- Operating model
- Evidence base- (current industry skills and knowledge)
- Strategic/organisational alignment
- Funding
- Evaluation plan and measurement of outcomes (including pre and post measures)
- Organisational/corporate issues, e.g., WHS considerations, quality control, staff qualifications/training/experience
- Risk management and escalation processes
- Impact on the operational environment and current service delivery
- Frequency of course delivery length and time

Outcomes

Following the Committees consideration, all parties will be advised of the outcome and if necessary, the Committee make seek additional information.

Reviews

The success of the program or service being delivered is critical to ensure high quality outcomes. The program or service should ensure that engagement surveys, attendance records, summary reports, and participate feedback is gathered. After completion of the program, the providers will undertake program evaluation component and internal review. Continuous of programs and services may be impacted if ACTCS is not able to assess effectiveness.

Confidentiality

ACTCS will not disclose the training details of detainees unless granted permission under the legislative or compliance requirements set by regulatory body or persons.

Conflict of interest

Any committee members must disclose any conflict of interest in material interest—a committee member has a material interest in an issue if the member has—

- (a) a direct or indirect financial interest in the issue; or
- (b) a direct or indirect interest of any other kind if the interest could conflict with the proper exercise of the member’s functions in relation to the council’s consideration of the issue.

The acceptance of gifts, benefits and donations may also introduce a conflict of interest. The acceptance of a gift could be perceived as influencing the performance of a public employee’s duties, which could result in a breach of section 9 of the PSM Act.

Public employees involved in tendering and contracting processes must maintain the highest ethical standards. They must avoid any real or perceived conflict of interest by disclosing any relationship with bidders. They must also ensure that advertising and selection processes are transparent, free from bias and give each bidder adequate opportunity to demonstrate value for money against criteria.

FAQ’s

- When do I have to submit application? [The Committee meeting is held every quarterly, applications received 2 weeks prior the schedule meeting will be considered.](#)
- What are information and the requirement need be submitted? [You must address the criteria outlined and consideration should be given to the assessment guidelines.](#)
- Who registers or reviews my application? [The registration form and 1 page pitch enable the Committee members to understand the programs’ key purpose and take into the account on potential value of this program for offenders.](#)
- What happens to my applications if I’m not successful? [You will be notified in writing by the Programs and Services Advisory Committee.](#)



SafeSelect Psychometric Assessments - Candidate Information

What is psychometric assessment?

Psychometric assessments are objective, standardised measures of an individual's abilities, personality preferences and behaviour. Psychometric assessments are used in recruitment to allow employers to better understand their candidates, and their suitability for the role. Psychometric assessments provide an insight into a candidate's potential, based on their personality, behavioural preferences and cognitive ability.

What types of assessments will I be asked to complete?

You will be asked to complete two assessments:

- 1) *A cognitive ability assessment* - measures verbal comprehension, numerical reasoning and problem solving. This is a game-based assessment called Cognify, which requires you to move through a series of modules or 'games' to complete the assessment.
- 2) *A personality and behaviour assessment* – This is a multiple-choice assessment, which is comprised of four questionnaires, each measuring different aspects of your personality, behavioural preferences and work style.

How long will the assessment take?

The cognitive ability assessment consists of six 'games' that takes 5 minutes each, or approximately 30 minutes to complete.

The personality and behaviour assessment is untimed, and takes approximately 1 hour to complete.

In total, the assessments take approximately 1.5 hours to complete.

Can I prepare for the assessments?

Cognitive Ability Assessment

When you access the cognitive ability assessment you will be required to complete a number of practice assessments before you complete the actual assessment. It is a requirement that you pass the practice assessment before you are able to go on to complete the actual assessment. This ensures you understand how to use the program and are capable of completing the assessment.

Personality and Behaviour Assessment

This assessment is based on your preferences, values and beliefs and therefore there isn't any preparation you can do prior to the assessment. We recommend that you answer all questions honestly, and go with your 'gut feel' and first instinct when answering the questions. It's best to move through the questions relatively quickly, rather than over-thinking your answers. Generally your first response will be the most accurate.

What kind of environment should I be in to complete the assessment?

We recommend the following conditions for when you complete the assessments:

- Ensure you are comfortable, relaxed and well rested and wearing any required glasses or contact lenses.
- You are in a quiet environment that is free from distractions and interruptions (e.g. noise, phones, other people) and have turned off your mobile phone.
- Not suffering from any temporary illness or condition that would prevent you from doing your best on the assessments.
- Not affected by alcohol or other drugs that would prevent you from doing your best on the assessments.
- Not receiving help from others when answering assessment questions.
- If completing assessments as part of a job application, aware that you will not be able to complete the same tests again for 12 months.

What are the computer system requirements for the assessment?

- Internet connection
- Screen resolution of 1024 x 768 minimum
- Google Chrome is the recommended browser. Google Chrome can be downloaded at <https://www.google.com/chrome/index.html>. If you are not able to use Google Chrome, you will need to download the Unity Web Player plugin.
- Pop-up blockers are disabled (turned off)

Please don't use a mobile device such as a smart phone or tablet to complete assessments. We can't guarantee that the assessments will work properly on such devices and you may be disadvantaged as a result.

What should I do if I need technical help?

Cognitive Ability Assessment

FAQ's for the abilities assessment can be accessed at <http://app.revelian.com/information/>

Telephone support for the cognitive abilities assessment is available through contacting Revelian – 1300 137 937.

Personality and Behaviour Assessment and General Assessment Queries

FAQ's for the personality and behaviour assessment are available at <http://test.aiofp.com.au/Faq.aspx?hs=true>

Support for the personality and behaviour assessment is available through contacting the SafeSelect:
Email: SafeSelectSupport@convergeintl.com.au
Phone: 1300 777 233 select option 1 for Service Desk.



For questions regarding the recruitment process and stage of your application, please contact the organisation you are applying for.



Correctional Officer - CO1, After 1 Year



Operations Manager - CO4



Correctional Officer - CO1, After 3 Years



Senior Director
Operations, Accommodation, Reintegration



Correctional Officer - CO1, After 5 Years



General Manager



Area Supervisor - CO2



Deputy Commissioner Custodial Operations



Area Manager - CO3



Commissioner

Rahman, Mashfi

From: McLellan, Karen
Sent: Wednesday, 22 November 2023 9:59 AM
To: Sch2
Cc: Paul, Douglas
Subject: RE: FOI - Renovations of the visits area in the AMC

OFFICIAL

Good morning Sch2

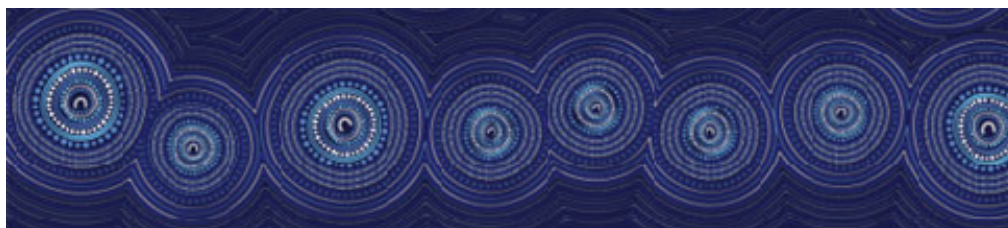
Apologies for the delay I was away from work yesterday

The initial budget for the Gatehouse (which was the visits area) was \$2,795,806.00

Kind Regards

Karen

Karen McLellan | Project Officer – Social Infrastructure Branch (she/her)
Ph 02 62079187 M Sch2 s2.2(a)(ii) | E karen.mclellan@act.gov.au
Infrastructure Delivery Partners | Major Projects Canberra | ACT Government
Callum Offices , Level 3 Pod B, 50 Easty Street, Woden ACT 2606
GPI Box 158, Canberra ACT 2601



We wish to acknowledge the Ngunnawal people as traditional custodians of the land we are meeting on and recognise any other people or families with connection to the lands of the ACT and region. We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

Artwork by Ngarrindjeri Jordan Lovegrove

From: Sch2 s2.2(a)(ii)
Sent: Tuesday, November 21, 2023 2:26 PM
To: McLellan, Karen <Karen.McLellan@act.gov.au>
Cc: Paul, Douglas <xxxxxxx.xxxx@xxx.xxv.au>
Subject: FOI - Renovations of the visits area in the AMC

OFFICIAL

Hi Karen,

We have received a FOI request regarding the budget allocated for renovations for the visits area in the AMC. These renovations were done along with the Gatehouse area (under project AMC Gatehouse and stores expansion).

Would you be able to provide how much was spent in relation to Visitor area – or how much was initially budgeted for it?

Your prompt response would be greatly appreciated as we have limited time to address these requests effectively.

Thanks

Sch2 | Director, Corporate Services | Finance and Business Services Unit
Sch2 s2:2(a)(ii)

ACT Corrective Services | Justice & Community Safety Directorate | ACT Government
L2, 2 Constitution Avenue, Canberra ACT 2601 | GPO Box 158 Canberra ACT 2601



We acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region.

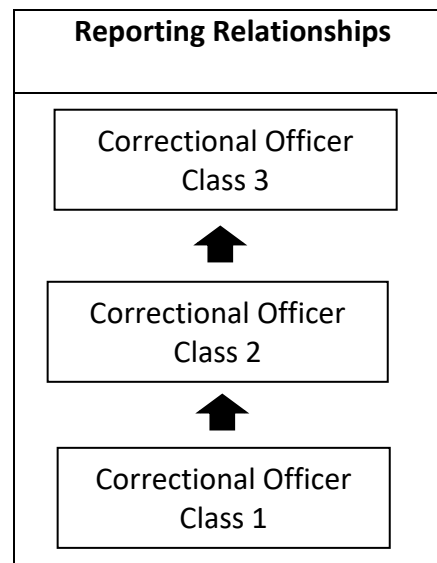
We acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

Artwork by Ngarrindjeri artist Jordan Lovegrove

Please consider the environment before printing this email - or if printing is necessary, please print double-sided

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	ACT Corrective Services
Branch	Custodial Operations
Position Number	Multiple
Position Title	Correctional Officer
Classification	Correctional Officer Class 1
Location	Court Transport Unit
Last Reviewed	August 2023



The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well as demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient community in the ACT.

This will be realised by working with the ACT government, key stakeholders and the community to:

- Strengthen community safety;
- Protect people's rights and interests;
- Care for and support vulnerable people;
- Enhance access to justice; and
- Build community resilience to emergency.

To achieve our vision for a safe, just and resilient community, the Directorate aims to be community-minded; human-rights focussed; inclusive and diverse; passionate about its work; and committed to making a positive difference.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Minister for Gaming
- Minister for Consumer Affairs
- Minister for Police and Emergency Services
- Minister for Corrections
- Minister for Human Rights, and
- Special Minister of State.

BUSINESS UNIT/AGENCY OVERVIEW

ACT Corrective Services is a part of the Justice and Community Safety Directorate, which delivers and contributes to upholding the rule of law, the Westminster style of democratic government and the principles of fairness, equity and tolerance in the relationship between the government and our community.

Our Values: **Respect | Integrity | Collaboration | Innovation | Dignity**

Our Vision: To be recognised as a leader in the provision of effective Corrective Services which positively change lives, reduce re-offending and prevent future victims.

Our Mission: To contribute to a safer community through:

- The safe, secure, decent and humane management of offenders both in custody and the community; and
- The provision of sustainable opportunities for offenders to lead law abiding and productive lives in the community through rehabilitation and reintegration.

BRANCH OVERVIEW

Custodial Operations is responsible for the:

- secure operations of the Alexander Machonochie Centre (AMC) and the Court Transport Unit (CTU);
- safe and humane management of detainees; and
- delivery of rehabilitative opportunities for detainees through programs, industries and education.

The Court Transport Unit is responsible for transporting detainees and remandees; and providing safe care and custody of detainees and remandees in the ACT Courts.

POSITION OVERVIEW

To adhere to the operational philosophy of ACT Corrective Services and promote a positive, rehabilitative culture and environment.

WHAT YOU WILL DO

1. Perform the functions of a Correctional Officer in accordance with relevant legislation, policies and procedures
2. Maintain security and order within correctional facilities.
3. Provide care and safe custody of all detainees within correctional facilities.
4. Supervise detainee activities and assist with the day to day running of correctional facilities.
5. Respond to emergencies and incidents.
6. Participate in Case Management and promote detainee rehabilitation by encouraging and facilitating participation in education, programs and pro-social activities.
7. Work in any correctional facility within ACT Corrective Services, as required and maintain records in accordance with the *Territory Records Act 2002*.
8. Undertake other duties appropriate to this level of classification which contribute to the effective and efficient operation of the organisation, and maintain records in accordance with the *Territory Records Act 2002*.

Note: This position does not involve direct supervision of staff.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated experience in dealing with a diverse range of people and situations requiring problem solving and relationship management.
2. Ability to supervise offenders and contain incidents which jeopardise safety and security by de-escalating conflicts, responding to complaints with empathy and a service-oriented approach.
3. Proficient in using information technology to produce standard written documents, store and protect information.

Behavioural Capabilities

1. Ability to listen and communicate clearly (verbally and in writing) with a range of stakeholders at all levels, with a focus on client needs and satisfaction.
2. Build and maintain effective professional relationships, in order to work collaboratively and provide a high quality service in line with the team's objectives and client needs.
3. Contribute to workplace safety, value workplace diversity and uphold the principles and values of the public service.

Compliance Requirements/Qualifications

1. Relevant custodial experience or Certificate III in Correctional Practice are essential. If Certificate III in Correctional Practice is not held it must be attained within 12 months of date of entry to service.
2. Current unrestricted Driver's license is essential.
3. Senior First Aid Certificate is essential
4. Relevant tertiary qualifications desirable.
5. This position requires pre-employment psychological and medical testing and Police record check.
6. This position requires registration under the Working with Vulnerable People (Background Checking) Act 2011.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Correctional Officer Class 1 (position number Various) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Occasionally
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Occasionally
Standing for long periods	Occasionally
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Never
Frequent overtime	Occasionally
Rostered shift work	Frequently

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Frequently

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Occasionally
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Frequently
Exposure to potentially distressing case material	Frequently

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally

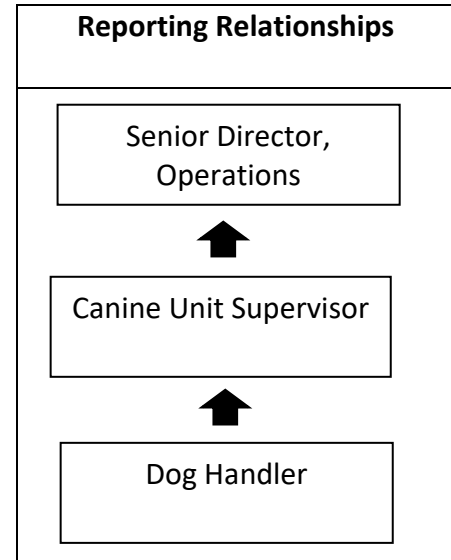


ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	ACT Corrective Services
Branch	Custodial Operations
Position Number	11356
Position Title	Dog Handler
Classification	Correctional Officer Class 1 (CO1)
Location	Alexander Machonochie Centre
Last Reviewed	January 2023



The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well as demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient community in the ACT.

This will be realised by working with the ACT government, key stakeholders and the community to:

- Strengthen community safety;
- Protect people's rights and interests;
- Care for and support vulnerable people;
- Enhance access to justice; and
- Build community resilience to emergency.

To achieve our vision for a safe, just and resilient community, the Directorate aims to be community-minded; human-rights focused; inclusive and diverse; passionate about its work; and committed to making a positive difference.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Minister for Gaming
- Minister for Consumer Affairs
- Minister for Police and Emergency Services
- Minister for Corrections
- Minister for Human Rights, and
- Special Minister of State.

BUSINESS UNIT/AGENCY OVERVIEW

ACT Corrective Services (ACTCS) is a part of the Justice and Community Safety Directorate, which delivers and contributes to upholding the rule of law, the Westminster style of democratic government and the principles of fairness, equity and tolerance in the relationship between the government and our community.

Our Values: Respect | Integrity | Collaboration | Innovation | Dignity

Our Vision: To be recognised as a leader in the provision of effective Corrective Services which positively change lives, reduce re-offending and prevent future victims.

Our Mission: To contribute to a safer community through:

- The safe, secure, decent and humane management of offenders both in custody and the community; and
- The provision of sustainable opportunities for offenders to lead law abiding and productive lives in the community through rehabilitation and reintegration.

BRANCH OVERVIEW

Custodial Operations is responsible for the:

- secure operations of the Alexander Machonochie Centre (AMC) and the Court Transport Unit (CTU);
- safe and humane management of detainees; and
- delivery of rehabilitative opportunities for detainees through programs, industries and education

POSITION OVERVIEW

The Dog Handler will support ACTCS Drug Reduction Strategy and AMC barrier controls, by providing a front line drug detection capability.

WHAT YOU WILL DO

Under the general direction of the Canine Unit Supervisor, the Dog Handler will:

1. Deploy Corrections Search Dogs in accordance with legislation, policies, procedures and guidelines.
2. Undertake operations in accordance with the Security Framework and contribute to its future development
3. Monitor detainee communications to identify potential contraband introductions.
4. Collect, collate and exchange information relating to searches in accordance with organisational policies and procedures.
5. Maintain the health, welfare and fitness of the dog in all operational and environmental conditions.
6. Maintain security, detection and barrier control activities within a custodial facility and provide reports and recommendations for actions based on findings, including but not limited to, search operations within custodial Units and service and industrial areas.
7. Liaise and work collaboratively with the Security Team and Intelligence Unit to develop strategies for the reduction of drug/contraband introduction to the prison.
8. From time to time assist other ACT agencies in the detection role as authorised by Senior Director Operations and General Manager.
9. Attend training opportunities as required to maintain the dogs' detection skills.
10. Assist with other duties as directed for the day-to-day running of a correctional facility.
11. Maintain records in accordance with the *Territory Records Act 2002*.
12. Maintain and exercise the Corrections Search Dog, including during days off, except during periods of leave requiring ACTCS to provide Boarding facilities.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated ability to understand the principles of Corrections Search Dog deployment, including developing and applying a search methodology, conducting follow-up search activities and acting upon intelligence and feedback when received.
2. Ability to conduct searches, maintain security systems and contain incidents which jeopardise safety, in accordance with relevant legislation, policy and procedure.

Behavioural Capabilities

1. Ability to listen and communicate clearly (verbally and in writing) with a range of stakeholders at all levels, with a focus on client needs and satisfaction.
2. Ability to build and maintain effective professional relationships, in order to work collaboratively and provide a high quality service in line with the team's objectives and client needs.

Compliance Requirements/Qualifications

1. Certificate III in Correctional Practice (Custodial) must be held or able to be attained within 12 months of date of entry to service.
2. Ability to meet physical/endurance requirements (successful applicants will be required to undergo a physical fitness assessment) for the position.
3. A Doctor's certificate will be required to complete physical requirements.
4. Completion of mandatory Dog Handler Training Course and refresher/ongoing training as required.
5. Current unrestricted driver's licence and Senior First Aid Certificate are essential requirements.
6. Applicants will be required to house an ACTCS vehicle and an ACTCS dog in a secure yard.
7. Eligible applicants will be required to undergo pre-employment psychological testing and medical testing and a Police Record check.
8. Current registration issued under the Working with Vulnerable People (Background Check) Act 2011 is essential.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Correctional Officer Class 1 (position number 11356) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Occasionally
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Occasionally
Standing for long periods	Occasionally
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Never
Frequent overtime	Occasionally
Rostered shift work	Frequently

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Frequently

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Occasionally
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Frequently
Exposure to potentially distressing case material	Frequently

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally

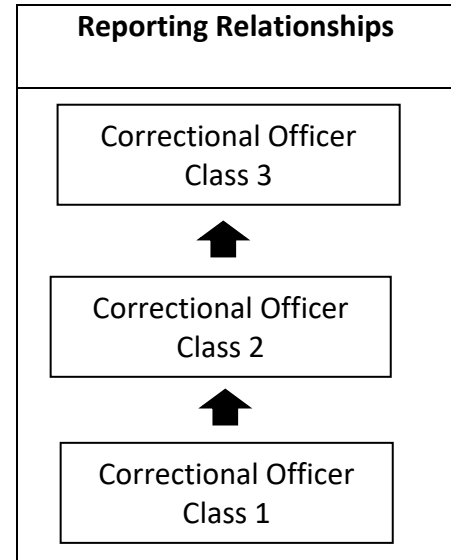


ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	ACT Corrective Services
Branch	Custodial Operations
Position Number	Multiple
Position Title	Correctional Officer
Classification	Correctional Officer Class 1
Location	Alexander Machonochie Centre
Last Reviewed	August 2023



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- Minister for Gaming
- Minister for Consumer Affairs
- Minister for Police and Emergency Services
- Minister for Corrections
- Minister for Human Rights, and
- Special Minister of State.

BUSINESS UNIT/AGENCY OVERVIEW

ACT Corrective Services is a part of the Justice and Community Safety Directorate, which delivers and contributes to upholding the rule of law, the Westminster style of democratic government and the principles of fairness, equity and tolerance in the relationship between the government and our community.

Our Values: Respect | Integrity | Collaboration | Innovation | Dignity

Our Vision: To be recognised as a leader in the provision of effective Corrective Services which positively change lives, reduce re-offending and prevent future victims.

Our Mission: To contribute to a safer community through:

- The safe, secure, decent and humane management of offenders both in custody and the community; and
- The provision of sustainable opportunities for offenders to lead law abiding and productive lives in the community through rehabilitation and reintegration.

BRANCH OVERVIEW

Custodial Operations is responsible for the:

- secure operations of the Alexander Machonochie Centre (AMC) and the Court Transport Unit (CTU);
- safe and humane management of detainees; and
- delivery of rehabilitative opportunities for detainees through programs, industries and education.

The Court Transport Unit is responsible for transporting detainees and remandees; and providing safe care and custody of detainees and remandees in the ACT Courts.

POSITION OVERVIEW

To adhere to the operational philosophy of ACT Corrective Services and promote a positive, rehabilitative culture and environment.

WHAT YOU WILL DO

1. Perform the functions of a Correctional Officer in accordance with relevant legislation, policies and procedures.
2. Maintain security and order within correctional facilities.
3. Provide care and safe custody of all detainees within correctional facilities.
4. Supervise detainee activities and assist with the day to day running of correctional facilities.
5. Respond to emergencies and incidents.
6. Participate in Case Management and promote detainee rehabilitation by encouraging and facilitating participation in education, programs and pro-social activities.
7. Work in any correctional facility within ACT Corrective Services, as required and maintain records in accordance with the *Territory Records Act 2002*.
8. Undertake other duties appropriate to this level of classification which contribute to the effective and efficient operation of the organisation, and maintain records in accordance with the *Territory Records Act 2002*.

Note: This position does not involve direct supervision of staff.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated experience in dealing with a diverse range of people and situations requiring problem solving and relationship management.
2. Ability to supervise offenders and contain incidents which jeopardise safety and security by de-escalating conflicts, responding to complaints with empathy and a service-oriented approach.
3. Proficient in using information technology to produce standard written documents, store and protect information.

Behavioural Capabilities

1. Ability to listen and communicate clearly (verbally and in writing) with a range of stakeholders at all levels, with a focus on client needs and satisfaction.
2. Build and maintain effective professional relationships, in order to work collaboratively and provide a high-quality service in line with the team's objectives and client needs.
3. Contribute to workplace safety, value workplace diversity and uphold the principles and values of the public service.

Compliance Requirements/Qualifications

1. Relevant custodial experience or Certificate III in Correctional Practice are essential. If Certificate III in Correctional Practice is not held it must be attained within 12 months of date of entry to service.
2. Current unrestricted Driver's license is essential.
3. Senior First Aid Certificate is essential.
4. Relevant tertiary qualifications desirable.
5. This position may require pre-employment medical testing and Police record check.
6. This position requires registration under the Working with Vulnerable People (Background Checking) Act 2011.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Correctional Officer Class 1 (position number Various) and indicates how frequently each of these

requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Occasionally
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Occasionally
Standing for long periods	Occasionally
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Never
Frequent overtime	Occasionally
Rostered shift work	Frequently

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Frequently

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Occasionally
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Frequently
Exposure to potentially distressing case material	Frequently

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally

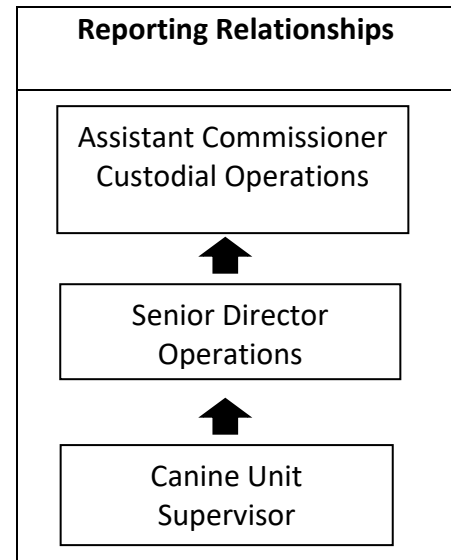


ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	ACT Corrective Services
Branch	Custodial Operations
Position Number	17617
Position Title	Canine Unit Supervisor
Classification	Custodial Officer Class 2 (CO2)
Location	Alexander Maconochie Centre
Last Reviewed	June 2023



The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation as well as demonstrating the related signature behaviours.

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient community in the ACT.

This will be realised by working with the ACT government, key stakeholders and the community to:

- Strengthen community safety;
- Protect people's rights and interests;
- Care for and support vulnerable people;
- Enhance access to justice; and
- Build community resilience to emergency.

To achieve our vision for a safe, just and resilient community, the Directorate aims to be community-minded; human-rights focused; inclusive and diverse; passionate about its work; and committed to making a positive difference.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Minister for Gaming
- Minister for Consumer Affairs
- Minister for Police and Emergency Services
- Minister for Corrections
- Minister for Human Rights, and
- Special Minister of State.

BUSINESS UNIT/AGENCY OVERVIEW

ACT Corrective Services (ACTCS) is a part of the Justice and Community Safety Directorate, which delivers and contributes to upholding the rule of law, the Westminster style of democratic government and the principles of fairness, equity and tolerance in the relationship between the government and our community.

Our Values: **Respect | Integrity | Collaboration | Innovation | Dignity**

Our Vision: To be recognised as a leader in the provision of effective Corrective Services which positively change lives, reduce re-offending and prevent future victims.

Our Mission: To contribute to a safer community through:

- The safe, secure, decent and humane management of offenders both in custody and the community; and
- The provision of sustainable opportunities for offenders to lead law abiding and productive lives in the community through rehabilitation and reintegration.

BRANCH OVERVIEW

Custodial Operations is responsible for the:

- secure operations of the Alexander Machonochie Centre (AMC) and the Court Transport Unit (CTU);
- safe and humane management of detainees; and
- delivery of rehabilitative opportunities for detainees through programs, industries and education

POSITION OVERVIEW

The ACTCS Canine Unit is a small unit based at the AMC deploying Correctional Dogs as part of the strategic response to contraband reduction. The ACTCS Canine Unit requires a dynamic, proactive and experienced dog handler to develop and drive their capability and meet the needs of the AMC.

WHAT YOU WILL DO

Under the general direction of the Senior Director, Operations, the Canine Unit Supervisor will:

- Deploy Correctional Dogs in accordance with legislation, policies, procedures and guidelines.
- Undertake canine search operations in accordance with the Security Framework and contribute to its future development.
- Maintain and monitor the welfare of the detection dogs and ensure all legislative requirements around the care of working dogs is adhered to.
- Monitor the performance and conduct regular training and assessment of Dog Handler teams to ensure Dog Handler instructor qualifications are maintained and a quality service is provided to ACTCS.
- Manage the safe storage of training drugs, including the renewal of training drugs with Australian Federal Police, and ensure adherence to ACTCS procedures and the provisions of the Medicines, Poisons and Therapeutic Regulations 2008.
- Contribute to workforce planning to ensure the effective deployment of detection dogs in the corrections environment, supporting custodial staff and assisting with drug reduction.
- Source, assess and co-ordinate the procurement of detection dogs in line with policies and procedures.
- Liaise and work collaboratively with the Operations Group and the Intelligence Unit to develop strategies for the reduction of drug/contraband introduction to the prison.
- Ensure all administration pertaining to the welfare, ongoing care and deployment of the dogs is completed, maintained and audited.
- Develop and maintain stakeholder relationships and inter-agency cooperation.
- This position does involve direct supervision of staff.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated experience or background in Dog Handling including training and assessing canine capability and in maintaining canine welfare in accordance with relevant legislation, policy and procedure.
2. The ability to develop, contribute to and analyse operational, policy and legislative requirements relating to the procurement and deployment of Correctional Dogs.
3. High level verbal and written communication skill, including the ability to communicate and present to staff and stakeholders at all levels, in a busy operational environment.

Behavioural Capabilities

1. The ability to assess and manage competing priorities and meet deadlines in a fast-changing environment.
2. The ability to cultivate productive working relationships with clients and stakeholders, to achieve individual, team and organisational objectives.
3. Demonstrated experience in the supervision and management of a team, including monitoring performance and conducting training, and the ability to work autonomously.

Compliance Requirements/Qualifications

1. Nationally recognized Certificate IV in Training & Assessment is highly desirable.
2. Training in Detection Dog handling by a recognised authority is highly desirable.
3. Relevant custodial experience or Certificate III in Correctional Practice is essential. If Certificate III in Correctional Practice is not held it must be attained within 12 months of date of entry to the service.
4. Background / Security clearance checks will be conducted.
5. Must be an Australian Citizen or hold the right to work in Australia.
6. Driver's license is essential.
7. This position does require a pre-employment medical.
8. This position requires a Working with Vulnerable People Check.
9. This position requires a reasonable level of fitness.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Canine Unit Supervisor (P17617) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Occasionally
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Occasionally
Standing for long periods	Frequently
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Occasionally
Frequent overtime	Occasionally
Rostered shift work	Frequently

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Occasionally
Excessive noise	Never
Low lighting	
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

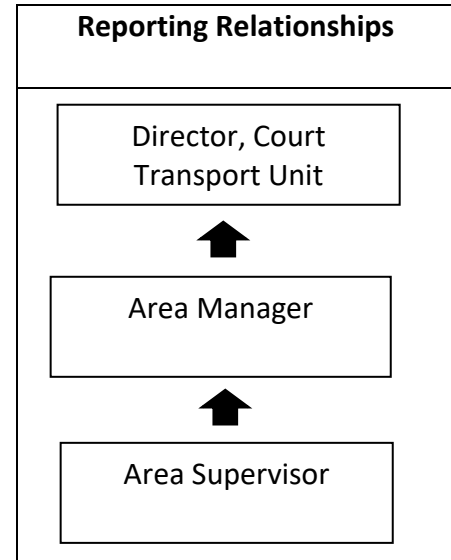
OTHER	FREQUENCY
Uniform required	Frequently

Personal Protective Equipment (PPE) required	Occasionally
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POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	ACT Corrective Services
Branch	Custodial Operations
Position Number	P13709
Position Title	Area Supervisor
Classification	Correctional Officer Class 2
Location	Canberra Law Courts, Canberra City and occasionally Head Office, Constitution Avenue and Alexander Maconochie Centre, Hume
Last Reviewed	November 2023



The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well as demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient community in the ACT.

This will be realised by working with the ACT government, key stakeholders and the community to:

- Strengthen community safety;
- Protect people's rights and interests;
- Care for and support vulnerable people;
- Enhance access to justice; and
- Build community resilience to emergency.

To achieve our vision for a safe, just and resilient community, the Directorate aims to be community-minded; human-rights focussed; inclusive and diverse; passionate about its work; and committed to making a positive difference.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Minister for Gaming
- Minister for Consumer Affairs
- Minister for Police and Emergency Services
- Minister for Corrections
- Minister for Human Rights, and
- Special Minister of State.

BUSINESS UNIT/AGENCY OVERVIEW

ACT Corrective Services is a part of the Justice and Community Safety Directorate, which delivers and contributes to upholding the rule of law, the Westminster style of democratic government and the principles of fairness, equity and tolerance in the relationship between the government and our community.

Our Values: Respect | Integrity | Collaboration | Innovation | Dignity

Our Vision: To be recognised as a leader in the provision of effective Corrective Services which positively change lives, reduce re-offending and prevent future victims.

Our Mission: To contribute to a safer community through:

- The safe, secure, decent and humane management of offenders both in custody and the community; and
- The provision of sustainable opportunities for offenders to lead law abiding and productive lives in the community through rehabilitation and reintegration.

BRANCH OVERVIEW

Custodial Operations is responsible for the:

- secure operations of the Alexander Machonochie Centre (AMC) and the Court Transport Unit (CTU);
- safe and humane management of detainees; and
- delivery of rehabilitative opportunities for detainees through programs, industries and education

The Court Transport Unit is responsible for transporting detainees and remandees; and providing safe care and custody of detainees and remandees in the ACT Courts.

POSITION OVERVIEW

The CTU serves the Courts by transporting detainees to and from the Alexander Maconochie Centre (AMC) and Bimberi Youth Justice Centre, as well as receiving offenders from the Police Watch House and holding them in custody. The CTU staff operate out of the custodial suite beneath the courts, escort and provide oversight to detainees both to and from and while in the courtroom. As such the CTU is an extremely dynamic Unit exhibiting a high degree of

professionalism in a very visible role, building strong relationships with a range of stakeholders and maintaining public safety.

This position will work directly with offenders and detainees.

WHAT YOU WILL DO

Under the general direction of the Director, Court Transport Unit, the Correctional Officer 2 will:

1. Perform the functions of a Correctional Officer 2 in accordance with relevant legislation, policies and procedures.
2. Maintain security and order within correctional facilities and assume control of operational areas as required.
3. Ensure the provision of safe care, custody and management of all detainees within ACTCS correctional facilities.
4. Assist with the day to day operation of CTU facilities, including:
 - Supervision and management of staff;
 - Allocation of resources, and monitoring the workflow of Correctional Officer Class 1
 - Supervision, training and development of staff including performance management, assessment and feedback;
 - Admission and discharge of detainees in accordance with relevant legislation, policies and procedures.
5. Respond to emergencies and incidents.
6. Work in any correctional facility within ACT Corrective Services, as required.
7. Undertake other duties appropriate to this level of classification which contribute to the effective and efficient operation of the organisation, and maintain records in accordance with the *Territory Records Act 2002*.
8. Maintain workplace health & safety including cleanliness of detainee and staff areas ensuring they are cleaned to a satisfactory standard.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Experience in the supervision and management of individual and team performance to support career development in line with ACTCS performance and development plan.
2. Demonstrated experience in offender management which may include but not limited to maintenance of security and safety procedures, case management and detainee rehabilitation.
3. High proficiency in verbal and written English along with demonstrated ability to understand, interpret and develop written routine workplace materials including reports and submissions.

Behavioural Capabilities

1. Ability to build and maintain effective working relationships and act with diplomacy and discretion when dealing with sensitive and confidential issues.
2. Demonstrated ability to work effectively as an individual and within a team in order to assess priorities and management competing deadlines in a fast-changing environment.
3. Contribute to workplace safety, value workplace diversity and make constructive suggestions for the purpose of continuous improvement in accordance with the principles and values of the public service.

Compliance Requirements/Qualifications

1. Relevant custodial experience or Certificate III in Correctional Practice are essential. If Certificate III in Correctional Practice is not held it must be attained within 12 months of date of entry to service;
2. Current unrestricted Driver's license is essential.
3. Senior First Aid Certificate is essential.
4. Relevant tertiary qualifications desirable.
5. This position requires pre-employment psychological and medical testing and Police record check.
6. This position requires registration under the Working with Vulnerable People (Background Checking) Act 2011.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Correctional Officer Class 2 (position number 13709) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Occasionally
Graphical/analytical based	Occasionally
Sitting at a desk	Occasionally
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Never
Frequent overtime	Occasionally
Rostered shift work	Frequently

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

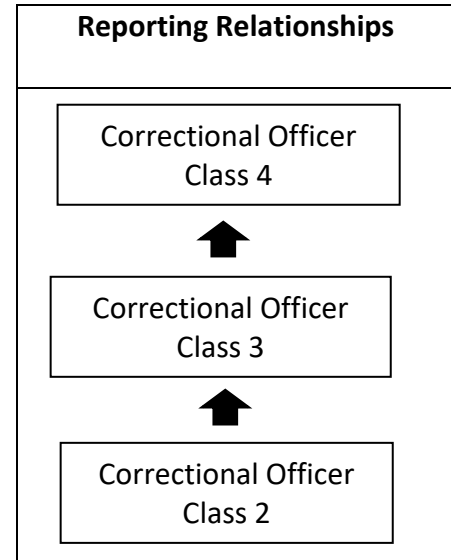
SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Occasionally
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Frequently
Exposure to potentially distressing case material	Frequently

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally



POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	ACT Corrective Services
Branch	Custodial Operations
Position Number	Various
Position Title	Correctional Officer Class 2
Classification	Correctional Officer Class 2
Location	Alexander Machonochie Centre
Last Reviewed	July 2023



The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well as demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient community in the ACT.

This will be realised by working with the ACT government, key stakeholders and the community to:

- Strengthen community safety;
- Protect people's rights and interests;
- Care for and support vulnerable people;
- Enhance access to justice; and
- Build community resilience to emergency.

To achieve our vision for a safe, just and resilient community, the Directorate aims to be community-minded; human-rights focussed; inclusive and diverse; passionate about its work; and committed to making a positive difference.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Minister for Gaming
- Minister for Consumer Affairs
- Minister for Police and Emergency Services
- Minister for Corrections
- Minister for Human Rights, and
- Special Minister of State.

BUSINESS UNIT/AGENCY OVERVIEW

ACT Corrective Services is a part of the Justice and Community Safety Directorate, which delivers and contributes to upholding the rule of law, the Westminster style of democratic government and the principles of fairness, equity and tolerance in the relationship between the government and our community.

Our Values: **Respect | Integrity | Collaboration | Innovation | Dignity**

Our Vision: To be recognised as a leader in the provision of effective Corrective Services which positively change lives, reduce re-offending and prevent future victims.

Our Mission: To contribute to a safer community through:

- The safe, secure, decent and humane management of offenders both in custody and the community; and
- The provision of sustainable opportunities for offenders to lead law abiding and productive lives in the community through rehabilitation and reintegration.

BRANCH OVERVIEW

Custodial Operations is responsible for the:

- secure operations of the Alexander Machonochie Centre (AMC) and the Court Transport Unit (CTU);
- safe and humane management of detainees; and
- delivery of rehabilitative opportunities for detainees through programs, industries and education

The Court Transport Unit is responsible for transporting detainees and remandees; and providing safe care and custody of detainees and remandees in the ACT Courts.

POSITION OVERVIEW

To adhere to the operational philosophy of ACT Corrective Services and promote a positive, rehabilitative culture and environment.

WHAT YOU WILL DO

1. Perform the functions of a Correctional Officer 2 in accordance with relevant legislation, policies and procedures
2. Maintain security and order within correctional facilities and assume control of operational areas as required.
3. Ensure the provision of safe care, custody and management of all detainees within ACTCS correctional facilities.
4. Assist with the day to day operation of ACTCS correctional facilities, including:
 - Supervision and management of staff;
 - Allocation of resources, case-loads and monitoring the workflow of Correctional Officer Class 1 case officers;
 - Supervision, training and development of staff including performance management, assessment and feedback;
 - Admission and discharge of detainees in accordance with relevant legislation, policies and procedures.
5. Respond to emergencies and incidents.
6. Supervise Correctional Officer Class 1 case officers and participate in case management, promoting detainee rehabilitation by encouraging participation in and facilitating education, programs and pro-social activities.
7. Work in any correctional facility within ACT Corrective Services, as required.
8. Undertake other duties appropriate to this level of classification which contribute to the effective and efficient operation of the organisation, and maintain records in accordance with the *Territory Records Act 2002*.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Experience in the supervision and management of individual and team performance to support career development in line with ACTCS performance and development plan.
2. Demonstrated experience in offender management which may include but not limited to maintenance of security and safety procedures, case management and detainee rehabilitation.
3. High proficiency in verbal and written English along with demonstrated ability to understand, interpret and develop written routine workplace materials including reports and submissions.

Behavioural Capabilities

1. Ability to build and maintain effective working relationships and act with diplomacy and discretion when dealing with sensitive and confidential issues.
2. Demonstrated ability to work effectively as an individual and within a team in order to assess priorities and management competing deadlines in a fast-changing environment.
3. Contribute to workplace safety, value workplace diversity and make constructive suggestions for the purpose of continuous improvement in accordance with the principles and values of the public service.

Compliance Requirements/Qualifications

1. Relevant custodial experience or Certificate III in Correctional Practice are essential. If Certificate III in Correctional Practice is not held it must be attained within 12 months of date of entry to service;
2. Current unrestricted Driver's license is essential.
3. Senior First Aid Certificate is essential
4. Relevant tertiary qualifications desirable.
5. This position requires pre-employment psychological and medical testing and Police record check.
6. This position requires registration under the Working with Vulnerable People (Background Checking) Act 2011.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Correctional Officer Class 2 (position number Various) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Occasionally
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Occasionally
Standing for long periods	Occasionally
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Never
Frequent overtime	Occasionally
Rostered shift work	Frequently

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Frequently

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

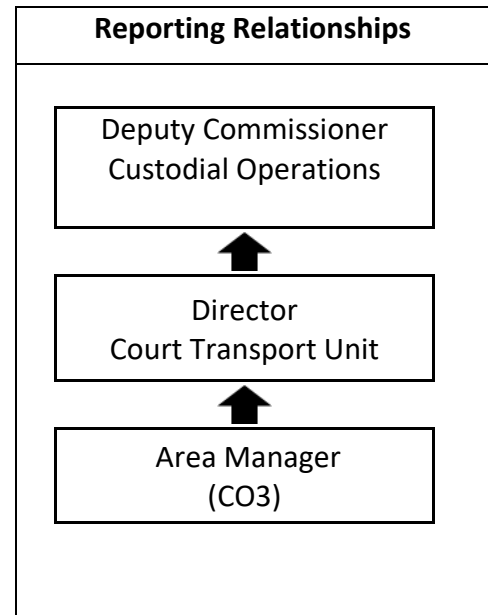
SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Occasionally
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Frequently
Exposure to potentially distressing case material	Frequently

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally



POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	ACT Corrective Services
Branch	Custodial Operations
Position Number	49415
Position Title	Area Manager
Classification	Correctional Officer Class 3 (CO3)
Location	Court Transport Unit, Canberra City
Last Reviewed	March 2022



The Australian Capital Territory Public Service (ACTPS) is a values based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well as demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient community in the ACT.

This will be realised by working with the ACT government, key stakeholders and the community to:

- Strengthen community safety;
- Protect people's rights and interests;
- Care for and support vulnerable people;
- Enhance access to justice; and
- Build community resilience to emergency.

To achieve our vision for a safe, just and resilient community, the Directorate aims to be community-minded; human-rights focussed; inclusive and diverse; passionate about its work; and committed to making a positive difference.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Minister for Gaming
- Minister for Consumer Affairs
- Minister for Police and Emergency Services
- Minister for Corrections
- Minister for Human Rights, and
- Special Minister of State.

BUSINESS UNIT/AGENCY OVERVIEW

ACT Corrective Services (ACTCS) is a part of the Justice and Community Safety Directorate, which delivers and contributes to upholding the rule of law, the Westminster style of democratic government and the principles of fairness, equity and tolerance in the relationship between the government and our community.

Our Values: **Respect | Integrity | Collaboration | Innovation | Dignity**

Our Vision: To be recognised as a leader in the provision of effective Corrective Services which positively change lives, reduce re-offending and prevent future victims.

Our Mission: To contribute to a safer community through:

- The safe, secure, decent and humane management of offenders both in custody and the community; and
- The provision of sustainable opportunities for offenders to lead law abiding and productive lives in the community through rehabilitation and reintegration.

BRANCH OVERVIEW

Custodial Operations is responsible for the:

- secure operations of the Alexander Maconochie Centre (AMC) and the Court Transport Unit (CTU);
- safe and humane management of detainees; and
- delivery of rehabilitative opportunities for detainees through programs, industries and education

The CTU is responsible for transporting detainees and remandees; and providing safe care and custody of detainees and remandees in the ACT Courts.

POSITION OVERVIEW

The Correctional Officer Class 3 (CO3) at the CTU holds the position of Area Manager and is required to adhere to the operational philosophy of ACTCS and promote a positive, rehabilitative culture and environment.

WHAT YOU WILL DO

Under the direction of the Director, CTU, the Area Manager, CO3 will:

1. Provide leadership, supervision and management of staff and operations in Correctional facilities, ensuring the:
 - Safe care and custody of detainees;
 - Maintenance of security and supervision of staff and detainees;
 - Admission and discharge of detainees in accordance with relevant legislation.
2. Assume control of the facility in the absence of the Director, CTU.
3. Assist in training/development including the provision of work performance assessments and feedback.
4. Prepare reports and undertake investigations as required.
5. Ensure staff and detainees comply with relevant legislation, policies and procedures.
6. Work in any correctional facility within ACTCS, as required.
7. Undertake other duties appropriate to this level of classification which contribute to the effective and efficient operation of the organisation, as directed.
8. Maintain records in accordance with the *Territory Records Act 2002*.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated experience in the management of resources such as financial, human, information technology and records of the designated area within policy guidelines and procedures.
2. Demonstrated experience in offender management, including maintenance of security and safety procedures, case management and detainee rehabilitation.
3. Excellent verbal and written communication skills along with demonstrated ability to compose complex written materials including reports, submissions and procedural policies.

Behavioural Capabilities

1. Ability to lead, motivate and train staff, including the ability to establish priorities and manage competing deadlines for self and others.
2. High level interpersonal skills with the ability to build and maintain professional working relationships, including the ability to consult, negotiate and liaise effectively with a diverse range of people.

3. The ability to promote tolerance and mutual respect for diversity, actively contribute to an ethical public sector workplace and participate in ethical decision-making within a custodial environment.

Compliance Requirements/Qualifications

1. Relevant custodial experience and Certificate III and Certificate IV in Correctional Practice (Custodial) are essential. If Certificate III in Correctional Practice is not held it must be attained within 12 months of date of entry to service.
2. Current unrestricted Driver's license is essential.
3. Senior First Aid Certificate is essential
4. Relevant tertiary qualifications are desirable.
5. This position requires pre-employment psychological and medical testing and Police record check.
6. This position requires registration under the *Working with Vulnerable People (Background Checking) Act 2011*.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Area Manager CO3 (P49415) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Occasionally
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Occasionally
Standing for long periods	Occasionally
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Never
Frequent overtime	Occasionally
Rostered shift work	Occasionally

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Occasionally
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally

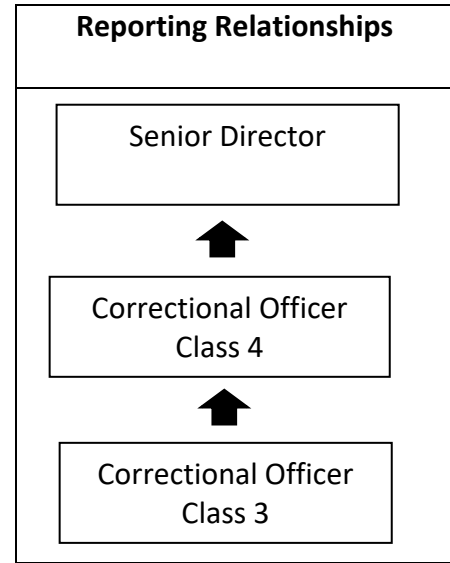


ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	ACT Corrective Services
Branch	Custodial Operations
Position Number	Various
Position Title	Correctional Officer
Classification	Correctional Officer Class 3
Location	Alexander Machonochie Centre / Court Transport Unit
Last Reviewed	April 2023



The Australian Capital Territory Public Service (ACTPS) is a values-based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well as demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient community in the ACT.

This will be realised by working with the ACT government, key stakeholders and the community to:

- Strengthen community safety;
- Protect people's rights and interests;
- Care for and support vulnerable people;
- Enhance access to justice; and
- Build community resilience to emergency.

To achieve our vision for a safe, just and resilient community, the Directorate aims to be community-minded; human-rights focussed; inclusive and diverse; passionate about its work; and committed to making a positive difference.

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Minister for Gaming
- Minister for Consumer Affairs
- Minister for Police and Emergency Services
- Minister for Corrections
- Minister for Human Rights, and
- Special Minister of State.

BUSINESS UNIT/AGENCY OVERVIEW

ACT Corrective Services is a part of the Justice and Community Safety Directorate, which delivers and contributes to upholding the rule of law, the Westminster style of democratic government and the principles of fairness, equity and tolerance in the relationship between the government and our community.

Our Values: **Respect | Integrity | Collaboration | Innovation | Dignity**

Our Vision: To be recognised as a leader in the provision of effective Corrective Services which positively change lives, reduce re-offending and prevent future victims.

Our Mission: To contribute to a safer community through:

- The safe, secure, decent and humane management of offenders both in custody and the community; and
- The provision of sustainable opportunities for offenders to lead law abiding and productive lives in the community through rehabilitation and reintegration.

BRANCH OVERVIEW

Custodial Operations is responsible for the:

- secure operations of the Alexander Machonochie Centre (AMC) and the Court Transport Unit (CTU);
- safe and humane management of detainees; and
- delivery of rehabilitative opportunities for detainees through programs, industries and education

The Court Transport Unit is responsible for transporting detainees and remandees; and providing safe care and custody of detainees and remandees in the ACT Courts.

POSITION OVERVIEW

To adhere to the operational philosophy of ACT Corrective Services and promote a positive, rehabilitative culture and environment.

WHAT YOU WILL DO

1. As a manager of an area provide the leadership, supervision and management of staff and operations in Correctional facilities, ensuring that:
 - Safe care and custody of detainees;
 - Maintenance of security and supervision of staff and detainees;
 - Admission and discharge of detainees in accordance with relevant legislation.
2. Assume control of the facility in the absence of the Officer in Charge
3. Monitor and contribute to the implementation and effective operation of systemic Case Management including:
 - Supervision of the CO2 in the allocation of resources and caseloads;
 - Attendance at the Sentence Planning Group;
 - Chair High Risk Assessment team meetings as required;
 - Advise on detainee classification and placement.
4. Assist in training/development including the provision of work performance assessments and feedback.
5. Prepare reports and undertake investigations as required.
6. Ensure staff and detainees comply with relevant legislation, policies and procedures.
7. Work in any correctional facility within ACT Corrective Services, as required.
8. Undertake other duties appropriate to this level of classification which contribute to the effective and efficient operation of the organisation, and maintain records in accordance with the *Territory Records Act 2002*.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated experience in the management of resources such as financial, human, information technology and records of the designated area within policy guidelines and procedures.
2. Demonstrated experience in offender management which may include but not limited to maintenance of security and safety procedures, case management and detainee rehabilitation.
3. Excellent verbal and written communication skills along with demonstrated ability to persuade, influence and compose complex written materials including reports, submissions and procedural policies.

Behavioural Capabilities

1. Ability to lead, motivate and train staff, to establish priorities and manage competing deadlines for self and others.
2. High level interpersonal skills with the ability to build and maintain professional working relationships including the ability to consult, negotiate and liaise effectively with a diverse range of people.
3. Promote tolerance and mutual respect for diversity, actively contribute to an ethical public sector workplace and participate in ethical decision-making within a custodial environment.

Compliance Requirements/Qualifications

1. Relevant custodial experience or Certificate III in Correctional Practice are essential. If Certificate III in Correctional Practice is not held, it must be attained within 12 months of date of entry to service.
2. Current unrestricted Driver's license is essential.
3. Senior First Aid Certificate is essential.
4. Relevant tertiary qualifications desirable.
5. This position requires pre-employment psychological and medical testing and Police record check.
6. This position requires registration under the Working with Vulnerable People (Background Checking) Act 2011.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Correctional Officer Class 3 (position number Various) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Occasionally
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Occasionally
Standing for long periods	Occasionally
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Never
Frequent overtime	Occasionally
Rostered shift work	Frequently

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently

Working outdoors	Frequently
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MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Occasionally
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Frequently
Exposure to potentially distressing case material	Frequently

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally

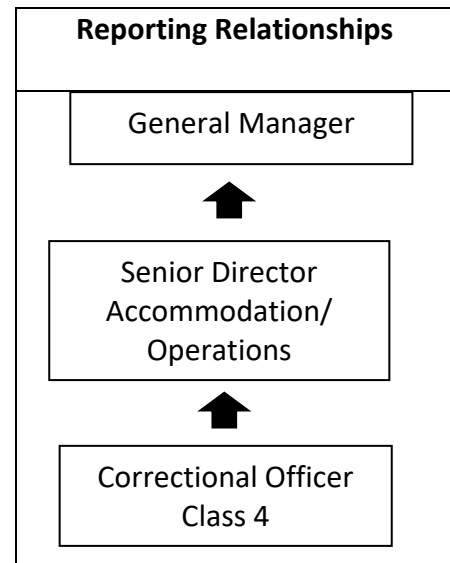


ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	ACT Corrective Services
Branch	Custodial Operations
Position Number	Various
Position Title	Operations Manager
Classification	Correctional Officer Class 4
Location	Alexander Machonochie Centre
Last Reviewed	July 2023



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DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient community in the ACT.

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BUSINESS UNIT/AGENCY OVERVIEW

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BRANCH OVERVIEW

Custodial Operations is responsible for the:

- secure operations of the Alexander Machonochie Centre (AMC) and the Court Transport Unit (CTU);
- safe and humane management of detainees; and
- delivery of rehabilitative opportunities for detainees through programs, industries and education

The Court Transport Unit is responsible for transporting detainees and remandees; and providing safe care and custody of detainees and remandees in the ACT Courts.

POSITION OVERVIEW

The Correctional Officer will adhere to the operational philosophy of ACT Corrective Services and promote a positive, rehabilitative culture and environment.

WHAT YOU WILL DO

1. Responsibility for managing a team of custodial managers and officers undertaking all aspects of custodial operations day to day business.
2. Manage/assist in emergency response where required.
3. Undertake on call Duty Manager role on a rostered basis and as required.
4. Planning and execution of individual management plans for High Risk, Vulnerable and complex needs detainees in consultation with relevant stakeholders.
5. Membership of multidisciplinary and Offender Management Centric committees including, but not limited to, High Risk Assessment Team, Intensive Case Management, Violence Reduction Team and AMC Security Committee.
6. Support Senior Directors and the General Manager in relation to staffing matters including rosters, leave, behavioural and performance matters, grievances and compensation issues (including Gradual Return to Work – GRTW) as required, and where appropriate, liaise with People and Workplace Strategy (PWS).
7. Organise and oversee the yearly completion of Correctional Officer Personal Achievement and Development Plans (PADP) and Probation reports.
8. Contribute to staff welfare activities and initiatives with a clear focus on staff wellbeing.
9. Maintain centre wide cleanliness, hygiene, security and detainee behavioural standards.
10. Work in any correctional facility within ACT Corrective Services, as required and maintain records in accordance with the *Territory Records Act 2002*.

WHAT YOU REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated management experience in the delivery of quality correctional service and organisational resources.
2. Demonstrated ability to maintain safety and security information and procedures, plan and monitor responses to incidents and provide support and leadership to teams.
3. Demonstrated ability to manage and oversee projects in justice and offender services, including the ability to develop strategies to maintain project quality and the ability to maintain effective communication with key stakeholders.

Behavioural Capabilities

1. Demonstrated strong written and verbal communication skills, including the proven ability to use information to make decisions on a broad range of complex, sensitive and critical issues and the ability to contribute to the development of effective communication strategies.
2. Proven team management experience in a diverse environment, including the ability to coach and mentor staff, prioritise own and team workloads and develop the team to improve individual and team performance.
3. Willingness to engage, represent and promote the organisation, including a commitment to continuous improvement, upholding and supporting the values and principles of the public service and contributing to workplace safety.
4. A strong commitment to detainee rehabilitation, including the ability to work with vulnerable individuals, over-represented detainee populations and female detainees.

Compliance Requirements/Qualifications

1. Relevant custodial experience or Certificate III in Correctional Practice are essential. If Certificate III in Correctional Practice is not held it must be attained within 12 months of date of entry to the service.
2. Current unrestricted Driver's license is essential.
3. Senior First Aid Certificate is essential.
4. Relevant tertiary qualifications are desirable.
5. This position may require pre-employment psychological and medical testing and Police record check.
6. This position requires registration under the Working with Vulnerable People (Background Checking) Act 2011.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Correctional Officer Class 4 (position number Various) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Occasionally
Extensive keying/data entry	Occasionally
Graphical/analytical based	Never
Sitting at a desk	Occasionally
Standing for long periods	Occasionally
Designated workstation	Occasionally

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Occasionally
Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Never
Frequent overtime	Occasionally
Rostered shift work	Frequently

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Occasionally

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Frequently

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Occasionally
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Never
Climbing	Never
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Never

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Occasionally
Excessive noise	Occasionally
Low lighting	Occasionally
Handling of dangerous goods/equipment	Occasionally
Working with asbestos	Never
Potential to encounter agitated customers	Frequently
Exposure to potentially distressing case material	Frequently

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally