



COMMUNITY INSTRUCTION	COVID-19 Community Service Work Credit Scheme
COMMUNITY INSTRUCTION NO.	C11.1
SCOPE	Community Operations

PURPOSE

To outline the process for crediting Community Service Work (CSW) hours to offenders who fail to undertake a work placement as a result of COVID-19 related matters.

PROCEDURES

1. Criteria for crediting COVID-19 hours

- 1.1. The COVID-19 CSW credit scheme is only applicable to offenders who cannot attend for CSW as a result of COVID-19 related matters, including:
 - Experiencing flu like symptoms, where medical advice is being or has been sought
 - Where advice from a medical practitioner or health services provider has been given to an offender to self-isolate
 - Where an offender has recently returned from overseas and is required to self-isolate
 - Where an offender meets the criteria for an 'at risk' person, as prescribed by ACT Health
 - They maintain paid employment in a role with Vulnerable people such as aged care, schools or hospitals
 - As a result of the Delegate suspending CSW due to COVID-19.
- 1.2. For any one of the examples above, or where an offender has provided any other COVID-19 related excuse for failure to attend, collateral checks must be undertaken to support these claims.
- 1.3. This process will account for all COVID-19 related matters and may be retrospectively applied to offenders from 19 March 2020.

2. Crediting and accounting for hours

- 2.1. Crediting of COVID-19 hours can only be undertaken by Community Operations staff members who hold the relevant delegation to do so. This includes:
 - a) Probation Parole Officers;
 - b) Team Leaders;
 - c) Director, Community Operations;
 - d) Senior Director, Community Operations.

- 2.2. Community Service Credits should follow the existing CSO Work Instruction schedule. For example, if the offender is scheduled to attend once a week for 5 hours and is eligible for the scheme then 5 hours will be credited by the delegated Officer. Offenders can only be credited a maximum of 8 hours in any scheduled week.
- 2.3. All hours credited to an offender that are COVID-19 related, must be registered on OIS. Offenders must be assigned to a CSO Project Appointment (also referred to as the Community Work Site) known as 'COVID 19'.
- 2.4. At the end of each month, the ACTCS Business Performance Unit will provide the Director, Office of the Commissioner, with a business report detailing:
 - i. How many offenders were allocated to the CSO Project Appointment (Work Site): COVID-19 for an:
 - a) Intensive Correction Order with a CSW condition
 - b) Good Behaviour Orders with a CSW condition
 - ii. How many hours in total were credited to offenders allocated to the CSO Project Appointment (Work Site): COVID-19 for an:
 - a) Intensive Correction Order with a CSW condition
 - b) Good Behaviour Orders with a CSW condition.

3. Stand-down / Suspension of CSW

- 3.1. Only the Commissioner has the authority to suspend and/or reinstate CSW.
- 3.2. Upon formal notification of the suspension of CSW, the relevant Team Leader will:
 - a) Formally notify all CSW Agencies of the suspension in writing, noting the temporary measures and that lines of communication will remain open during this period;
 - b) Maintain fortnightly contact with each Agency and provide any updates where appropriate.
- 3.3. Upon notification of the suspension of CSW, the relevant Probation and Parole Officer will:
 - a) Formally notify all offenders subject to a CSW condition of the suspension, noting the following:
 - i. This is a temporary measure as a result of the COVID-19 pandemic;
 - ii. This is not a means to remove the CSW condition, and the person remains subject to the CSW order;
 - iii. Hours will be credited weekly, in accordance with their usual placement, totalling no more than 8 hours a week.
 - iv. ACTCS will maintain telephone contact with the offender, as per their scheduled CSW placement, to update the offender on the situation.

4. Providing direction to offender

- 4.1. A Community Operations staff member who holds the relevant delegation can provide a verbal direction to an offender either in person or on the telephone.
- 4.2. The direction must be case noted and registered on OIS.

RELATED DOCUMENTS AND FORMS

- Community Service Work Credit Scheme Policy



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Document details

Criteria	Details
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Responsible Officer:	Senior Director Community Operations
Compliance:	This operating procedure reflects the requirements of the <i>Corrections Management (Policy Framework) Policy 2020</i>

Version Control			
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