



COMMUNITY INSTRUCTION	Duty Officer Role and Responsibilities
COMMUNITY INSTRUCTION NO.	C31.6
SCOPE	Community Corrections

PURPOSE

To provide instructions to Community Corrections staff regarding the Duty Officer (DO) role and responsibilities.

The DO role has been established to ensure continuity of service in the event an offender reports in person or contacts via telephone when the allocated Community Corrections Officer (CCO) or Bail Officer (BO) is on unplanned leave.

PROCEDURES

1. Roster

- 1.1 The Office Manager is responsible for developing and distributing a monthly DO Roster. The DO roster will comprise of two (2) CCOs each day to include a morning and an afternoon DO. Where possible, the Office Manager will consider planned leave and/or training entered in the Leave Register when developing the roster.
- 1.2 The DO roster will be released to all staff one (1) month in advance. CCOs based at 2 Constitution Avenue will be included on the DO Roster.
- 1.3 If new CCOs commence, the Office Manager should liaise with their respective Team Leader/s (TL) in relation to their addition to the roster.
- 1.4 If a CCO is aware they will be on planned leave or unavailable for their rostered DO day, it is their responsibility to swap their rostered day with another CCO. Once they have arranged the swap, they must advise their TL who will notify the Office Manager of the swap via email. This email must include:
 - a. the dates that the CCOs are swapping
 - b. the names of the CCOs swapping
 - c. the respective TLs and PPUAllocations@act.gov.au.
- 1.5 If a CCO is rostered on as DO on a day they are booked in for training or working from home, it is up to them to swap their rostered day with another CCO.

2. Role and responsibilities

- 2.1 The DO is responsible for carriage of all unscheduled priority tasks in the absence of the allocated officer. This may include in-person interviews, responding to phone enquiries from the offender or related third parties and any urgent follow up tasks.
- 2.2 CCOs are not to schedule in any of their own clients when they are rostered as DO unless approved by their TL. If the DO is unavailable due to a scheduled appointment, the approving TL is responsible for responding to the DO appointment or arranging alternate coverage.

OFFICIAL
UNCONTROLLED WHEN PRINTED

- 2.3 DOs must be available for the duration of the working day (between 8:30am and 5pm). The afternoon DO will be on standby to assist the morning DO and the morning DO will be on standby to assist the afternoon DO. The hours for morning and afternoon DO are 8:30am-1pm and 1pm-5pm, unless otherwise negotiated between the two DOs.
- 2.4 DOs are entitled to a lunch break and will negotiate the timing of their breaks with each other to ensure that DO coverage is maintained.
- 2.5 The DO must see offenders/accused people if they report unscheduled and the CCO is not available or if the supervising officer is absent, providing this is not an absence due to planned leave. If the absence is planned, the CCO's/BO's TL is to be contacted to see the offender/accused.
- 2.6 DOs are responsible for undertaking intake appointments adhering to the Intake Community Instruction.
- 2.7 If one or both DOs are unavailable for the day they are rostered on, the DO responsibilities will fall to their respective TL/s. If the respective TL/s are unavailable, the DO responsibilities will be dispersed evenly across the available TLs.

3. Interviews and administration

- 3.1 Prior to undertaking a DO interview, the DO must review the offender management system and/or offender file to ensure sufficient client and case management information is known.
- 3.2 DO interviews should focus on case plan goals, intervention compliance, confirming contact details and/or any new information/actions arising. They may also include written or verbal directions from the DO in relation to contacting the supervising CCO within a specified timeframe or engaging in a known criminogenic intervention consistent with case plan objectives.
- 3.3 Where an offender presents directly from the Court and they reside interstate, the DO must action the informal interstate transfer as per the Interstate Transfer Community Instruction.
- 3.4 The DO must provide the offender/accused with a further appointment date as per the Supervision Contact Levels guidelines. If possible, the DO should use the supervising officer's diary when scheduling appointments and avoid booking the appointment between 12pm to 1pm.
- 3.5 The DO must complete case notes in accordance with the Case Notes Policy and any other associated administrative tasks for all offender/accused interactions on their rostered day, this may include uploading completed consent and obligation forms in the offender management system.
- 3.6 Case note content must be emailed to the allocated CCO to ensure they are aware that a contact occurred.

RELATED DOCUMENTS AND FORMS

- Intake Community Instruction
- Interstate Transfer Community Instruction
- Case Notes Policy

- Supervision Contact Levels



Bruno Aloisi
A/g Assistant Commissioner
Community Operations
ACT Corrective Services
15 September 2021

Document details

Criteria	Details
Document title:	Duty officer roles and responsibilities community instruction 2021
Document owner/approver:	Assistant Commissioner, Community Operations
Date effective:	The day after the approval date
Review date:	3 years after the approval date
Responsible Officer:	Director, Community Operations
Compliance:	This operating procedure reflects the requirements of the Corrections Management (Policy Framework) Policy 2020

Version Control			
Version no.	Date	Description	Author
V1	September 2021	First Issued	M Steen