

SKILLS FORECAST 2019



CORRECTIONS

INDUSTRY REFERENCE COMMITTEE



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EXECUTIVE SUMMARY

The Corrections industry plays a significant role in providing a safe and secure environment for Australian society. The industry employs over 33,000 people across Australia covering prisons, juvenile and immigration detention, parole services, correctional administration, and management.

The Corrections work environment is highly diverse. The industry is moving towards a more rehabilitative model rather than an institutional one, trying to improve offenders' physical and mental welfare. The industry is also implementing transition programs to facilitate offenders' reintegration into society. Evidence suggests that participation in education programs, particularly Vocational Education and Training, reduces recidivism and improves offenders' chances of employment. In line with these changes, the corrections workforce requires training in soft skills and higher-order skills to better support offenders and manage large offender populations.

Technological innovations are being increasingly implemented to address a range of issues such as the rising prison population. This will require ongoing retraining of staff in new systems including electronic monitoring. These technologies will be pivotal to develop methods which assist in reducing the rate of recidivism.

The industry is also implementing Information Communication Technology (ICT). Examples of ICT include: offenders' use of smart devices for emailing approved contacts, conducting court matters and legal proceedings via audio-visual technology, and online delivery of educational programs. These technologies provide offenders with a chance to improve their ICT skills and their post-release employment prospects. The Corrections workforce, in turn, requires skills in digital literacy and cyber security to better facilitate the programs and monitor safe and secure use of these technologies.

Detector and general-purpose dogs are being increasingly used in prison facilities during searches to combat the entry of illicit drugs and other contrabands and assist in controlling bad behaviour in prisons. The training and skills related to handling dogs need to be reviewed to ensure they keep pace with recent changes and improve the safety and security of prisons.

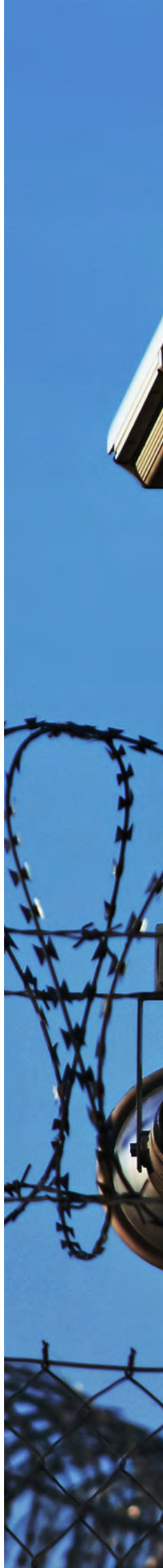
The IRC has identified the need to review the Training Package to ensure correctional management and dog handling skills keep pace with recent changes. Workforce development strategies and long-term planning are key to creating an agile workforce ready for future challenges and opportunities.



Amanda Swards

Corrections IRC Chair

This IRC Skills Forecast was agreed to by the Corrections IRC on 29 April 2019.





IRC SKILLS FORECAST

The Industry Reference Committee (IRC) Skills Forecasts focus on the prioritisation of the skill needs of the industry sectors each IRC has responsibility for. They are developed and reviewed annually and submitted on behalf of the IRC to the Australian Industry and Skills Committee (AISC) for approval.

The document is deliberately brief. It does not seek to identify every issue within every sector. It is a snapshot of a continually evolving story that is intended to alert and inform a wide audience and enhance the industry's capacity to act.

IRCs are required to consult broadly with stakeholders to ensure a whole-of-industry view about the opportunities and challenges for the workforce and the Training Package review work necessary to meet industry needs. The information is then used to develop the four-year IRC Proposed Schedule of Work.

CORRECTIONS IRC SKILLS FORECAST

This annual IRC Skills Forecast will be submitted by the Corrections IRC to the AISC for approval.

The IRC Skills Forecast identifies the priority skill needs of the Corrections industry following a research and stakeholder consultation process conducted by Australian Industry Standards (AIS) on behalf of the IRC.

Once approved by the AISC, the IRC Skills Forecast informs the development of a four-year rolling National Schedule for review and development work within the CSC Correctional Services Training Package.

More information on the National Schedule can be found at: www.aisc.net.au/content/national-schedule.

A woman with brown hair tied back, wearing tortoiseshell glasses and a light blue police uniform shirt. She is also wearing a dark blue tactical vest with various pouches and a radio. A name tag on her vest reads "Southern Queensland Correctional Centre" and "Kylie Stone". She is smiling and looking slightly to the right. The background is blurred, showing what appears to be an indoor setting with some equipment.

CORRECTIONS INDUSTRY REFERENCE COMMITTEE

The Corrections IRC has been assigned responsibility for the CSC Correctional Services Training Package.

More information about the Corrections IRC and its work can be found here: www.australianindustrystandards.org.au/committee/corrections-industry-reference-committee/

CORRECTIONS IRC MEMBERS

Amanda Swards (Chair)

Tasmania Prison Service

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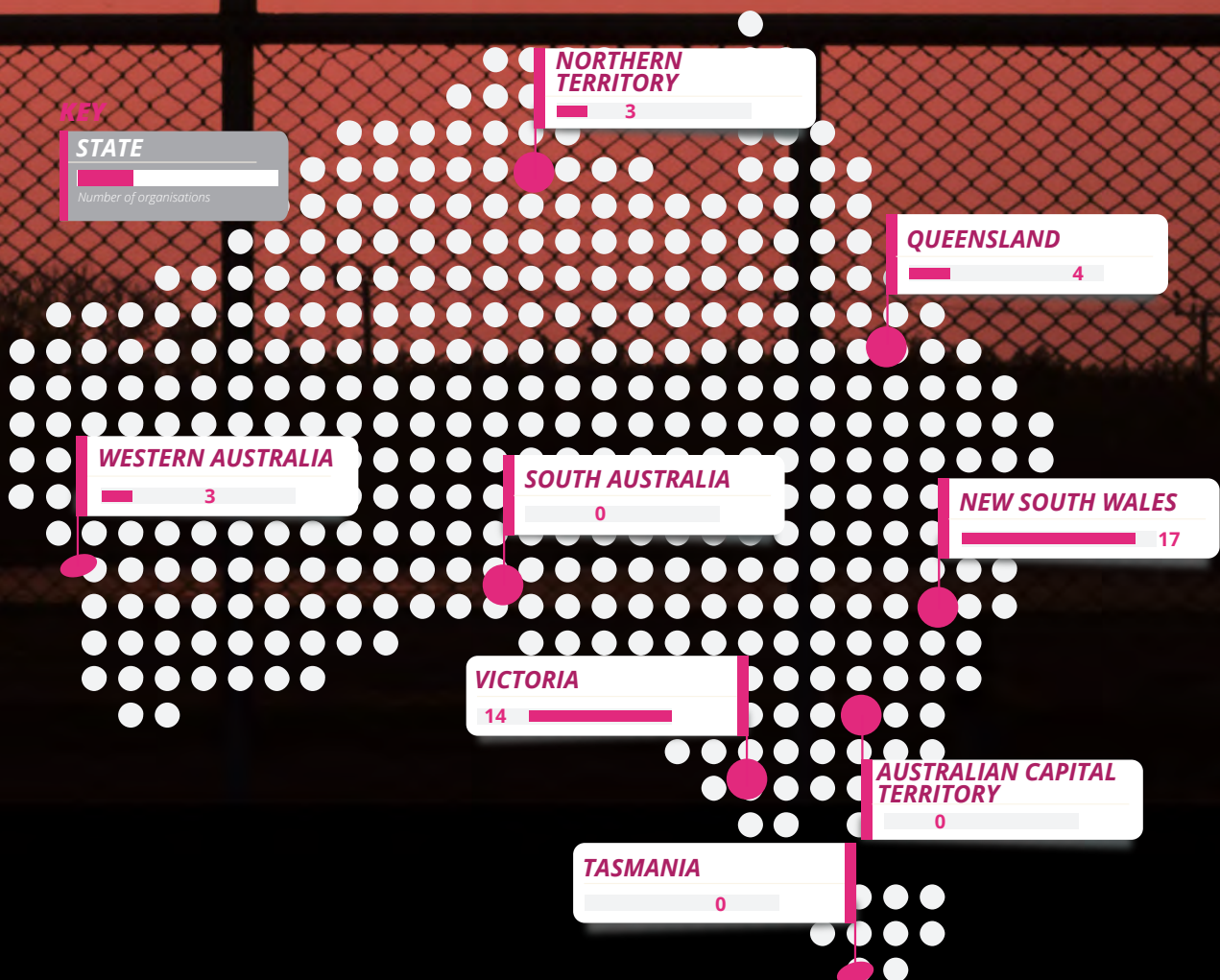
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CORRECTIONS INDUSTRY OVERVIEW

The Corrections industry added \$4.09 billion to the Australian economy in 2018-19. The Corrections industry employs over 33,000 people across prisons, juvenile and immigration detention,

parole services, correctional administration and management. Correctional services implement the correctional sanctions determined by the courts and releasing authorities such as parole boards.



EXPLANATORY NOTES

Counts of Australian Businesses

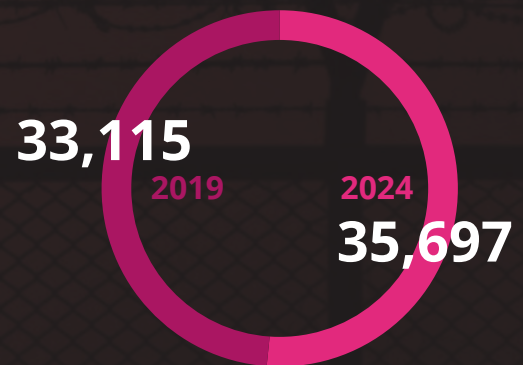
Distinct from the Census and Labour Force data, the Counts of Australian Businesses data uses a top down approach where industries are primarily classified by the single predominant industry class associated with a business' ABN. A limitation of this approach is that organisations with a presence in several States/Territories will be counted only once. This can lead to enterprise figures appearing low for a given state/territory, but it's not that there are no enterprises existing in the state/territory, it's that the headquarters are located elsewhere. A further consideration is that organisations in more than one industry will also be only counted in one industry.

WORKFORCE AGE

AT 45 YEARS OLD, THE TYPICAL WORKER IS **4 YEARS, 2 MONTHS** OLDER THAN THE NATIONAL AVERAGE.

THE WORKFORCE IS AGEING AT **THE SAME RATE** AS THE NATIONAL RATE

WORKFORCE SIZE



BUSINESS COMPOSITION

33
SMALL
BUSINESS

3
MEDIUM
BUSINESS

5
LARGE
BUSINESS

GENDER DISTRIBUTION

72%  **28%** 



EMPLOYMENT
GROWTH TO 2024

7.8%

INDUSTRY VALUE YEAR 2018-19

REVENUE
\$6.08B

**+\$4.09B
TO GDP**

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KEY CORRECTIONS STAKEHOLDERS

EMPLOYERS

- ▶ Australian Capital Territory Corrective Services
- ▶ Corrective Services New South Wales
- ▶ G4S Australia
- ▶ Northern Territory Department of the Attorney General and Justice
- ▶ Queensland Corrective Services
- ▶ Serco Australia
- ▶ South Australia Department of Correctional Services
- ▶ Tasmania Prison Service
- ▶ The GEO Group Australia Pty Ltd
- ▶ Victoria Department of Justice and Regulation
- ▶ Western Australia Department of Corrective Services

EMPLOYER REPRESENTATIVES

- ▶ Community and Public Sector Union
- ▶ Corrective Services Administrators Council
- ▶ Probation and Community Corrections Officers' Association of Australia Inc
- ▶ Public Service Association of NSW

LICENSING / REGULATORY

- ▶ State/Territory Departments

GOVERNMENT

- ▶ Federal, State/Territory Departments
- ▶ Department of Corrective Services - WA

INDUSTRY ADVISORY

- ▶ State and Territory Industry Training Advisory Bodies (ITABs)

TRAINING ORGANISATIONS

- ▶ TAFEs, Private RTOs, Enterprise RTOs



Image source: GEO

CSC CORRECTIONAL SERVICES TRAINING PACKAGE

The CSC Correctional Services Training Package provides the only nationally recognised Vocational Education and Training (VET) qualifications for occupations involved in justice services, correctional practices, administration and management.

THE CSC CORRECTIONAL SERVICES TRAINING PACKAGE COMPRISES

5

QUALIFICATIONS

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UNITS OF COMPETENCY and associated assessment requirements and covers justice services and correctional practices, administration and management.

At Certificate III, IV and Diploma levels, specialisations can be undertaken in community and youth custodial, dog handling, supervision and leadership, case management and community or emergency response and intelligence operations.

The CSC Correctional Services Training Package contains the following qualifications:

Certificates

- ▶ Certificate II in Justice Services
- ▶ Certificate III in Correctional Practice
- ▶ Certificate IV in Correctional Practice

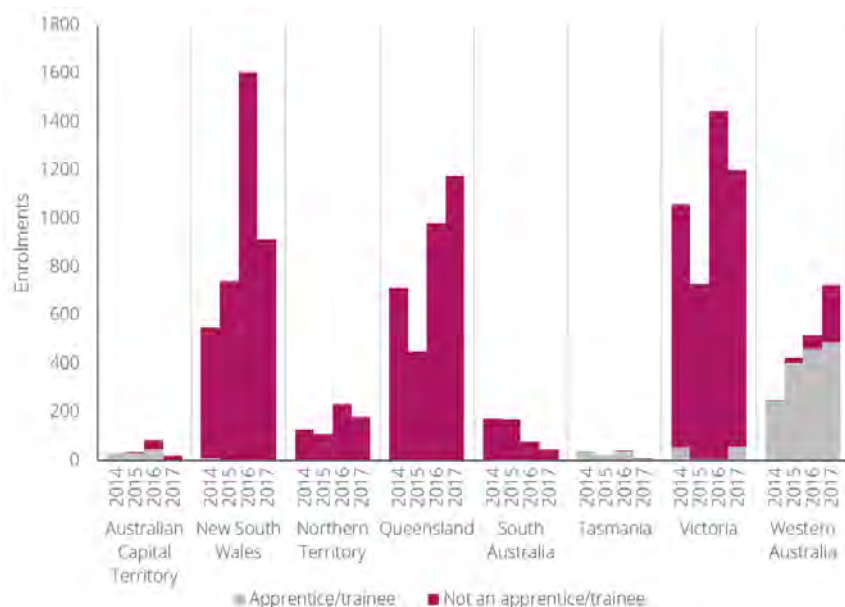
Diploma - Advanced Diploma

- ▶ Diploma of Correctional Administration
- ▶ Advanced Diploma of Correctional Management

THE CSC CORRECTIONAL SERVICES TRAINING PACKAGE IS ON THE SCOPE OF REGISTRATION OF 59 REGISTERED TRAINING ORGANISATIONS.

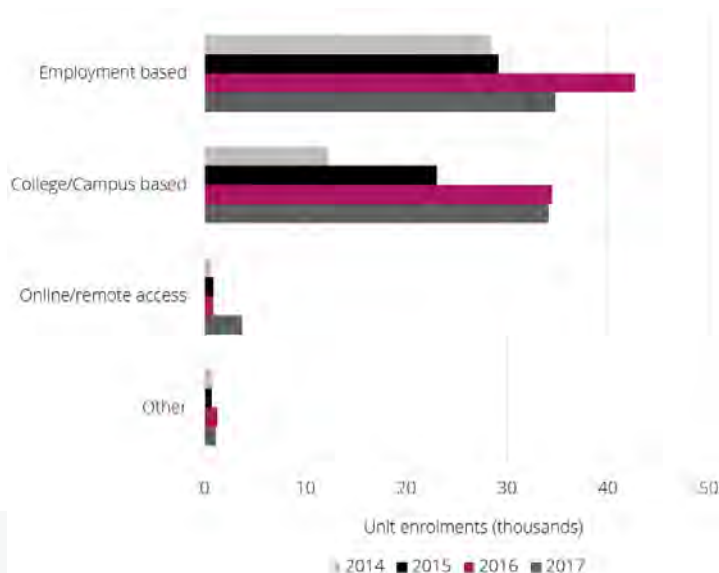
TRAINING DATA

The charts below investigate commencing qualification enrolments by apprentice/trainee status in each State and Territory along with Unit enrolments by delivery type over four years. At the national level, qualification enrolments in the CSC Training Package have increased by 45% over the last four years while Units of Competency enrolments have increased by 75%.



QUALIFICATION ENROLMENTS BY STATE/ TERRITORY

In Western Australia apprenticeship/traineeship enrolments accounted for more than 67% of enrolments in 2017 having comprised 98% of enrolments in 2014. ACT and Tasmania, similarly have high rates of apprentices/trainees. Corrections enrolments in New South Wales and Queensland have seen the largest over-all growth since 2014, increasing 66.7 and 65.1% respectively.



UNIT ENROLMENTS BY DELIVERY TYPE

While Employment-based Unit enrolments have grown by 22.4% since 2014, College/Campus based enrolments have nearly tripled and Online/remote access have more than quintupled from 709 enrolments in 2014 to 3,682 enrolments in 2017.

EXPLANATORY NOTES

Training Charts

Total VET Activity (TVA) data is collected from all types of training providers and not only those in receipt of Commonwealth or State funding. TVA data collection commenced in 2014. For Enrolments by Delivery type 'Other' includes; Recognition of Prior Learning (RPL), Credit Transfers and Units where the mode of delivery is mixed.

Exemptions

Where the submission of training data to TVA conflicts with defence or national security legislation or jeopardise the security or safety of personnel working in defence, border protection, customs or Australian police departments, an exemption from reporting training data is available.

Organisations that deliver training for vital services to the community (such as emergency, fire, first aid and rescue organisations) may have received an exemption to submit data to TVA. From 1 January 2016 however, the exemption from reporting applies only in respect of training activity not delivered on a fee for service / commercial basis.



Image source: ACTCS

CHALLENGES AND OPPORTUNITIES

PROFESSIONALISATION AND HIGHER ORDER SKILLS REQUIRED

Correctional Officers work in a highly diverse environment. Prison models are being revised to concentrate more on rehabilitative services rather than institutional reformation. The industry operators are focusing more on improving offenders' physical and mental welfare by employing more skilled staff and offering education and training programs. Some jurisdictions are also operating 'transition management facilities' to help offenders' reintegration into society. New prison models focus on a range of issues such as drug and alcohol abuse, disadvantaged backgrounds, limited education, poor employment history, health problems, mental illnesses, poor social skills, etc.¹

New approaches to corrective practices underscore the relevance of managing large groups of people with complex needs. There is an increased awareness of prison demographics and the importance of the skills required for individual correctional officers who interact with offenders daily.

The Corrections workforce is facing changing skills needs. There is the need for Correctional Officers to provide individualised support to offenders and to manage increasingly large populations of offenders, thereby requiring higher-order skills in communication, critical thinking, problem solving, empathy, victim awareness, relationship management, and self-management planning.²

Within the Australian Vocation Education and Training (VET) framework, more than half (61.43 per cent) of correctional officers with post-secondary qualifications have a Certificate III or IV, while 18.9 per cent have a Diploma or Advanced Diploma.³ There is an increasing need for skilled correctional staff that can competently handle prison operations in an appropriate and professional manner. Ensuring that correctional practice qualifications meet the increasing skills and knowledge demands of the Corrections industry is vital in order to address the changing skill requirements.

PRISON POPULATION IS GROWING

Australia's total prison population has grown by over 50 per cent over the past decade (2008-2018).⁴ This increase has had a significant impact on the infrastructure and resources of Correctional facilities across all jurisdictions. The average national cost per offender is estimated to be approximately \$286 per day, amounting to

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over \$100,000 a year.⁵ There is both a financial and societal need to develop methods to reduce spending and overcrowding.

In 2016-17, the national prison population was estimated to have reached approximately 115 per cent of capacity.⁶ States and territories are currently exploring other solutions to reduce the incarceration rate and promote successful reintegration into society.

To address overcrowding, rapid-build high security facilities are currently under construction. These facilities will require custodial and community Corrections Officers and Corrections staff who are appropriately skilled to conduct their job effectively.⁷ It is projected that 11,000 job openings will be available in the next five years.⁸

TECHNOLOGY IS CHANGING THE INDUSTRY

Technological advances are having a strong impact throughout the Corrections industry. The demand for new technology-based solutions and systems to address the needs of the industry will change the way Correctional Services are directed in the future.

These new systems are anticipated to aid in alleviating the current strain on the national prison population. The application of cloud-based technologies, GPS, radio frequency, and Internet of Things-connected devices (i.e. electronic monitoring) will continue to proliferate in the sector. These tools are already used in Corrections on the international stage and in some Australian States/Territories. To maintain relevancy, Corrections employees will need to be both adaptable and ready to learn new tasks and skills to meet the demands of this changing landscape.

The COAG Report 'Prison to Work' (2017) discusses changes made to legislation in 2016 which enable Court Ordered Home Detention as a valid option. The aim of the amended legislation is to reduce recidivism in instances where the courts believe the case would be better managed outside of the prison environment.⁹

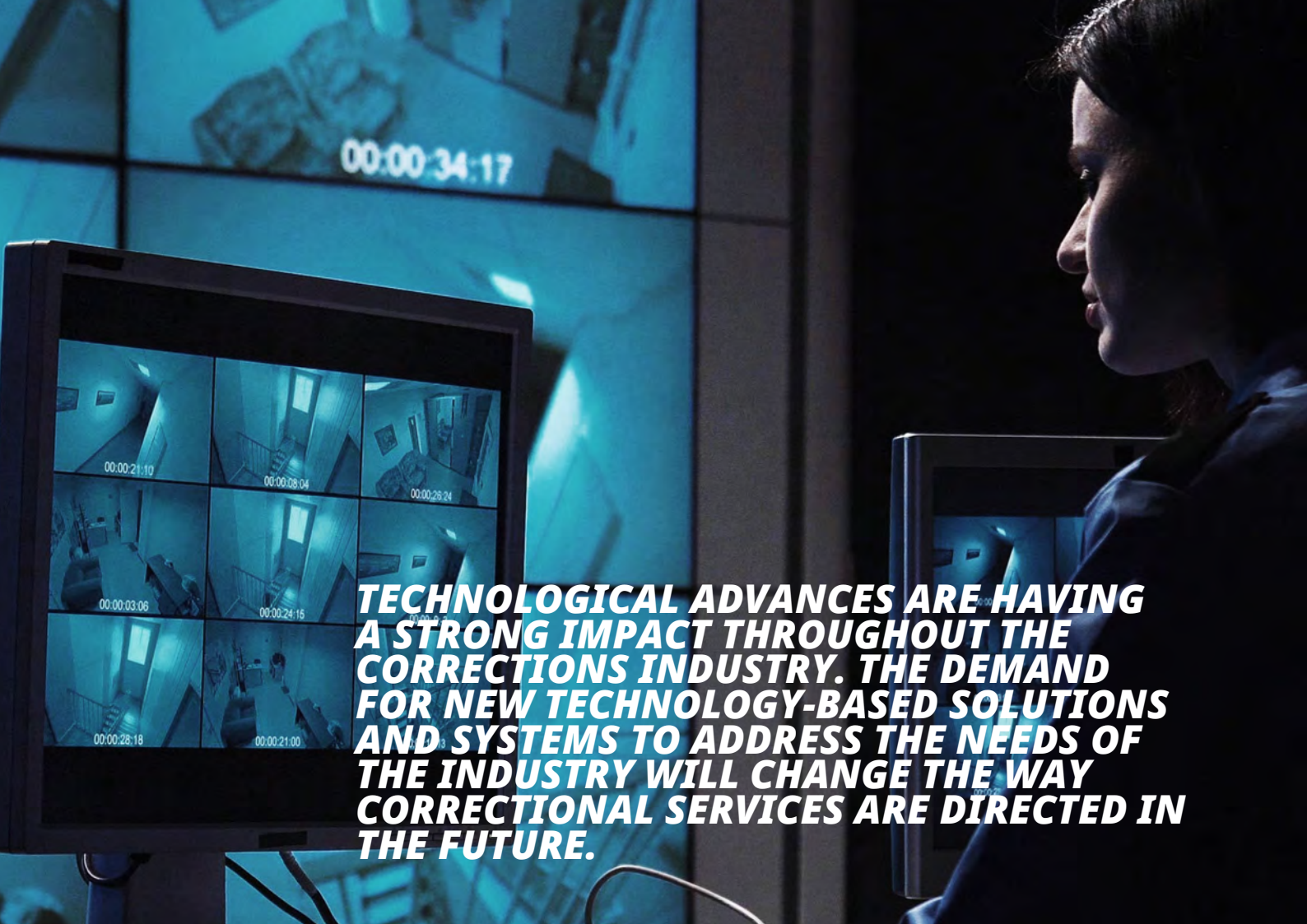
Consequently, the demand for electronic monitoring in home detention and community Corrections orders is likely to increase, thereby increasing the demand for skilled correctional staff



in the field of remote operations and electronic monitoring. Discussions surrounding alternative methods of supervising people in the community to reduce prison population and imprisonment costs are encouraged.¹⁰ The outcomes of these ongoing discussions will influence future skilling directions.

DOG HANDLER SKILLS IMPROVING SAFETY

The illicit entry of drugs and other contrabands has always been one of the main concerns of prison operators. Drug Detection Units conducted approximately 223,000 detection searches in Western Australia in 2017-18 where they used Passive Alert Detection Dogs (PADD) to support some of the drug detection operations.¹¹ The Victorian prison systems also recruited PADD and general-purpose dogs along with their human handlers to detect contraband and assist in controlling bad behaviour in prisons. These dogs can be used for targeted searches of prison cells, high-security offender escorts, and other functions at the Security and Emergency Services Group which conducted 98,000 searches in Victoria in 2017-18, a third of which was assisted by dogs.¹² The training and skills related to handling dogs



TECHNOLOGICAL ADVANCES ARE HAVING A STRONG IMPACT THROUGHOUT THE CORRECTIONS INDUSTRY. THE DEMAND FOR NEW TECHNOLOGY-BASED SOLUTIONS AND SYSTEMS TO ADDRESS THE NEEDS OF THE INDUSTRY WILL CHANGE THE WAY CORRECTIONAL SERVICES ARE DIRECTED IN THE FUTURE.

for the various purposes need to be reviewed to ensure they keep pace with recent changes and improve the safety and security of prisons.

VET CAN REDUCE RECIDIVISM

The growing prison population in Australia has remained a challenge for the Corrections industry. In the past five years, the average number of people in custody has increased by 38 per cent.¹³ The re-offending rate of people who return to prison after serving their sentence is also high at 44.8 per cent.¹⁴ Vocational Education and Training (VET) can play a significant role in reducing the likelihood of recidivism. A recent study in Australia focused on more than 10,000 released offenders and concluded that those offenders who participated in VET programs while serving their sentence were twice as likely to remain offence-free five years after their release.¹⁵ In 2016-17, 32.9 per cent of eligible offenders took part in accredited education and training courses, of which VET courses had the highest participation rate (22.4%).¹⁶

To better benefit from VET programs, more offenders need to be assessed so that appropriate training can be offered in line with their needs,

interests, and strengths to achieve the best results. Corrections staff will require enhanced non-technical (soft) skills to encourage and direct offenders towards appropriate training programs. This will provide opportunities for the offenders' successful reintegration into society and increase individuals' employment prospects.

ICT AND DIGITAL LITERACY ARE ESSENTIAL

Digital transformation has completely revamped every aspect of life and the workforce. New technologies and devices are widely used in the workplace, creating digitally-enabled environments that affect numerous occupations. Digital literacy and Information Communication Technology (ICT) skills are required to respond and adapt to the fast pace of implementation of these technologies. Digital literacy is defined as having practical skills in using technology to access, manage, manipulate, and create information as well as the skills to critically analyse, interpret and apply the information to relevant situations.

The emergence of ICT in prisons is also altering the daily experience of offenders and corrections staff. Appropriate use of ICT can positively transform



Image source: ACTCS

the delivery of institutional corrections and help achieve rehabilitation and wellbeing more effectively.

ICT is already being used in some corrections facilities in Australia where offenders can use emails to communicate with approved contacts. Email communication and videoconferencing are used for facilitating legal proceedings, family visitations, and medical consultations. New South Wales conducted 63 per cent of all court matters related to young people in custody through audio-visual technology in 2015-16. Digital communication offers a range of benefits such as reducing the chances of entering illicit items into prisons through physical mails, improving family connections and reintegration into society, and lowering costs. Corrections staff can also effectively monitor offenders' communications through keyword searches and analytics software.

ICT also opens new avenues by offering employment and educational programs which can enhance offenders' educational experiences and provide them with skills and abilities for post-release employability. ICT can further improve the delivery of rehabilitation programs such as cognitive skills training as well as

literacy, numeracy and life skills through gaming technology which is currently being researched in Australia.¹⁷

Such innovations have already transformed offenders' experience by improving their rehabilitation and reducing the likelihood of recidivism via effective technology-embedded education and training in prisons. In the light of such changes, it is highly crucial to have consistent and appropriate regulations for the integration of technology in the Corrections industry. The existing and future workforce need training and skills in the safe and secure implementation of these technologies as well as monitoring the safe use of ICT.

Digital skills have been ranked as the second highest-priority skills needs with 64 per cent of IRCs listing them in their skills forecasts.¹⁸

Participants at the AIS Industry Skills forums across the country also emphasised digital literacy as a highly significant skill in demand.



INDUSTRY-SPECIFIC CYBER SECURITY IS REQUIRED

The growing pace of new innovations and technologies is accompanied with increasing exposure to cyber security threats. Cyberattacks are a common risk to many industries including the Corrections sector. According to a research report, 95 per cent of Chief Information Officers believe that cyberattacks will increase and impact organisations in the next three years.¹⁹ Australia has also been identified as the nation most under cyberattack threats in the Asia-Pacific region with 80 per cent of companies reporting a total of 5,000 threats a day²⁰, incurring a cost of \$29 billion per annum to Australian businesses.²¹ Over two thirds (69 per cent) of Australian businesses report experiencing cyber fatigue against cyber threats.²²

Awareness of the nature of cyber security threats and skills to detect, report and resolve the issues remain a challenge. Under the Notifiable Data Breaches (NDB) scheme, established in early 2018, organisations that suffer a data breach causing serious harm to individuals are required to alert the Office of the Australian Information Commissioner (OAIC). They must also inform the affected customers/clients whose confidential data is breached.²³ This, in turn, could entail financial and/or reputational loss if a breach occurs due to lack of proper cyber security skills and procedures. About 66 per cent of Australian CEOs regard cyber security capabilities among the top three most

important workforce capabilities to foster.²⁴ This is confirmed by the AIS Industry Skills forums where the vast majority of participants across the country considered cyber security to be a highly significant issue to their organisations.

The adoption of new technologies in the Corrections industry can expose the industry to growing cyber security risks. Disruptions caused by cyberattacks or compromised systems can have severe repercussions such as violation of privacy and loss of offenders' data.

In the light of such serious safety risks, it is imperative to have a tailored cyber security training program not only to inform the workforce of the nature and examples of the Corrections industry cyberattacks, but also give them the skills and competencies to be able to resolve them. Businesses need to continue to raise awareness about the issue, have proper procedures in place and deploy the right technologies to help identify, block or remediate against any malicious attacks. Investing in skills and capabilities through educational programs is key to understanding cyber security and being protected from cyber threats.

SOFT SKILLS ARE VITAL

The Correctional officers need to interact with a diverse and varied range of people at any given time and they may also encounter high-tension situations. Given the nature of the Corrections industry, soft skills gain more prominence in this space. The Corrections workforce need to rely on individual cognitive skills and emotional intelligence to build rapport and sympathy with offenders in order to communicate effectively and resolve or de-escalate conflicts.

The World Economic Forum has also indicated that skills such as critical thinking, leadership, and emotional intelligence will be in demand in the next four years.²⁵ Industry experts and participants at the AIS nationwide industry skills forums also emphasized the significance of soft skills as well as communication skills and lifelong learning to have a prepared workforce for the future.

EMPLOYMENT AND SKILLS OUTLOOK

EMPLOYMENT DEMOGRAPHICS

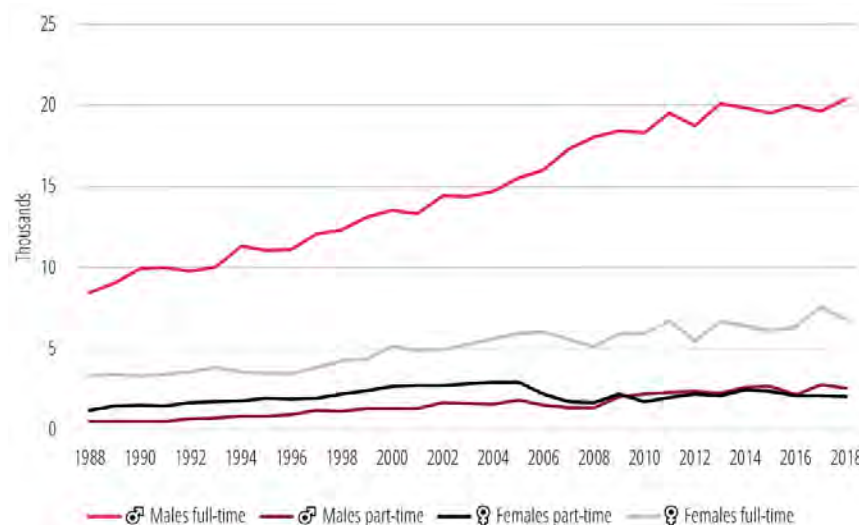
The following charts provide an overview of the Corrections workforce at a glance. These include workforce by State/Territory, gender-composition by employment type, and the projected employment for the next five years.



CORRECTIONS WORKFORCE BY STATE/TERRITORY (2009 – 2018)

The Corrections workforces in Victoria and Northern Territory have grown strongly in the last ten years (54.4 and 58.3% respectively). The New South Wales Corrections workforce has declined by an average of 0.6% per year since 2009 as have ACT (-0.9% per year) and Tasmania (-2.2%).

Source: Australian Bureau Statistics (2017)
6291.0.55.003 - Labour Force, Australia, Detailed.
Australian Government.



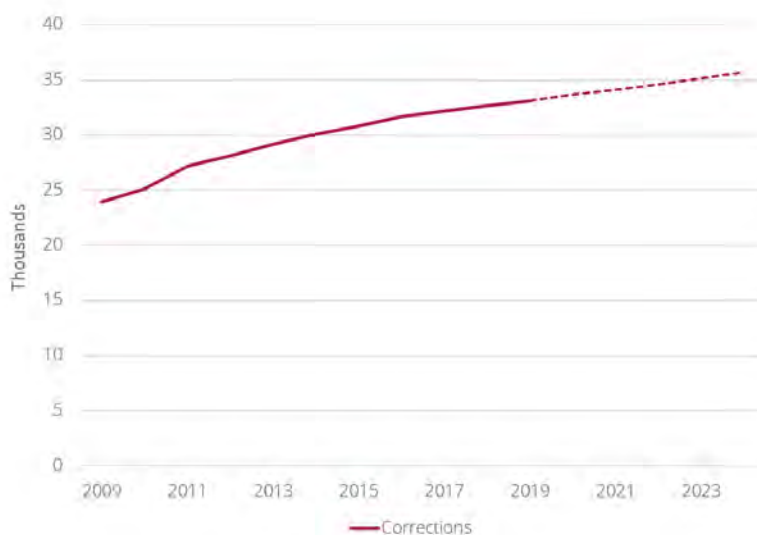
GENDER BY EMPLOYMENT TYPE

The proportion of females in the Corrections industry has fallen slightly over the last 30 years from a third of the workforce in 1988 to 27.7% today. This is largely due to the rate of males entering the workforce outpacing the rate of females for the first twenty of the last thirty years. In the last decade, however, the ratios have reversed with females averaging a growth rate of 3.0% per year and males 1.9% per year.

Source: Australian Bureau Statistics (2017)
6291.0.55.003 - Labour Force, Australia, Detailed.
Australian Government.



Image source: GEO



PROJECTED AND HISTORICAL CORRECTIONS WORKFORCE (2009 – 2024)

The Corrections workforce is expected to grow by 7.8% to 2024, or 1.9% per year which is slightly above the annual rate of population growth in Australia (1.8%) over the same period.

Source: IBISWorld Report on Correctional and Detention Services.

EXPLANATORY NOTES

Labour Force Data

Outside of Census years, the size of an industry's workforce is established by the Australian Bureau of Statistics using the Labour Force survey. This dataset provides a 30-year view of the industry where, like the Census, industry is assigned at the discretion of the individual respondent. Given that the survey is sample-based, it should also be understood that the smaller the industry being measured, the larger the margin of error.

The scope of the Labour Force survey is limited to the civilian population of Australia and therefore members of permanent defence forces are excluded from the survey.

IBISWorld Data

IBISWorld data is comprised from a variety of economic, demographic, government and company data, including the Australian Bureau of Statistics.

CORRECTIONS INDUSTRY SKILL SHORTAGES

On behalf of the Corrections IRC, AIS conducted an online survey for stakeholders, between 11 September 2018 and 14 January 2019. The IRC sought feedback on the current skill shortages and the reasons for the shortages, as perceived by industry stakeholders.

CORRECTIONS SKILL SHORTAGES

Over 16 per cent of respondents reported experiencing a skills shortage in the last 12 months. The occupations reported as being in shortage were:

- 1** CORRECTIONS OFFICERS
- 2** CORRECTIONAL MANAGEMENT
- 3** YOUTH WORKERS (JUSTICE AND CUSTODIAL OFFICERS)
- 4** CLINICIANS
- 5** CASE MANAGERS

REASONS FOR SHORTAGE

Employers identified the following reasons for the shortage with the most frequent response listed first.

- 1** WAGES / SALARIES CONSIDERED TOO LOW
- 2** UNATTRACTIVE JOB / POOR INDUSTRY IMAGE
- 3** GEOGRAPHIC LOCATION OF THE VACANCY
- 4** COMPETITION FROM OTHER ORGANISATIONS
- 5** AGEING WORKFORCE / CURRENT STAFF RETIRING

**114 CUSTODIAL FACILITIES IN
OPERATION IN AUSTRALIA**

PRIORITY SKILLS

The priority skills of the Corrections industry are drawn from stakeholder responses to the Corrections IRC Skills Forecast survey conducted between 11 September 2018 and 14 January 2019.

SKILL CATEGORY

In order of priority to the industry, the following skills were identified as the most important for the Corrections workforce within the next three to five years.

- 1** CULTURAL COMPETENCE
- 2** HEALTH/SAFETY
- 3** SECURITY
- 4** DIGITAL LITERACY
- 5** TRAUMA INFORMED CARE

GENERIC SKILLS

The Generic Skills listed are provided to AIS by the Department of Education and Training. Within the survey, the IRC asks stakeholders to rank these skills in order of importance to the industry. Ranking of the 12 generic workforce skills in order of importance to the Corrections industry are as follows:

- 1** COMMUNICATION / VIRTUAL COLLABORATION / SOCIAL INTELLIGENCE
- 2** DESIGN MINDSET / THINKING CRITICALLY / SYSTEM THINKING / SOLVING PROBLEMS
- 3** MANAGERIAL / LEADERSHIP
- 4** LEARNING AGILITY / INFORMATION LITERACY / INTELLECTUAL AUTONOMY AND SELF-MANAGEMENT
- 5** LANGUAGE, LITERACY AND NUMERACY (LLN)
- 6** CUSTOMER SERVICE / MARKETING
- 7** TECHNOLOGY
- 8** DATA ANALYSIS
- 9** ENTREPRENEURIAL
- 10** ENVIRONMENTAL AND SUSTAINABILITY
- 11** FINANCIAL
- 12** SCIENCE, TECHNOLOGY, ENGINEERING, MATHEMATICS (STEM)

WORKFORCE SUPPLY SIDE CHALLENGES AND OPPORTUNITIES

WORKFORCE DEMOGRAPHICS INDICATE A CHALLENGE

The female workforce continues to be underrepresented in the Corrections industry. Currently, women make up just over 41 per cent of the full-time workforce.²⁶ The advent of new technologies and their increasing implementation provide an opportunity to improve gender diversity further within the new roles being developed.

The ageing workforce presents further challenges for the industry. Thirty-eight per cent of the Corrections workforce is aged 50 or over, with an average age of 45 years (compared to 40.8 years for all occupations).²⁷ With a large proportion of the industry workforce approaching retirement age over the next decade, the responsibility is on Correctional Service providers to attract and recruit a younger cohort of workers and increase the workforce size and labour pool.

The use of new technologies and changing operational environments of Correctional Services will require a workforce that is adaptable and able to continue to learn new skills to keep up with changes in the industry. Stakeholder feedback indicates older workers will need to learn and adapt to new technologies. New training delivery methods through digital technologies such as e-learning and simulation are being increasingly used by the industry, which requires the workforce to be digitally skilled.

WORKFORCE ATTRACTION AND RETENTION

The Corrections industry has a high rate of staff turnover, posing a substantial challenge to the daily operations of detention and prison facilities. Attracting new recruits to the industry can be difficult due to perceived and real safety risks, uncompetitive salaries, and staff dissatisfaction.²⁸ Lack of career pathways for Corrections Officers is another factor that affects the retention rate.²⁹ Providing an attractive and rewarding workplace is a challenge for the sector. Professional



Image source: ACTCS

development opportunities as well as clear career paths for young recruits will be beneficial to the long-term growth of the industry.

MONITORING OFFENDERS

The electronic monitoring of offenders/individuals within homes and communities is increasingly used by state and territory jurisdictions that have imposed Court Ordered electronic monitoring conditions as a sentencing outcome.

Court Ordered Home Detention is a valid sentencing option that fits between immediate imprisonment and a suspended sentence. The intended outcome of amended legislation is to reduce recidivism in instances where the courts believe the case would be better managed outside of the prison environment. Increasing demand and use of the sentencing option for home detention and community corrections orders will increase the demand for skilled and specialist correctional staff in the field of remote monitoring operations and supervising offenders in the community. Specialist staff will employ devices such as GPS, radio communication, and voice verification to track and monitor offenders from remote monitoring operational facilities. Professional development opportunities are required to ensure that state and territory jurisdictions have the required levels of workforce capability to support the increasing use of offender monitoring technologies.

STAFF EXPERIENCE

The traditional role of correctional officers is changing to be more holistic and include engagement and interaction with offenders. This shift in capability requires the workforce to have higher order skills as well as soft skills. New correctional officer recruitment and training activities will increase focus on non-technical skills such as communication, negotiation, situational awareness, problem-solving, and critical thinking.

The industry has also recruited a high volume of applicants, mainly on a casual or temporary basis to respond to the growing prison population.³⁰ Casualisation of the Corrections workforce has increased in the last decade from 11 per cent to approximately 14 percent.³¹ This trend presents challenges as the casual employees will need upskilling to work with offenders suffering from mental health issues, as well as violent or drug-



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affected offenders. The ability to work with a range of people from diverse cultural backgrounds and ethnicities is highly important within the Corrections industry.

It is necessary to ensure that appropriate training is provided to ensure staff have the adequate skills to perform in difficult environments. This includes skills in communication, negotiation, resilience training, and preparation for new digital tools. Ensuring that Correctional Services employees are correctly matched to job roles that suit their experience and training is essential to operational efficiency.

STAKEHOLDER CONSULTATION

An extensive consultation process has been undertaken in the development of the Skills Forecast and Proposed Schedule of Work.

Among many issues and sensitivities raised throughout the consultation process, the top three key themes that emerged were:

Technology

Introduction of new technologies such as body worn cameras, remotely piloted aircraft and integrated security systems has created a technology skills gap for existing correctional staff in both the use and maintenance of specialised equipment and the ability to manage, process, store and use data gathered by various security equipment. This is exacerbated by the time and cost of training, purchasing and maintaining specialist equipment. There is a reluctance by older members of the workforce to learn and adapt to the technological changes. Regulations are lagging behind new technologies, adding an increased challenge to security as the popularity and use of remotely piloted aircraft (drones) increases amongst the general public. Without geofencing, remotely piloted aircraft can fly over secure facilities and drop contraband or gather visual information. New technology also presents an opportunity to improve team communications and information sharing.

Personnel

The traditional role of a correctional officer is changing from older, life skilled staff that secure offenders, to one that is a more holistic engagement, interaction and care of offenders. There is a stronger focus on recruiting staff with soft skills such as communication, behaviour, attitude, report writing and fitness, and digital skills to use technology for self-resolution. There is a training gap that exists in officer and custodial safety, de-escalation, threat assessment and situational awareness. Some contract staff do not have the necessary security clearances to access all areas of a facility which poses a challenge to maintaining security.

Cyber Security

There is a recurring issue of corrections staff intentionally accessing and sharing confidential information on offenders and other staff members for unethical purposes. The shift from paper-based to digital files has contributed to the increase of instances in breaches of information security. There are also external threats who have been able to illegally access (hack) corrections information systems to remove restrictions placed on offenders' internet access.



Image source: Serco

Stakeholders involved in the consultation process -

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RC Members (see listed earlier in the Skills Forecast)

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AIS CSC Correctional Services Training Package subscribers

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State Training Authorities

AIS Industry Skills Forum, Corrections Industry breakout sessions were attended by representatives/s from the following organisations;

- ACT Corrections
- Brush Farm Corrective Services Academy
- Canstruct International
- Corrections Victoria
- Department of Correctional Services SA
- Department of Justice Corrective Services WA
- Focussed Training & Consulting
- Queensland Corrective Services Academy
- Serco Australia
- The GEO Group Australia



2018 INDUSTRY SKILLS FORUMS



AIS facilitated a series of Industry Skills Forums across the country between September and November 2018. Respected journalist and author Kerry O'Brien moderated the events across all States and Territories that attracted over 1100 people, with an additional audience watching the Melbourne event that was live streamed online.

Attendees represented small, medium and large businesses (both employers and employees), education providers (from high school, the Vocational Education and Training sector and University), unions, State/Territory and Federal Department officials and peak bodies.

The Industry Skills Forums were set up as the central platform in AIS' intelligence gathering activity for 2018 allowing AIS to



identify industry skills needs, now and into the future.

The purpose of the forums was twofold:

To provide participants with the opportunity to directly shape the skills and workforce priorities across a broad range of Australia's industries; and

To provide AIS with the opportunity to capture data and intelligence for the 2019 Skills Forecasts.

Each forum consisted of two Panel discussions, facilitated by Kerry O'Brien. The panels were made up of Industry Leaders and focused on the current challenges facing our industries. Panel One discussed "Industry Leadership - new thinking about jobs and careers". This was followed by Panel Two discussing "Future Skilling our people in an age of digital transformation".

Following the panel sessions, attendees participated in industry-specific breakout sessions, facilitated by AIS Industry Managers. This provided participants with the opportunity to talk about the issues affecting their industry. The discussions kicked off with looking at the impact of new technologies and then focused on the barriers and opportunities to recruiting skilled employees and the emerging skill needs for each industry.



INDUSTRY LEADERS' DINNERS

Industry leaders across AIS' 11 industries met to discuss the high-level workforce and skills issues at a series of Industry Leaders' Dinners hosted by AIS on the evening preceding each 2018 Industry Skills Forum. Attendees from around the country included leaders from Industry, Government, the education sector, and relevant unions. AIS was delighted that the Minister for Jobs and Industrial Relations and Minister for Women, the Hon Kelly O'Dwyer was able to attend the Melbourne dinner.

The dinner meeting discussions were facilitated by Kerry O'Brien and the clear message from attendees was that they provided an excellent opportunity to bring together multiple industries to discuss common workforce development challenges and opportunities.



Many attendees from both the Industry Skills Forums and the Industry Leaders' Dinners commented on the opportunity that the events provided to engage with industry directly on workforce issues. Kerry O'Brien summarised the sentiment very well when wrapping up the final forum in Adelaide, noting that at every forum around the country, significant issues and ideas were raised about the pathway that we need to take as a nation. He noted that it is critical that these issues have been discussed at this level with the key players and the challenge for AIS now is twofold. The first is to formulate policy advice to take back to government. The second is to continue the conversation.



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Image source: GEO

PROPOSED SCHEDULE OF WORK

KEY DRIVERS - CORRECTIONS

2019-20 DOG HANDLING

Detection of illicit drugs and other contraband has always been one of the main concerns of prison operators. Passive Alert Detection Dogs (PADD) are often used along with human handlers to detect contraband whereas general purpose dogs assist in controlling undesirable behaviour within the prison system. There are some similarities in the training the handler receives, but each have distinct skills needs to address specialisation in handling either detector dogs or general-purpose dogs.

2019-20 CORRECTIONAL PRACTICE MANAGEMENT

New prison models focus on a range of issues such as drug and alcohol abuse, disadvantaged backgrounds, limited education, poor employment history, health problems, mental illnesses, gender diversity and identity, accommodation issues and poor social skills.

New approaches to correctional practices underscore the relevance of managing large groups of people with complex needs. There is increased awareness of prison demographics and the importance of the skills required and a growing need for skilled correctional staff that can competently handle prison operations in an appropriate and professional manner. Ensuring that vocational qualifications meet the increasing skills and knowledge demands of the Corrections industry is vital to addressing these changing skill requirements.

2019-20 OFFENDER ENGAGEMENT

Recent studies confirm that inmates who participated in Vocational Education and Training (VET) programs while serving a custodial sentence, were twice as likely to remain offence free five years after release. Correctional staff require well-developed communication skills to enhance offender engagement and assess prisoners needs, whilst identifying individual prisoner interests and strengths. Inmates are then encouraged and directed toward appropriate VET services and programs thus improving reintegration into society and increasing future employment opportunities.

2020-21 CYBER SECURITY

The growing pace of new innovations and technologies is accompanied with increasing exposure to cyber security threats. Cyberattacks are a significant risk within the Corrections sector. Awareness of the nature of cyber security threats and skills to detect, report and resolve the issues remain a challenge. Investing in skills and capabilities through educational programs is key to understanding cyber security and being protected from cyber threats.

2020-21 MONITORING OFFENDERS

The electronic monitoring of offenders/individuals within homes and communities is increasingly used by state and territory jurisdictions that have imposed Court Ordered Home Detention as a sentencing outcome. Increasing demand and use of this sentence option for home detention and community corrections orders will increase the demand for skilled and specialist correctional staff in the field of remote monitoring operations and offender surveillance. Specialist officers will employ devices such as GPS, radio communication, and voice verification, to track and monitor offenders from remote monitoring operational facilities. Professional development opportunities are required to ensure that state and territory jurisdictions have the required levels of workforce capability to support the increasing use of offender monitoring technologies.

2021-23 CSC CORRECTIONAL SERVICES TRAINING PACKAGE

There are no CSC Correctional Services Training Package products currently identified by the IRC for review or development during this forecast period. Where imported Units of Competency are identified as either deleted or superseded, the IRC may elect to revise the affected qualification(s) through the IRC Minor Upgrade process.

PROPOSED RESPONSES

2019-20 DOG HANDLING - DEVELOPMENT

The Corrections IRC has proposed a project to review and develop two new Skill Sets and one new Unit of Competency for Community Corrections Officers. These are related to handling of detector dogs during searches for illicit drugs and contraband and handling general purpose dogs to assist in controlling undesirable offender behaviour within the prison system. The project seeks to ensure that Corrections Officers are capable of effectively handling dogs within state and territory corrections jurisdictions, using skills that are contemporary with best dog handling practice and improving the safety and security of prisons where dogs are employed.

2019-20 CORRECTIONAL PRACTICE MANAGEMENT – REVIEW AND DEVELOPMENT

The Corrections IRC has proposed a project to review and develop the Advanced Diploma of Correctional Management. Project outcomes will ensure the qualification contains the appropriate Units of Competency to address new approaches to correctional management practices that underscore the relevance of managing large groups of people with complex needs and issues relating to:

- ▶ drug and alcohol abuse
- ▶ disadvantages backgrounds
- ▶ limited education
- ▶ poor employment history
- ▶ health problems
- ▶ mental illnesses
- ▶ gender diversity and identity
- ▶ poor social skills

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2019-20 OFFENDER ENGAGEMENT - DEVELOPMENT

The Corrections IRC has proposed a project to develop a new Skill Set for correctional services officers that enhances individual communication skills to engage and assess prisoners needs and identify individual offender interests and strengths. The proposed Offender Engagement Skill Set will include Units of Competency to ensure correctional services officers are equipped to provide enhanced offender engagement and support. The proposed Skill Set will assist offenders to advocate for self, whilst maintaining engagement with the individual's own rehabilitation outcomes and enhancing the individual's potential to reintegrate into society and potentially reducing opportunities for recidivism.

2020-21 CYBER SECURITY - DEVELOPMENT

There are currently no industry plans for discrete Correctional Services Units of Competency to be developed to address the need, however current cross sector projects addressing cyber security skills may afford the opportunity to develop a Correctional Services Skill Set utilising imported Units of Competency developed to meet this need.

2020-21 OFFENDER MONITORING - REVIEW AND DEVELOPMENT

The Corrections IRC has proposed a project to review and develop existing supervisory and management qualifications for potential inclusion of specialist elective pathways related to offender monitoring. This project may also consider development of additional Skill Sets or qualifications at the AQF 4/5 level that are aligned to this emerging correctional practice occupational role.

PROPOSED SCHEDULE OF WORK

2019-20

Dog Handling – Development

Passive Alert Detection Dogs (PADD) are often used along with their human handlers to detect contraband and general-purpose dogs assist in controlling undesirable behaviour within the prison system. Training and skills related to handling dogs need to be reviewed to ensure they keep pace with recent changes and improve the safety and security of prisons.

Two new Detector Dog Handler Skill Sets are proposed to be developed incorporating existing Units of Competency in the in Correctional Services, Animal Care and Management, Public Safety and Public Sector and Property Services Training Packages. One new Unit of Competency is to be developed to ensure that these skills are contemporary with best handling practice and regulatory requirements. The Certificate IV in Correctional Practice Group D: Dog Handling specialisation will also be reviewed to determine relevance.

Correctional Practice Management – Review and Development

New prison models focus on a range of issues such as drug and alcohol abuse, disadvantaged backgrounds, limited education, poor employment history, health problems, mental illnesses, gender diversity and identity, accommodation issues and poor social skills. There is increased awareness of prison demographics and the importance of the skills required and a growing need for skilled correctional staff that can competently handle prison operations in an appropriate and professional manner.

A proposed review of the Advanced Diploma of Correctional Management will ensure the qualification contains the appropriate Units of Competency to address these changing skills requirements.

Offender Engagement – Development

Recent studies confirm that inmates who participated in Vocational Education and Training (VET) programs while serving a custodial sentence, were twice as likely to remain offence free five years after release. Correctional staff require well-developed communication skills to enhance offender engagement and assess prisoners needs, whilst identifying individual prisoner interests and strengths. Inmates are then encouraged and directed toward appropriate VET services and programs thus improving reintegration into society and increasing future employment opportunities.

A new Offender Engagement Skill Set for correctional services officers will enhance individual communication skills to engage and assess prisoners needs and identify individual offender interests and strengths. The proposed Skill Set will assist offenders to advocate for self, whilst maintaining engagement with the individual's own rehabilitation outcomes and enhancing the individual's potential to reintegrate into society and potentially reducing opportunities for recidivism.

2020-21

Cyber Security Skills - Development

The growing pace of new innovations and technologies is accompanied with increasing exposure to cyber security threats. Cyberattacks are a significant risk within the Corrections sector. Awareness of the nature of cyber security threats and skills to detect, report and resolve the issues remain a challenge. Investing in skills and capabilities through educational programs is key to understanding cyber security and being protected from cyber threats.

There are currently no industry plans for discrete Correctional Services Units of Competency to be developed to address the need, however current cross sector projects addressing cyber security skills may afford the opportunity to develop a Correctional Services Skill Set utilising imported Units of Competency developed to meet this need.

Offender Monitoring - Development

The electronic monitoring of offenders/individuals within homes and communities is increasingly used by state and territory jurisdictions that have imposed Court Ordered Home Detention as a sentencing outcome. Increasing demand and use of this sentence option for home detention and community corrections orders will increase the demand for skilled and specialist correctional staff in the field of remote monitoring operations and offender surveillance.

The Corrections IRC has proposed a project to review and develop existing supervisory and management qualifications for potential inclusion of specialist elective pathways related to offender monitoring. This project may also consider development of additional Skill Sets or qualifications at the AQF 4/5 level that are aligned to this emerging correctional practice occupational role.

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2021-23

Correctional Services

There are no CSC Correctional Services Training Package products currently identified for review or development during this forecast period.

Where imported Units of Competency are identified as either deleted or superseded, the IRC may elect to revise the affected qualification(s) through the IRC Minor Upgrade process.

2019-20 PROJECT DETAILS

DOG HANDLER

Description

This project will develop two Detector Dog Handler Skill Set incorporating existing Units of Competency and one new Unit of Competency to be developed to ensure that these skills are contemporary with best handling practice and regulatory requirements. The Certificate IV in Correctional Practice Group D: Dog Handling specialisation will also be reviewed to determine relevance.

Rationale

Detection of illicit drugs and other contraband has always been one of the main concerns of prison operators. Passive Alert Detection Dogs (PADD) are often used along with human handlers to detect contraband whereas general purpose dogs assist in controlling undesirable behaviour within the prison system. Specially trained dogs are used for either targeted searches of prison cells, or high-security prisoner escorts, and other security functions within the Security and Emergency Services Group.

Project outcomes will ensure that a formal vocational pathway is available to correctional staff undertaking Dog Handling roles within correctional services settings, and provide skills transferability between correctional services jurisdictions, whilst increasing the overall Australian workforce capabilities through nationally accredited skilling outcomes.

Ministers' Priorities Addressed

- ▶ The project does not propose removal of obsolete and superfluous qualifications from the National Register
- ▶ The project will ensure that information is made available about Detection Dog Handler training delivery to training providers
- ▶ The project may support individuals moving from state or territory correctional services jurisdiction to related Detection Dog Handler roles
- ▶ The project does propose creation of a unit that may be owned and used by multiple industry sectors, through the discrete and targeted nature of the required skills and knowledge

- The project does propose the development of a new Skill Set for Detection Dog Handlers
- The project does not propose the incorporation of existing accredited course materials into the Correctional Services Training Package

Consultation Plan

AIS will:

- undertake consultation on the IRCs behalf with all State Training Authorities and other key national stakeholders
- seek public feedback and input into development of material through the project's duration
- communicate to enterprises, State/Territory Training authorities, State/Territory Industry Training Advisory Bodies, Peak Bodies, Registered Training Authorities (RTOs) and other interested parties, of the establishment of the project
- conduct initial consultation with stakeholders to identify and invite key representatives to establish the Technical Advisory Committee (TAC) and posting information about the project on the AIS website and newsletter
- conduct face to face consultation and engagement sessions as required
- conduct TAC meetings to explain the process and gather comments/feedback
- communicate the process of drafting, identified Training Package materials (Qualifications/ Units of Competency/Skill Sets), verify and validate this material with stakeholders through email, the AIS website and the AIS newsletter for wider stakeholder involvement, throughout the review process
- continue communication on the project via the AIS website and newsletter.

Scope of Project

The project is planned to be undertaken from July 2019 to May 2020, with a Case for Endorsement planned for submission by July 2020.

Training Package

CSC Correctional Services Training Package Release 2.0

Qualifications

One Qualification to be reviewed.

- CSC40115 Certificate IV in Correctional Practice

CSC40115 Certificate IV in Correctional Practice is currently under review and is expected to be submitted to AISC on 31 July 2019. The dog handling Units in this project are not part of that review.

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Units of Competency

Seven CSC Units of Competency to be revised and one new Unit of Competency to be developed

- CSCDOG001 Manage dogs for security purposes
- CSCDOG002 Maintain the health and welfare of dogs
- CSCDOG005 Train detector dogs
- CSCDOG006 Train dogs for response and control
- CSCDOG007 Train dogs in agility work
- CSCDOG003 Prepare stimulus aids for use with dogs
- CSCDOG004 Select dogs
- CSCDOG999X Assessing dog behaviour

Skill Sets

Two new Skill Sets to be developed

- CSCSS9997X Passive Alert Detector Dog Handler Skill Set incorporating existing units and one proposed new Unit of Competency
- CSCSS9996X General purpose dog handler Skill Set incorporating existing units and one proposed new Unit of Competency

CORRECTIONAL MANAGEMENT

Description

This project will review and develop the Advanced Diploma of Correctional Management. Project outcomes will ensure this qualification contains the appropriate Units of Competency to address new approaches to correctional management practices that underscore the relevance of managing large groups of people with complex needs and issues. Updating imported Units of Competency within this qualification that have been previously superseded on the National Register of VET will also be undertaken during this project.

Rationale

New prison models focus on a range of issues such as drug and alcohol abuse, disadvantaged backgrounds, limited education, poor employment history, health problems, mental illnesses, gender diversity and identity, accommodation issues and poor social skills.

New approaches to correctional practices underscore the relevance of managing large groups of people with complex needs. There is increased awareness of prison demographics and the importance of the skills required and a growing need for skilled correctional staff that can competently handle prison operations in an appropriate and professional manner. Ensuring that vocational qualifications meet the increasing skills and knowledge demands of the Corrections industry is vital to addressing these changing skill requirements.

Ministers' Priorities Addressed

- The project does not propose removal of obsolete and superfluous qualifications from the National Register
- The project will ensure that information is made available about revised correctional management practices to training providers
- The project may support individuals moving from state or territory correctional services jurisdictions
- The project does not propose creation of units that can be owned and used by multiple industry sectors, due to the discrete and targeted nature of the required skills and knowledge
- The project does not propose the development of additional Skill Sets
- The project does not propose the incorporation of existing accredited course materials into the CSC Correctional Services Training Package

Consultation Plan

AIS will:

- undertake consultation on the IRCs behalf with all State Training Authorities and other key national stakeholders
- seek public feedback and input into development of material through the project's duration
- communicate to enterprises, State/Territory Training authorities, State/Territory Industry Training Advisory Bodies, Peak Bodies, Registered Training Authorities (RTOs) and other interested parties, of the establishment of the project
- conduct initial consultation with stakeholders to identify and invite key representatives to establish the Technical Advisory Committee (TAC) and posting information about the project on the AIS website and newsletter
- conduct face to face consultation and engagement sessions as required
- conduct TAC meetings to explain the process and gather comments/feedback
- communicate the process of drafting, identified Training Package materials (Qualifications/ Units of Competency/Skill Sets), verify and validate this material with stakeholders through email, the AIS website and the AIS newsletter for wider stakeholder involvement, throughout the review process
- continue communication on the project via the AIS website and newsletter.

Scope of Project

Project activity is planned to be undertaken from July 2019 to May 2020, with a Case for Endorsement planned for submission by July 2020.

Training Package

CSC Correctional Services Training Package Release 2.0

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Qualifications

One qualification to be developed

- ▶ CSC60115 Advanced Diploma of Correctional Management

Units of Competency

Seven Units of Competency to be revised and three new Units of Competency to be developed

- ▶ CSCINT008 Coordinate intervention strategies for offenders
- ▶ CSCOFM023 Establish offender management practices
- ▶ CSCORG023 Provide leadership in justice services
- ▶ CSCORG024 Plan and implement changes in justice services
- ▶ CSCORG025 Manage the delivery of a quality correctional service
- ▶ CSCORG026 Establish strategic guidance for correctional services
- ▶ CSCORG027 Research issues of concern in correctional services
- ▶ CSCORG997X Develop policy and strategies for trauma informed care
- ▶ CSCSAS998X Manage serious incident response
- ▶ CSCORG999X Manage gender diversity and identity needs in a correctional facility

Skill Sets

Nil Skill Sets to be reviewed or developed

OFFENDER ENGAGEMENT

Description

This project will develop a new Offender Engagement Skill Set for correctional services officers that proposes to enhance individual communication skills to engage and assess prisoners needs and identify individual offender interests and strengths. The Skill Set will support officers in aiding offenders' ability to advocate for self, whilst maintaining engagement with the individual's own rehabilitation outcomes and enhancing the individual's potential to reintegrate into society and potentially reducing opportunities for recidivism.

Rationale

Recent studies confirm that inmates who participated in Vocational Education and Training (VET) programs while serving a custodial sentence, were twice as likely to remain offence free five years after release. Correctional staff require well-developed communication skills to enhance offender engagement and assess prisoners needs, whilst identifying individual prisoner interests and strengths. Inmates are then encouraged and directed toward appropriate VET services and programs thus improving reintegration into society and increasing future employment opportunities.

Ministers' Priorities Addressed

- The project does not propose removal of obsolete and superfluous qualifications from the National Register
- The project will ensure that information is made available about offender engagement training delivery to training providers
- The project may support individuals moving from state or territory correctional services jurisdiction to related Offender Engagement tasks and roles
- The project does not propose creation of units that can be owned and used by multiple industry sectors, due to the discrete and targeted nature of the required skills and knowledge
- The project does propose the development of a new Offender Engagement Skill Set
- The project does not propose the incorporation of existing accredited course materials into the Correctional Services Training Package

Consultation Plan

AIS will:

- undertake consultation on the IRCs behalf with all State Training Authorities and other key national stakeholders
- seek public feedback and input into development of material through the project's duration
- communicate to enterprises, State/Territory Training authorities, State/Territory Industry Training Advisory Bodies, Peak Bodies, Registered Training Authorities (RTOs) and other interested parties, of the establishment of the project
- conduct initial consultation with stakeholders to identify and invite key representatives to establish the Technical Advisory Committee (TAC) and posting information about the project on the AIS website and newsletter
- conduct face to face consultation and engagement sessions as required
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- communicate the process of drafting, identified Training Package materials (Qualifications/ Units of Competency/Skill Sets), verify and validate this material with stakeholders through email, the AIS website and the AIS newsletter for wider stakeholder involvement, throughout the review process
- continue communication on the project via the AIS website and newsletter.

Scope of Project

The project is planned to be undertaken from July 2019 to May 2020, with a Case for Endorsement planned for submission by July 2020.

Training Package

CSC Correctional Services Training Package Release 2.0

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Qualifications

Nil qualification to be developed

Units of Competency

One existing Unit of Competency to be reviewed and developed

- ▶ CSCORG005 Conduct interviews

Skill Sets

One new Skill Set to be developed

- ▶ CSCSS9995X Offender Engagement Skill Set incorporating one existing unit and two units currently in draft relating to working effectively with culturally diverse individuals and supporting offender rehabilitation and reintegration in the community.





Image source: ACTCS

AUSTRALIAN INDUSTRY STANDARDS

Australian Industry Standards (AIS) provides high-quality, professional secretariat services to the Corrections IRC in our role as a Skills Service Organisation. AIS provide services to eleven allocated IRCs which cover Aviation, Corrections, Gas, Electricity Supply (Generation and Transmission, Distribution and Rail), Electrotechnology, Maritime, Public Safety (including Police, Fire and Emergency Services, Defence), Rail, Transport and Logistics, and Water industries. AIS supports these important industry sectors using our in-house capability and capacity in technical writing, quality assurance, project management and industry engagement in the production of Training Packages.

AIS was established in early 2016, 20 years after its predecessor the Transport and Logistics Industry Skills Council (TLISC) was established in 1996. More information about AIS can be found at <http://www.australianindustrystandards.org.au>.

- ▶ We support industry growth and productivity through our modern innovative approach to establishing skills standards.
- ▶ We provide high-quality, professional secretariat services to help our allocated industry reference committees develop the skills that industry needs.
- ▶ We partner with industry to shape the workforce of the future.

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