

Communities and Justice
Youth Justice

Community Service Order Manual

Policy and Procedure



16th June 2022



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Overview

This Manual provides general information about the Community Service Order (CSO) Scheme. Setting out the policies, procedures, and standards for administrating the scheme for Youth Justice NSW (YJNSW) employees.

By following the policies and procedures in this document, you can help assure we produce consistently high standards of service.

This section explains what the CSO Scheme is about and how to use this Manual. We've split this Manual into several sections, covering different aspects of the CSO processes.

Introduction

A Children's Community Service Order (CSO) is an order made by the court requiring a young person to perform unpaid work and program participation for a specific number of hours.

A CSO is a community-based sentencing option that is generally an alternative to imprisonment.

The NSW Children (Community Services Orders) Act 1987 and the Children (Community Services Orders) Regulation 2020 govern the CSO scheme's legislative framework.

A CSO offers several benefits to the young person as an alternative to imprisonment, including:

- remaining connected to their community
- repaying the harm caused by their crime in the community through unpaid work or program participation to develop new skills and positive social behaviours
- enhancing the community's involvement and contribution to the young person's rehabilitation.

Community service work is ordered by the court:

- as a primary penalty for an offence, or
- as a condition of a probation order, or
- on an application for fine debts (i.e., when the young person has been unable to pay a fine and the penalty is not a direct alternative to imprisonment).

NSW Community Service Orders are non-transferable orders and cannot be considered for interstate transfers or Representative Supervision.

Objectives

The objectives of this Manual are to:

- Outline the roles and responsibilities of young people, YJNSW employees and community organisations when administering the CSO scheme.
- Outline the practices of implementing the CSO process.
- Provide the framework for community involvement in CSO scheme.
- Promote and support young people in making decisions about their work placement.
- Reinforce the importance of maintaining collaborative partnerships with other organisations for community service work.

Definitions

Term	Definition
Conflict of interest	Occurs when a person's personal interests such as family, friendships, financial or other could compromise their judgement, decisions, or actions.
Concurrent orders	Two or more orders to be served simultaneously.
CSO participants	Young people performing/undertaking community service work/program.
CSO supervisor	The person responsible for the direct supervision of young people undertaking CSO (Includes YJNSW sessional supervisors and organisation supervisor.
Community Service Work/Program	Unpaid activity that revolves around work or personal development, educational or other therapeutic programs to assist the young person's rehabilitation and reparation to the community.
Cumulative or Consecutive orders	When two or more orders are to be served in addition to and following one after the other (i.e., one order must be completed before the next order commences).
Must	Indicates a mandatory action.
Personal Protective Equipment (PPE)	Equipment worn to prevent injury or accidents e.g., eye goggles, gloves, ear protection, safety boots, sun protection (e.g., hats and sunscreen).
Registered Participating Organisation (RPO)	Organisations that are registered with YJNSW to provide and supervise CSO work/program.
Reparation	CSO young people undertaking work/program to repair the harm caused by the offending behaviour.
Should	Indicates a recommended action to be complied with.
Working With Children Check (WWCC)	Clearance checks to enable an adult to work with children/young people in NSW.

Icons

The below icons are noted throughout this document for easy access to specific information to help you with your work:



Practice tip



Forms, Letters or Reports

Applications

The CSO scheme is intended to divert and rehabilitate young people through community work and/or programs.

This section details the intentions and responsibilities that underpin the CSO Scheme for YJNSW employees.

Intent

As a Child Safe Organisation, Youth Justice has developed a Child Safe Policy Framework in response to the Royal Commission into Institutional Responses to Child Sex Abuse. For CSOs this means that YJNSW has a responsibility to recognise and consider the diverse needs of children and young people and to keep them safe, whilst they are performing community service work/programs.

YJNSW's partners with different organisations to increase the availability and diversity in the types of work and programs placements for young people across NSW. However, organisations that are engaged in commercial activities for profit must not be considered for CSO work/program accreditation.

Responding to diverse needs

YJNSW employees must consider young peoples' cultural need, identity, and connections wherever possible.

Being responsive to young people of cultural diversity includes race, ethnicity, sexual orientation, family dynamic, religion, language, gender, age, and disability enables us to achieve positive and long-lasting outcomes.

Employees must use professional interpreters to communicate with young people and their families where necessary.

Acknowledging young peoples' unique background is demonstrated in the CSO process by:

- matching young people to an appropriate CSO work or program placement, where practicable.
- negotiating flexible CSO arrangements to increase the probability of young people completing their CSO.
- partnering with community organisations that are culturally responsive to families, kinship, or familial ties, where practicable.
- enabling young peoples' participation in significant ceremonial occasions and activities (e.g., Sorry Business, Ramadan, or Diwali).
- considering appropriate CSO placements with young people who live at multiple addresses across towns, cities, or suburbs.
- consulting culturally identified roles (e.g., YJNSW Aboriginal Practice Officers) to provide guidance about community resources and make good use of these services for culturally specific CSO work or programs.
- not excluding young people with special needs from CSO work or program by sourcing individualised placements when required (and where possible) to support the specific needs of a young person (e.g., pregnancy or disability).

Young peoples' rights and responsibilities

Young peoples' rights	Young peoples' responsibilities
<p>A young person (CSO participant) has a right to:</p> <ul style="list-style-type: none"> • undertake work/program participation in a child safe environment • safety equipment and PPE supplied • safe and appropriate working standards • not to work when sick or experiencing an exceptional circumstance • not to work outside in poor weather when it may create an unsafe work environment (e.g., storms or excessive heat) • be respected and acknowledged as an individual with differing developmental needs and requirements. 	<p>A young person (CSO participant) must:</p> <ul style="list-style-type: none"> • attend work/program as scheduled • follow CSO supervisor's instruction • work in a satisfactory manner • inform YJNSW when changing address • attend work/program drug and alcohol-free • keep tools or PPE in a reasonable condition • maintain reasonable personal hygiene and appropriate dress • comply with safety standards and practices • provide a medical certificate if illness prevents them from work/program.

CSO team and responsibilities

Role	Responsibilities
Area Manager	<ul style="list-style-type: none"> • networking, seeking, and establishing collaborative partnerships with other organisations to increase the availability and diverse nature of community service work/program placements for young people • provides oversight of the management and administration of CSOs • supervises employees - assistant managers, caseworkers, administrative assistants, sessional supervisor • developing community links and addressing issues relating to those links to support the CSO scheme • approving applications to extend the relevant maximum period of CSOs
Assistant Manager	<ul style="list-style-type: none"> • manages the administration of the CSO process, including allocations and RPO reviews • maintaining good relationships with our CSO RPO partners (i.e., regularly engaging with service providers) • supervises and supports caseworkers • approves documentation and reports • confirms the currency of CSO supervisors' WWCCs • addresses issues relating to the development of community links to support the schemes • endorses sessional supervisor pay and expenses • approves the reimbursement of young peoples' expenses, where appropriate.
Caseworker (Community)	<ul style="list-style-type: none"> • administers the young person's CSO until completion. • completes suitability assessments • confirms work/program participation is available

- confirms the young person's understanding of their obligations, expectations, and consequences of non-compliance
- confirms work/programs risk assessments and local safety registers are current
- takes on the lead in maintaining good relationships with our CSO RPO partners (i.e., monthly attendance at the placements and strengthening relationships)
- confirms appropriate PPE are accessible
- confirms the currency of the CSO supervisors' WWCC for the duration of a young person's placement at an RPO or YJNSW CSO sites
- confirms the induction processes are completed
- maintains sound records, including weekly CSO case notes outlining the young person's progress and number of hours completed
- manages compliance appropriately and promptly.

Administrative Assistant

- supports YJNSW employees with CSO
- checks WWCC of CSO supervisors and those related to CSO work/program
- assists with allocation and record-keeping, including coordinating and sending documentation, receiving, and processing CSO sessional supervisor pay and expenses and data entry.

CSO Sessional Supervisor

- manages and supervises young people performing CSO
- pre-plans work sessions including location and the work involved
- undertakes site safety inductions and monitors WHS whilst supervising young people at each session
- report to the CSO caseworker on the progress of young people performing work
- monitors young peoples' behaviour
- checks that young people are wearing appropriate PPE to undertake work
- maintains accurate attendance records.

Aboriginal Practice Officer

- provides help to YJNSW staff regarding Aboriginal cultural considerations within a CSO, including guidance toward appropriate stakeholders and resources

Details of work/program conditions

This section details the:

- CSO work/program conditions, including types of work or programs
 - maximum number of hours and order duration
 - calculation of hours and the number
 - type of order the court can give to a young person.
-

Types of hours

CSO work/programs should be meaningful for young people and the community.

The work is voluntary and can take place of someone who would normally receive payment for if the community service work is to be performed.

Community service work can include:

- Gardening.
- Cleaning.
- Upkeep of community organisations facilities and resources.
- Office duties.
- Charitable work.
- Graffiti removal.

Community service work can also include:

- Educational programs.
- Vocational training.
- Personal development.
- Therapeutic intervention.



Therapeutic programs (e.g., counselling, group therapy, or residential rehabilitation) - i.e., the young person's work/program participation will be counted towards the CSO hours.

Avoid directions that conflict with young peoples' paid employment, education, training, religious beliefs, or significant cultural events.

Hours and order duration

The maximum number of hours the court may impose on a young person depends on:

- age at the time of offence, and
- legislated penalty (imprisonment term).

The table below outlines the maximum number of hours and duration of orders for CSOs:

Age when offence committed	Maximum hours	Order duration
Under 16 Years	100	12 Months
16 or 17 years	250	12 Months
18 years or older	Up to 500	12 Months for up to 300 hours and 18 Months for over 300 hours.

Work and Program hours

A young person can complete both work and programs as part of their CSO.

CSOs can be completed solely as reparation work or a combination of work and programmatic hours. It must be noted that no more than 50% of programmatic hours can be counted towards the CSO.

The caseworker must consider the following when developing the CSO plan with the young person, unless directed otherwise by the court:

- ties with the description of work/program intervention
- addressing the young person's criminal behaviour
- the young person's capabilities, and
- the benefits to community (i.e., reparation for the crime committed).

Young people undertaking endorsed programs (i.e., offence focused programs – CHART) can have their work/program hours counted towards the CSO, if they are subject to a:

- CSO with a supervision condition.
- CSO without a supervision condition.

Young people must not be penalised for completing small hour numbers if CSO work has not been available or they have been unwell, or circumstances have impacted on the opportunity to complete the work as arranged. Alternate arrangements must be considered with management approval in supporting young people to complete their CSO hours.

Concurrent or cumulative hours

A young person may have more than one CSO order made by the same or different court to be served concurrently or cumulatively. The orders must be served concurrently (i.e., at the same time) if they do not specify that they must be cumulative (i.e., one order must be completed before the next order can commence).

If a young person is subject to two or more CSOs and appears to be in breach of their orders, the caseworker must consider:

- The total number of hours completed against the required number of hours for each order.
- If the total amount of hours performed has been reached for one of the orders, then breach action is not applicable for that specific order but is applicable for the other orders.

Example: A young person receives two CSOs on the same day; one with 50 hours of community service work and the other with 70 hours. The orders specify that they run concurrently. The young person must complete a total of 70 hours of community service work/program. However, if the orders specify that they must be completed cumulatively, the young person must complete 120 hours in total, completing the orders one after the other.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Computing hours

The following must be counted towards a young person's CSO work/program hours:

- The time spent performing or undertaking community service work/program.
- Tea and meal breaks.
- Travel time between the young person's residential address and the placement (where appropriate and reasonable), including YJNSW employees transporting young people to their CSO placement. The CSO organiser or supervisor has the discretion to approve reasonable travel time.
- If weather has impacted the completion of CSO hours (i.e., excessive heat) and the day is finished earlier than intended, hours should be awarded (to make up the total) as the intention of the young person was to stay and do the 8 hours.

The maximum number of hours that YJNSW can direct a young person to perform CSO work in a day is 8 hours.

However, if a young person wishes to work longer, they can, if they are over the age of 15 years, providing WHS concerns are met, and appropriate supervision of the young person is available.

Young people under the age of 15 years cannot legally work more than 8 hours per day as specified under the *Children and Young Persons (Care and Protection) (Child Employment) Regulation 2015*. CSO organisers must ensure CSO supervisors are aware and comply with this legislative requirement. Young people must take breaks during their workday as follows:

- 15 minutes every 3 hours
- 45 min meal break after 4 hours

Example: in agreement with the group of young people, the CSO organiser works continuously for 4 hours to complete a prearranged clean-up project before the council locks down the parkland. Because the group worked continuously for 4 hours, they will take an hour for lunch before they commence work at the next work site.

Work hours will not be counted towards completion of a CSO when a young person:

- Is drug or alcohol affected.
- Behaves in an aggressive manner.
- Fails to follow the supervisor's instructions, particularly with high-risk activities.

YJNSW recognises that some of our young people have difficulty appropriately expressing their frustrations, emotions, or lack of understanding. Generally, there is no intention by the young person to cause harm to self, others, or to their CSO supervisor and do not pose as a safety risk.

However, assault, threats of harm, verbal abuse, or intimidation are not acceptable behaviour and should not be tolerated by CSO supervisors. CSO supervisors would be doing their best to de-escalate situations to avoid confrontations and a situation getting out of control.

CSO work/program site

Profit based organisations are excluded from the CSO work/program site accreditation. Also, CSOs cannot be completed in custody.

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

Assessments

The court can only give a young person a CSO if YJNSW or Community Correction NSW (where applicable) have authored a report that indicates they are suitable for the CSO, and work/program is available.

This section focuses on the suitability criteria and related considerations for CSOs.

Suitability assessment

YJNSW must reasonably consider the young person's commitments, interests, capabilities, culture, and other responsibility issues such as physical, psychological, behavioural, and intellectual capacity when arranging and directing community service work/program.

The suitability assessment criteria include:

- The young person's willingness to participate in CSO.
- The young person's understanding of their role, expectations, and consequences of non-compliance to comprehend the requirements of the order.
- Work or programs are available.
- Location - community service work is available in the area where the young person resides or at a different location where it is accessible for the young person (including YJNSW transporting young people to and from placement) to undertake work or program.
- Ability to comply with Work Health and Safety requirements (WHS).
- Any medical conditions and mental health issues - Identifying whether any treatment has side effects such as mood swings or drowsiness that may affect their ability to work or participate in a program. A young person must disclose any medical, physical, or mental health concerns they are aware of that may increase the risk of injury to self or others.
- Any drug and alcohol use - Identifying whether there are significant concerns about their ability to work or participate in a program.
- Any known physical, intellectual or other disability - A young person with a disability cannot be assessed as unsuitable just because they have a disability; consider their capabilities and accessibility requirements when arranging a CSO placement. Ensure that a young person with a learning difficulty understands the CSO's obligations and implications, including non-compliance.
- Other physical conditions - A young person is assessed based on their capabilities and specific requirements for a CSO.



The court cannot order a CSO without YJNSW or Community Correction NSW (i.e., after consulting with YJNSW) providing a suitability assessment. Young people who have not completed a previous CSO should not be excluded from consideration for further orders. Importantly, young people have a say in the type of work/program and the location, where practicable.

CSO assessment and Corrective Services

Community service orders for young people (i.e., Up to the age of 21 years) must be made under the *Children (Community Service Orders) Act 1987*. Only YJNSW can assess young people for a CSO.

If a Community Correction Officer (CCO) is preparing a background report for a young person who is between the ages of 18 and 21 years, they must contact the management team of the local YJNSW community office to request a CSO assessment. The outcome of the assessment is included in the CCO's background report.

The CCO must obtain and include in the background report the reporting arrangements from YJNSW.

CSO assessment procedure

Court requests for a CSO suitability assessment (i.e., Background or a Specific Purpose Report) are sent via an email to the YJNSW community office or CIMS JusticeLink.

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Types of Reports:

- Background Report (CIMS)
- Specific Purpose Report (CIMS)

CSO sentencing options and other related orders

The Court can order a young person to do CSO if they are considering a control order and may impose additional conditions such as 'supervision' or they may impose a probation order with a community service condition. The young person must comply with the order conditions, otherwise they may be in breach their order.

CSO with supervision

YJNSW administers the CSO together with the imposed 'supervision' order condition.

Any hours performed doing work/program is counted towards the required CSO hours.

Once the CSO hours have been completed, the supervision requirements cease, and the order is then finalised.

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CSO without supervision

If the court does not impose a supervision condition on the CSO order, the administration of the CSO will include:

- Delivering offence focused programs, where applicable.
- Referring to other programs to address any identified needs.
- Arranging suitable work activity and location.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Probation order with Community Service

A court can impose on a probation order an order condition requiring a young person to perform community service as per the *Children (Criminal Proceedings) Act 1987*.

The intent of the community service work condition is community restitution, as a result creating an opportunity to attend programs to address identified criminogenic needs. The young person must complete the community service hours to complete the community restitution component of the probation order.

Probation orders with community work order conditions must be administered and managed as per the 'Risk/Need Schedule of Standards' for community supervision. However, the associated case plan will include the completion of the set hours of the order condition of community work.

CSO and Community Correction Order

A court cannot order a Community Corrections Order (CCO) for a person under 18 years, with community service work. If this occurs, the Assistant Manager must refer the matter to the Director of Public Prosecutions Office as soon as possible for the court to correct the error.

CSO and Clean Up Order

Community service work can be imposed by a magistrate or court registrar under *Graffiti Control Act 2008* for young people who have been convicted of graffiti offences.

A Community Clean-up Order (CCUO) is a fine penalty option for graffiti offences only; it requires the young person to perform graffiti removal work to satisfy the fine penalty amount.

The court can make a CCUO when the fine is imposed or later for a part of the fine that has not been paid. The court will impose this type of order if a young person is suitable, and work is available. YJNSW completes the suitability assessment and administers and manages the order until completion.

A young person can be given multiple CCUOs, and the hours are to be counted concurrently unless they specifically state the order must be completed consecutively.



CSO hours, except for those hours that involve program participation can be counted towards an active CCUO.

CSO and other types of community-based supervision orders

Offence focused programs delivered by YJNSW, as part of a different court order, cannot be counted towards CSO programmatic hours.

For example, if a caseworker is delivering the CHART program, as part of a young person's Good Behaviour Bond supervision, these hours cannot be counted towards their CSO programmatic hours.

CSO and WDO

Any activities performed relating to a *Work and Development Order* (WDO) cannot be counted as CSO hours.

Appeals

YJNSW cannot administer or supervise legal orders including CSOs that are under appeal. The administration of the CSO is suspended while an appeal is pending.

Hours performed prior to an appeal determination cannot be counted (i.e., backdated). Once the outcome of the appeal is determined, whereby the CSO is confirmed, hours performed can be counted towards the CSO.

The young person must keep their caseworker informed of their current address and contact details pending the appeal outcome to allow them to make contact once the outcome is known.

Registered Participation Organisation (RPO) accreditation

YJNSW promotes and seeks to register organisations to participate in the CSO scheme.

Central to the scheme is YJNSW's partnership with government and community organisations to increase the availability and diverse nature of community service work/program placements for young people across NSW.

This section relates to the application and registration accreditation of participating organisations.



Forms and letters:

- *CSO Organisation Registration Form.*
- *CSO Supervisors Acknowledgement of Responsibilities Form.*
- *Work Health Safety Declaration Form.*
- *Notification of Successful Registration, or Notification of Unsuccessful Registration.*

Allocation and induction of CSO

Young people must be inducted into the scheme, so that they are aware of their, our and the organisations' responsibilities.

This section focuses on the induction meetings between the caseworker, young person and RPO (external) or YNSW work groups (internal).

Induction

All young people must participate in the initial – ‘Induction Meeting’ before being allocated work or participating in a program.

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Meeting with the CSO supervisor

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For every young person on a CSO complete the following:

- *Young person and CSO Placement Agreement (both CSO supervisor and young person complete the form)*
- *Young person medical form (young person or their carer/parent if under the age of 16 years)*
- *CSO Daily Induction and Attendance Sheet (CSO supervisor completes for each CSO session)*

Administering CSO

Managing and supervising CSOs involves supporting young people to do the work/program while supervising and maintaining a record of their attendance.

This section outlines the requirements of recording, collecting, and monitoring young peoples' progress with their work/program plan and CIMS records.

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Review of work/program schedule

A review of the young person’s work instruction can happen at any time. To determine when changes to the schedule will assist them to perform their work hours. Amending the work plan schedule may include changing the:

- worksite
- number of hours per session
- attendance from weekly to fortnightly.

Monitoring CSO

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Assistant
Manager

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Residential rehabilitation

If the young person is in a residential rehabilitation program, information must be recorded in a CSO case note (CIMS). The caseworker must also consult with the assistant manager to discuss possible strategies, to assist the young person in completing their work hours in the residential rehabilitation centre. The strategies may involve extending, temporarily suspending, or initiating breach action, if appropriate.

Transferring to another jurisdiction

CSO work must be performed in NSW and therefore cannot be transferred to another State or Territory.

If a young person relocates interstate and can continue to do their CSO work in NSW (i.e., border towns), caseworkers must support their efforts to complete the order.

Complaints

Complaints about the safety or quality of care provided by YJNSW must be managed according to the *Guidelines: Managing Client Feedback and Complaints Policy and Procedure*. The document provides guidance to employees on upholding the rights of young people and resolving complaints in a timely, transparent, and fair manner.

Extension period or increase number of CSO hours

This section outlines when and how to request approval to:

- Extend the duration of the CSO period to support young people in completing their order(s).
 - Increase the number of CSO hours for young people to perform in the interest of justice.
-

CSO extension

The caseworker can apply to the area manager to have their CSO period extended if it is in the interest of justice.

The caseworker must forward the application to the area manager at least one month before the Order expires.

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The young person or caseworker can also apply to the court for an extension. The court will only consider an extension where circumstances have changed since the Order was made and if it would be in the interests of justice.



It is preferable to apply to the area manager.

Increase CSO hours

The community director may direct a young person's CSO hours to be increased by a maximum of ten hours if they determine that the young person failed to comply with the CSO without reasonable excuse.

The young person may apply to the court for a review of the increased number of hours imposed by the community director, noting that the court may confirm or revoke the direction following review.

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[REDACTED]	[REDACTED]
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Reports and Forms

- DCJ Briefing Note
- Specific Purpose Report (CIMS)
- Application to Revoke Report (CIMS)
- Satisfactory Completion of CSO Letter (CIMS)

Compliance

This section outlines the administrative requirements of CSO compliance, completion, and non-compliance.

Compliance

When young people are attending and performing the agreed work/program plan schedule, they are complying with their order requirements.

When a young person has been sent home early by the CSO supervisor due to lack of work, weather conditions or other circumstances beyond their control, they must be awarded the full work hours scheduled for that day. The CSO supervisor must advise the young person to contact their caseworker to explain the situation, provide the necessary evidence and negotiate a return date, where appropriate.

Compassionate or emergency circumstances include:

- Illness/death of family or significant other
- Unforeseen family responsibilities.

If young people fail to attend or leave work early due to compassionate grounds or emergencies, the caseworker and the CSO supervisor must be flexible and supportive of the young person to take leave and make up the hours later.

All information relating to above circumstances are recorded on the *Attendance Sheet*. The information is then accurately transferred onto CIMS.

Responding to non-compliance

Non-compliance refers to a young person not attending work due to non-emergency or compassionate, or being sent home due to unacceptable behaviour, leaving work early without permission, failing to provide appropriate evidence to justify absence(s), or other non-compliances with their work schedule.

If the young person is not complying with their order, the caseworker must initiate the Warning process after consulting with the assistant manager. The breach process is outlined in the *Managing Non-Compliance and Breach Policy*.

Revocation of CSO

YJNSW or the young person can apply to the court to have a CSO revoked. A revocation can happen when a young person:

- fails to comply with their CSO obligation without reasonable excuse – consistently failing to attend community service work as directed or without informing YJNSW of absences or failing to provide evidence of justification of absences (e.g., medical certificate) when requested
- behaves aggressively towards the supervisor, other participants, or community members
- does not complete the CSO within the maximum period
- fails to provide an address or addresses to administer the order
- has had a significant change in their circumstances since the CSO was made and it is in the interest of justice to revoke.

When considering an application for a CSO, the court can:

- Take no further action.
- Issue a court attendance notice to hear the matter.
- Issue a warrant (if the young person's whereabouts are unknown).
- Revoke the order and resentence the young person on the original matter.

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[Redacted]

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Forms and letters

- *Application to Revoke Report (CIMS)*
- *Warning Letters (CIMS)*

Completion of CSO

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[Redacted]

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[Redacted]

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Letters

- *Successful or Unsuccessful CSO Completion*

Work Health and Safety and injury management

This section outlines our WHS obligations and how we are making CSO safe for everyone, including young people.

Injury management

If a young person is injured on a CSO work or program site, they may make a claim for expenses related to the injury.

Claims are managed by the Treasury Managed Fund (TMF). Payment of claims caused by negligence and accidents may be compensated against the Crown through YJNSW TMF membership.

Claims may be investigated by YJNSW and TMF. The Crown covers any proven negligence or accidents by either young people or others involved with the CSO Scheme.

This does not release the RPO from its obligations to provide a safe workplace under WHS legislation.

First Aid

The CSO supervisor needs to advise the young person and confirm that they know:

- Where the first aid kit is located.
- Who is the designated first aid person is.
- To not attempt first aid tasks if not qualified.

Immediate response to injury

If a young person is injured, the CSO supervisor should:

- Make sure first aid is provided, if practicable.
- Organise emergency or other medical treatment, if necessary.

Reporting the injury

The CSO supervisor must contact the area manager or delegate by phone to advise if an incident has occurred and then email a completed *Injury/Accident Form* to the manager. The Manager will then forward the form to the caseworker to notify them of the incident and to follow up with any administrative activities or instructions.



Forms:

- *Injury/Accident Form*

Assistance with injury management

Contact the Justice Safety Unit promptly at safety@dcj.nsw.gov.au to assist with the injury management process.

Risk assessments

All work or program sites where young people are placed must be risk assessed thoroughly. This includes confirming covid protection strategies are in place, addressed and recorded so safe work or program attendance can occur.

The *On-site Risk Assessment* and a suite of safety information and inspection forms are available on TOM and the Intranet.

The *Field Work Safety Risk Assessment* must also be completed for every fieldwork activity, including transporting young people to programs or work sites, where applicable (*Field Work Safety Policy and Procedure*).

Each community office must regularly review their practices and site assessments to identify where it can be improved to maintain the safety and wellbeing of all parties involved in CSO scheme.



Forms:

- *On-site Risk Assessment*
- *RPO Review Form (where applicable)*
- *Local Risk Register*
- *Field Work Safety Risk Assessment*

On-site compliance checks

YJNSW, in consultation with the CSO supervisors, must conduct risk assessments on all new, continuously used, or when changes occur with CSO work/program sites.

CSO caseworkers or delegate must complete the *On-site Risk Assessment* which is a tool used to help identify and develop controls to eliminate or minimise the risks.

The table below provides the points at which the RPO and YJNSW worksite inspections are required:

Compliance Check	Action	Inspection Type
New or resuming organisation	Initial	Full site inspection - complete accreditation process required
Continuously used	12 months	Full site inspection (mandatory)
No young people allocated	Less than 6 months	Full inspection required

Caseworkers must enter the inspection date and associated information on CIMS.

Daily Induction

The CSO supervisor needs to go through housekeeping, the types and coordination of duties, to make sure that the CSO young people are informed and equipped to do or undertake the activity. A record of the induction must be noted on the *Daily Induction and Attendance Sheet*.

CSO supervisor must discuss the following with young people:

- Who is their assigned supervisor and how to contact them.
- What duties are required and trained in using the equipment to be used for the day.
- Safety instructions (i.e., any associated risks or hazard that need to be addressed e.g., keep turn mower off before removing catcher), evacuation and emergency plans, pointing the first aid officer and/or where the kit is located.
- Meal breaks and the recording of hours of work/program.
- Any workplace requirements such as correct PPE to be used for the task, if ill, use of mobile phone and, or other.
- Addressing weather conditions (e.g., drinking water for hydration during hot days).



Do not allow any young person who refuses to comply with PPE to undertake work. The CSO superior should send those young people home and notify the area manager. The supervisor should also take reasonable action to ensure transport for any young person sent home.



Forms:

- *Daily Induction and Attendance Sheet*.

Document Information

Title	Community Service Order: Policy and Procedure Manual
Business Centre	Operations Unit
Author	Project Officer (Community), Operations Unit
Date of Effect	16 th June 2022
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
Key Words	Community service order, CSO, CSO placement, work hours, program hours.
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