

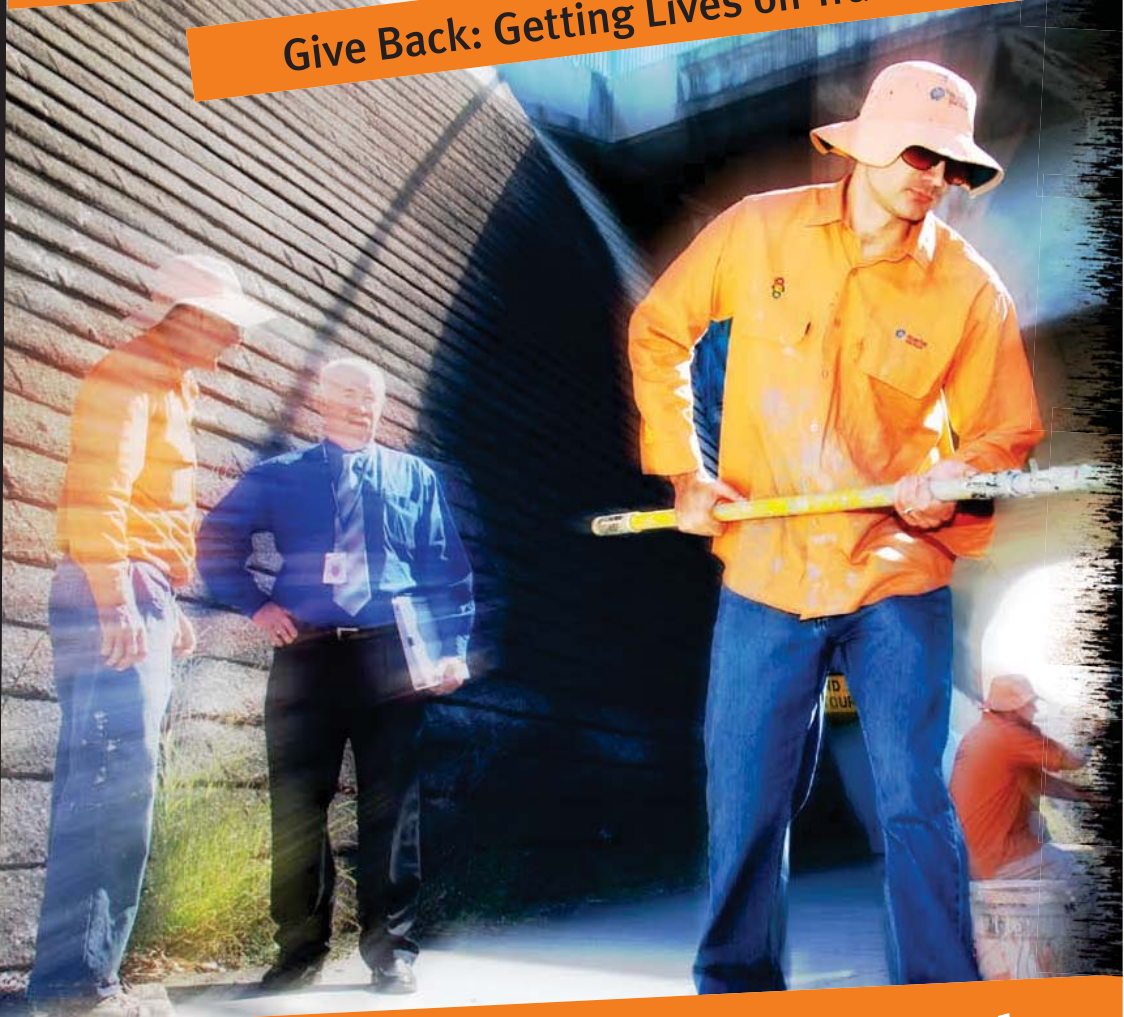


Give Back
Getting lives on track



Community Service

Give Back: Getting Lives on Track



On-site Supervisor's Manual



On-site Supervisor's Manual



On-site Supervisor's Name



Community Service Project

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Give Back

Getting lives on track

Thank you for choosing to be a Community Service Project On-site Supervisor. Your contribution in providing community service workers with an opportunity to give something back to their community on a local project, is an important step in helping to get lives back on track.

To assist you in your role as a Community Service On-site Supervisor, Queensland Corrective Services (QCS) has developed a DVD Community Service Give Back: Getting Lives on Track and an accompanying manual and workbook.

After reading the material contained in the manual and viewing the DVD, you will be required to complete the questions and activities in the workbook. The purpose of the workbook is to ensure that you as an On-site Supervisor are comfortable in fulfilling your role. Once you have completed the questions and activities, please return the workbook to the Probation and Parole District Office from which the DVD Community Service Give Back: Getting Lives on Track was supplied.

The DVD Community Service Give Back: Getting Lives on Track and this manual are yours to keep and refer to as required.

For more information regarding Community Service, please visit www.correctiveservices.qld.gov.au

Should you require assistance with completing this workbook please contact your local Probation and Parole District Office as below.



District office:	
QCS contact person:	
Telephone:	
Facsimile:	
Postal address:	
Email address:	
After hours contact person (Regional Manager):	
After hours telephone:	



DVD Chapter: What is Community Service?

What is community service?

Community service is unpaid work that a person is ordered to do by a court. The court may sentence a person to a Community Service Order or an Intensive Correction Order. Alternatively a person may apply to do community service instead of paying a fine.

The purpose of community service is to enable people to give back to the communities they have offended against. During the years, many valuable community projects have been completed at minimal cost to the community.

Community service can also help people turn their lives around. Worthwhile social contacts can be formed, jobs found, work habits re-established for the unemployed and positive attitudes developed by helping others.

What kind of work is completed?

Community service workers perform a variety of activities on various projects, including the removal of graffiti, garden and lawn maintenance, rubbish removal, sorting clothing, food preparation and general cleaning.

Community service workers are not permitted to use tractors or chainsaws.

How are orders made?

The courts may order persons aged 17 years or over to perform community service if:

- the person is a suitable person to perform community service
- a community service project is available in the area where the person lives
- the person agrees to obey the conditions of the order.

Community service work should not conflict with the worker's religious beliefs or interfere, as far as practicable, with family, educational or employment obligations.



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DVD Chapter: Responsibilities

Queensland Corrective Services (QCS)

QCS will retain overall responsibility for ensuring community service workers comply with their order. Prior to allocating any community service worker to a project, a thorough suitability assessment will be completed to ensure appropriate placement.

QCS has a responsibility to:

- assess the worker's suitability for particular work projects
- ensure the worker obtains a Blue Card clearance, where required under legislation, for the protection of children and young people
- ensure the worker understands the rules of community service and their obligations
- regularly liaise with the community service project regarding any issues relating to community work or behaviour
- remove a community service worker if requested by a project
- take breach action against community service workers who do not comply with the conditions of community service
- maintain administrative records.

Community service organisation

The community service organisation has a responsibility to:

- provide a project supervisor
- provide day-to-day supervision of community service workers at the work site
- provide adequate and appropriate instruction and training to the community service workers, particularly in relation to the use of any necessary tools or equipment
- provide sunscreen, drinking water, tools or equipment and any protective gear required

- ensure workplace health and safety requirements are met
- ensure security of the premises
- maintain accurate daily attendance records for each worker
- notify QCS of any difficulties, or if children may be present at a work site.

Children at a community service work site

The safety of children is paramount in determining if a community service worker is allocated to a particular community service project. If children are present or likely to be present at the community service project, while a community service worker is performing community service, the On-site Supervisor must immediately notify the local Probation and Parole District Office. In addition, the community service project at which children may be present must have a child protection strategy to identify risks and controls. A Child Protection Risk Management Form will be completed and provided to the Community Service Project by the Probation and Parole District Office. In the event of child attendance, the On-site Supervisor must refer to the Child Protection Risk Management Form for risk mitigation strategies. These include:

- children must be accompanied by an adult at all times
- community service workers are not to be left in the company of children unsupervised
- community service workers are to be tasked with duties away from the area where accompanied children are attending
- in the event an alternative task can not be assigned to the community service worker the project supervisor must remove the worker from the community service project for the day. If a community service worker is required to leave the project due to child attendance, this must be recorded on the signature card and an authorised corrective services officer notified

- where a community service project is shared with Department of Communities, QCS community service workers must not attend the project site simultaneously with Department of Communities' clients.

Community service worker

The community service worker has a responsibility to:

- report to the work site as directed
- satisfactorily perform community service
- obey all reasonable directions.

Workers will usually be expected to make their own way to the community service project and bring their own meals for the day.

Friends, family, children or pets of the community service worker are not permitted to visit the project site.

A community service worker should not use a mobile telephone while undergoing community service work.

Community Service Project On-site Supervisor

Every community service project has an

On-site Supervisor who is usually employed by the organisation running the project, or a volunteer for the organisation.

You, as the Community Service Project On-site Supervisor have a responsibility to:

- allocate work to the community service worker
- organise essential equipment such as tools and safety equipment
- report back to a Probation and Parole Compliance officer with details of the community service worker's progress.

Instruction and training

Immediately prior to using any equipment, instruction and/or training should be given to the community service worker on the safe use of the equipment and any personal protective equipment which is to be used. This instruction/training should include the safe handling of any fuel, for example, ensuring a community service worker does not smoke near petrol cans or machines.

Instruction and training must at all times be given by you, the On-site Supervisor. In the case of projects with more than one community service worker, directions are not to be given by a third party, for example, from one community service worker to another.

Supervision

Projects are required to provide on-site supervision of community service workers. This means supervision to the extent that you as the On-site Supervisor are confident that the work is being carried out in a safe manner.

If a community service worker is engaged in a potentially hazardous work task, for example, using a brush cutter, it is important that:

- you ensure that the community service worker has knowledge of the correct and safe method of using the equipment
- you are satisfied the community service worker has the ability and knowledge to use the equipment
- you provide a level of supervision appropriate to the relative danger of the work
- you ensure the necessary protective equipment is being used/worn by the community service worker.

A written record must be made when a community service worker has been instructed in safe use of equipment.

Should a community service worker refuse to comply with work directions or safety requirements he/she should be stood down from the project and the relevant Probation and Parole District Office notified immediately.

Workplace health and safety

QCS regards on-site safety as a high priority for community service projects.

It is the responsibility of the Community Service Project to ensure compliance with the *Workplace Health and Safety Act 1995*. In practice, this means ensuring that community service workers are not exposed to risks to their health and safety that are foreseeable. Under the *Workplace Health and Safety Act 1995*, employers, persons conducting a business or undertaking, persons in control of workplaces amongst others, may be liable to be prosecuted under the *Workplace Health and Safety Act 1995* if their obligations under the Act are not fulfilled.

Before a community service worker starts a work task, the On-site Supervisor must:

- check equipment to ensure it is in safe, working order
- ensure the community service worker is capable of using any required equipment
- instruct the community service worker in safe work practices
- ensure the community service worker is using appropriate personal safety equipment
- ensure ongoing, adequate supervision of community service workers. If you are in doubt about any aspect of safety relating to a community service worker engaged in community service you should contact the relevant Probation and Parole District Office immediately.

Equipment and clothing

All equipment used by a community service worker must be maintained in good order and condition. Personal protective equipment such as earmuffs, safety glasses, breathing protection and gloves are to be provided to the community service worker when needed.

A community service worker who is working in the sun must wear protective clothing such as a hat and a long-sleeved shirt. The Community Service Project must supply the community service worker with 15+ sun protection cream. If a community service worker refuses to wear UV protection the matter should be reported to the Probation and Parole office. The community service worker should be given three warnings if refusing to wear sunscreen. After the third warning, if the community service worker refuses to apply sunscreen, the supervisor may refuse to allow the community service worker to continue working on the project.

Bulk supplies of Broad Spectrum 15+ sun protection can be obtained from the Queensland Cancer Fund.

Supervisors should ensure that a community service worker is appropriately dressed. Appropriate dress includes enclosed footwear, a t-shirt or long sleeve shirt, shorts or long pants. Thongs, sandals, sleeveless shirt or no shirt are not permitted. Unless specifically required for a particular purpose, clothing or shoes are not to be provided to the community service worker. If a community service worker is inappropriately dressed for work he/she must not be permitted to start work. If a worker refuses to wear the personal protective equipment provided he/she must not be permitted to start work.



DVD Chapter: On the Job

Supervisors become role models for community service workers and can help support community service workers to complete their order and develop their sense of responsibility. Supervisors work with a diverse range of individuals.

Workplace behaviour and personal conduct

- Treat community service workers with dignity and respect.
- Use language and terms of address that are courteous and respectful and which do not promote negative social stereotypes.
- Be tolerant of views held by others that may differ from your own.
- Ensure conduct is not discriminatory or harassing to others.
- Do not behave in an offensive, abusive, belittling or threatening manner.
- Cultural awareness and appropriateness should be taken into consideration when allocating tasks.

Personal safety

- You should never discuss your personal affairs, or the personal affairs of others with community service workers, their associates or friends.
- Do not give community service workers details of your home address and contact number.
- Do not accept gifts or benefits from community service workers.
- When dealing with an aggressive or agitated community service worker do not respond aggressively or in a biased manner.

If a community service worker behaves in a manner which is in any way inappropriate or threatening, it is recommended you notify a corrective services officer as soon as practicable. If you have immediate safety concerns you should contact police.

Assignment to a community service project

Prior to attending a project, a community service worker will be issued with a Work Instruction directing them to perform community service work at a designated project. The Work Instruction will contain the address and contact details of the Community Service Project.

See Page 12 for an example of a Work Instruction.

The community service worker must perform community service work on all of the days and at the times specified in the Work Instruction.

The Probation and Parole District Office will advise you that a person has been allocated to the Community Service Project prior to the community service start date. The Probation and Parole Office will also complete an On-site Community Service Signature Card with details of the worker and forward this to the Community Service Project. The community service worker is not to start work at a site unless their signature card is present.

Signature cards

The signature card is to be held at the project site and state the days of the week and times the community service worker is required to work.

Working hours

Community service workers are generally expected to work a minimum of one day (normally eight hours) per week. This may vary depending on the community service project and/or the community service worker's circumstances. It is critical that the signature card is signed on and off by the community service worker and co-signed by the supervisor. Signature cards are an evidentiary requirement.

Community service worker's should not leave the project site during the day. If circumstances require the community service worker to leave, the worker must seek permission from you, as the On-site Supervisor and must be signed off and signed on again when they return to the project that day. Each entry must be counter signed by you, as the On-site Supervisor.

Scheduled breaks

It is recommended that a community service worker be granted 15 minutes for morning tea, 45 minutes for lunch and 15 minutes for afternoon tea. The community service worker must not leave the site at these times. If the community service worker is required to leave the site, they must only do so with the permission of the On-site Supervisor. The details of when the community service worker left and returned to the work site must be recorded on the signature card. The community service worker will be instructed to bring his/her own food and drink to the project site each day.

Breaks are counted as time worked when a community service worker performs more than six hours per day. A community service worker performing less than six hours per day is not entitled to a meal break.

Recording community service hours

As the completion of community service hours is a legal requirement, it is essential to keep accurate records of the hours completed by a community service worker.

Each community service project is required to keep accurate records of the times worked by the community service worker, including dates worked, time commenced and time completed. Each entry must be signed by the community service worker and countersigned by you, in your role as On-site Supervisor. If an entry is not countersigned by you, the hours will not be credited to the worker's order.

Wet weather

If, in your opinion, poor weather prevents commencement or continuation of work, community service workers who report in person for work are to be credited with two hours, or the number of hours worked, whichever is the greater. The signature card must be clearly marked with the exact time the community service worker arrived and departed from the project with the following note in the comments section: "Project cancelled due to poor weather."

Quick Guide: How to complete a signature card

- The community service worker is to sign on at the project start time prior to commencing work. You, as the On-site Supervisor are to counter sign the entry.
- The community service worker is to sign off prior to leaving the project and record their finishing time. In your role as On-site Supervisor, you are to counter sign the entry.
- If the community service worker is absent then "failed to attend" (FTA) is to be recorded in the hours worked column and the entry signed by you, the On-site Supervisor.
- If a project cancellation occurs, due to a lack of available work or wet weather, the community service worker is to sign on and off at the project detailing the exact times they arrived and departed the work site. You as the On-site Supervisor are to counter sign the entries, credit the worker two hours and record "Project cancelled due to" in the comments section.

Hours worked are to be totalled and carried forward to the progressive hours column.

See Page 10 for an example of a completed signature card.

The Probation and Parole Compliance Officer will remove the community service worker's signature card from the project when the worker completes his/her hours, if the community service worker is in breach of the order or if the community service worker has been dismissed from the project.



DVD Chapter: Other considerations

Conflicts of interest

There are important guidelines to follow when managing community service workers and to ensure the integrity of the community service project.

Should you identify a conflict of interest or perceived conflict of interest, you must notify the Probation and Parole District Office. Examples of conflicts of interest may include:

- a relative, friend or close associate is allocated to your community service project
- you are the community service worker's landlord
- you employ or work with the community service worker in paid employment.

Confidentiality and information

Information relating to the community service worker's offence, criminal history or any other information, such as health related issues will not be disclosed to community service projects unless in exceptional circumstances. Disclosure of confidential information will be in accordance with the *Corrective Services Act 2006*, section 243. The community service project may stipulate that persons serving sentences for specific offences, for example violent or sexual offences, be excluded from the project.

Dismissing community service workers

The On-site Supervisor has the right to dismiss a community service worker from a project due to poor work performance/attitude or inappropriate behaviour. If a community service worker is dismissed, the On-site Supervisor is to advise the Probation and Parole District Office immediately. A report from you outlining the issues should be prepared and submitted to the relevant Probation and Parole district office.

A community service worker must be dismissed from the project immediately if they present under the influence of alcohol and/or drugs.

Accident or injury

A First Aid kit must be available at the community service project. The contents of the kit should cover all injuries which might conceivably occur at the workplace.

In the event of a community service worker being involved in an accident at the project, the project supervisor must report the accident to the relevant Probation and Parole District Office as soon as possible. The after hours contact provided must be used if necessary. Details of the accident must be recorded, as required by section 14 of the Workplace Health and Safety Regulations 1995.

Under the *Workers Compensation and Rehabilitation Act 2003*, section 20, community service workers are entitled to compensation for injury sustained while performing community service.

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Responsibility of the Community Service Project Supervisor in the event of Accident or Injury

If you or the community service worker considers medical attention is required, the community service worker should be advised to attend a doctor to seek medical attention and have the injury recorded.

If medical attention is required you must:

- notify the relevant Probation and Parole District Office as soon as possible after the accident;
- in the case of serious injury, arrange immediate medical attention, including an ambulance, if necessary
- note details of the injury/accident including date, time, circumstances and nature of injury
- **complete Administrative Form** – Community Service Project Supervisor's Incident Report (See Page 11 for example of completed Incident Report)
- if required to do so by the Probation and Parole District Office, complete the **Division of Workplace Health and Safety Form** and submit to the Probation and Parole District Office within 24 hours.

Remember: In the event of an accident/injury/illness resulting in blood/bodily fluid exposure, you must adhere to safe work practices to minimise the risk of illness and/or spread of infection. This includes the use of personal protective equipment including nitrile protective rubber gloves.

Tips for motivating community service workers

To maximise the benefits of community service work, the following tips are provided to assist you motivate community service workers.

- if possible tasks should be rotated throughout the day to reduce fatigue and to change work group dynamics
- provide positive feedback and encouragement to workers on a regular basis
- provide constructive feedback for self-empowerment and competency development
- acknowledge and encourage appropriate work behaviour when demonstrated by a community service worker
- acknowledge the quality of completed tasks
- complete an end of the day evaluation at which time the progress of a particular task is acknowledged
- encourage the community service worker to take ownership of the work undertaken.



QUEENSLAND CORRECTIVE SERVICES
ADMINISTRATIVE FORM – ON-SITE COMMUNITY SERVICE SIGNATURE CARD

Availability: Public

Implement Date: 28 August 2006

Personal Details:

Offender's Name: *Mr Bloggs*

Total Hours: *45 hours*

Supervision Details: Working: Monday / Tuesday / Wednesday / Thursday / Friday / Saturday / Sunday

Hours: from 9 am to 4 pm OR:

Project Name: *Wacol Kangaroo Reserve*

Date Worked	Time in	Time out	Hours worked	Progress hours	Signature in	Signature out	Supervisor's Signature	Comments
28/10/2008	9:00am	4:00pm	7	7	<i>M.Bloggs</i>	<i>M.Bloggs</i>	<i>M.Skippy</i>	<i>Attended</i>
3/11/2008	9:00am	2:00pm	5	12	<i>M.Bloggs</i>	<i>M.Bloggs</i>	<i>M.Skippy</i>	<i>Attended, left early due to feeling sick</i>
4/11/2008	9:30am	4:00pm	6.5	18.5	<i>M.Bloggs</i>	<i>M.Bloggs</i>	<i>M.Skippy</i>	<i>Arrived late</i>
10/11/2008	9:00am	4:00pm	7	25.5	<i>M.Bloggs</i>	<i>M.Bloggs</i>	<i>M.Skippy</i>	<i>Attended</i>
11/11/2008	9:00am	9:05am	2	27.5	<i>M.Bloggs</i>	<i>M.Bloggs</i>	<i>M.Skippy</i>	<i>Project cancelled due to poor weather</i>
17/11/2008	-	-	FTA	27.5	-	-	<i>M.Skippy</i>	<i>Fail to Attend</i>
18/11/2008	9:00am	4:00pm	7	34.5	<i>M.Bloggs</i>	<i>M.Bloggs</i>	<i>M.Skippy</i>	<i>Attended</i>
24/11/2008	9:00am	3:00pm	6	40.5	<i>M.Bloggs</i>	<i>M.Bloggs</i>	<i>M.Skippy</i>	<i>Attended, Left early due to family commitments</i>
25/11/2008	-	-	FTA	40.5	-	-	<i>M.Skippy</i>	<i>Fail to Attend</i>
1/12/2008	9:00am	11:30am	2.5	43	<i>M.Bloggs</i>	<i>M.Bloggs</i>	<i>M.Skippy</i>	<i>Left early due to family Emergency</i>
1/12/2008	1:00pm	3:00pm	2	45	<i>M.Bloggs</i>	<i>M.Bloggs</i>	<i>M.Skippy</i>	

Example of signature card



Example Incident Report



**QUEENSLAND CORRECTIVE SERVICES
ADMINISTRATIVE FORM – COMMUNITY SERVICE PROJECT SUPERVISOR'S
INCIDENT REPORT**

Availability: Public **Implement Date:** 28 August 2006

Date of incident: 28/10/2008

Offender's Name: Mr Bloggs

Project Details: Wacol Kangaroo Reserve, 6 Wallaby Lane, Wacol, Qld.

Report/Incident: On 28 October 2008, at approximately 10:00am, Mr Bloggs approached myself advising that he had sustained an injury to his left ankle. Upon observation of Mr Bloggs's left ankle, a shallow cut was noted. Mr Bloggs advised that he had sustained the injury when he tripped over a fallen branch in the Wacol Kangaroo Reserve whilst performing gardening duties. Mr Bloggs was provided with a sterile dressing to cover the wound and was encouraged to seek medical attention from his local doctor. Mr Bloggs agreed to seek medical attention and left the project site at 10:30am. Mr Bloggs was directed not to return to the project site for the remainder of the day.

Signature:

Signature: *M. Bloggs*
(offender if available)

Signature: *M. Skippy*
(Project On-site Supervisor)



Example Work Instruction



Offender File – MR BLOGGS

MR BLOGGS – Details

Total Hours: 40.00
Remaining:
Issue Date: 27 Oct 08
Closed Date: Current
Community Officer: 1, TDC Training
Phone:
Comments: Mr Bloggs to attend community service each and every Monday and Tuesday from 9am to 4pm until all hours completed. Mr Bloggs to commence community service on 28 October 2008.

Orders on Work Instruction

Order	Seq	Order Type	Expiry Date	Finish Date	Order Hours	Rem Hour	Rem Rest.	Rem Fin	Cum	Dual
4109333										

Work Instruction (27 Oct 08 - Current) - Projects

Projects on Work Instruction

Projects	Classification	Supervisor	Hours
Wacol Kangaroo Point		Mr Skippy	14

Minimum Weekly: 00
Hours:
Assigned Weekly: 14:00
Hours:

Wacol Kangaroo Point

Start Date: Tuesday, 28 October 2008
Project Phone: 3120 1234
Project Address: 6 Wallaby Lane
 WACOL Queensland 4076

Comments:

NIL

Day	Project Work Hours From	Project Work Hours To	Offender Work Hours From	Offender Work Hours To
Monday	9:00 AM	4:00 PM	9:00 AM	4:00 PM
Tuesday	9:00 AM	4:00 PM	9:00 AM	4:00 PM