

Frequently asked Questions (FAQs) about community based Service Delivery Model reform

Why is the structure of OS&P teams changing?

A *Towards 2030* Strategic Plan priority is *One Team*. As part of this, OS&P and Industries staff will report to the Officer in Charge of a correctional centre; either a Governor or a Manager of Security. This means that the current OS&P cluster model will be replaced by new operating models for custody and the community. Under the proposed models, there will be separate teams providing services to people in custody and people managed under community based orders.

How will services to the community be provided?

Services and Programs Officer (SAPO) roles will be reassigned from correctional centre based teams to Community Corrections Offices and will report through to the manager of the office. Psychologist roles (any grade) roles currently working from / pay located at a Community Corrections office will be reassigned to that office location.

Staff will become part of Community Corrections Branch and will work collaboratively to provide services and programs in the community. Those SAPOs and psychologists (any grade) may be required to provide services and programs to nearby Community Corrections Office locations.

How is the change being implemented?

The changes are being implemented in two phases. The first phase involves the new structure for custody-based roles, including introducing the new Service Integration management roles. This phase was released for consultation on 27 April 2023.

The second phase will involve implementing the community model and has a separate consultation process.

Change Management Plans for each Phase have been drafted and can be viewed on the intranet

Reporting lines

Staff reassigned to roles within Community Corrections will report through to the Manager of the Office.

Who will provide clinical supervision for Psychologists?

Senior Psychologist roles that are proposed to be reassigned to Community Corrections will provide clinical supervision to base grade Psychologists within Community Corrections.

Senior Psychologists will receive clinical supervision from Chief Psychologists from either Correctional Practice, Offender Transformation, or the Diversity and Responsivity Directorates.

The Community Corrections Manager role will be the operational manager of Psychologists at all grades at the office location. This means, for example, that the Community Corrections Manager role will approve hours of work, leave requests, distribute work, provide day-to-day support and conduct MyPDP discussions.

How will Community Corrections Manager roles change?

Community Corrections Managers will have overall responsibility for the operational management of the new staff in their teams. Professional practice advice and support for SAPOs and Psychologists (any grade) will be provided by the Correctional Practice, Offender Transformation or the Diversity and Inclusivity Directorates within Strategy and Policy Branch.

The proposed additional staff for each Community Corrections Office is within the range set out in Community Corrections staffing principles.

Will environmental allowance apply to roles reassigned to the community?

No. The environmental allowance is only paid when a role meets the criteria for the allowance which are:

- the role is based in a correctional centre (ie inside the gate) and
- has substantial, regular and direct contact with inmates.

If I move to a community based role, when will the environmental allowance cease to be paid?

It is proposed to provide staff reassigned to community based roles 3 months notice of the date on which the environmental allowance will cease. This is in line with current procedures when a review identifies that a role no longer meets the eligibility criteria.

How will impacted staff be considered for new roles?

All SAPOs at a correctional centre where the number of SAPO roles is proposed to be reduced will be able to express an interest in a new role at their substantive grade, within their current geographical location or a location within a reasonable travel distance.

If there are more people at level than roles available at a particular location, a merit based assessment process will be undertaken to determine who is offered a role/roles.

What will the assessment involve?

Impacted staff will express interest in a role at their current or nearby locations, by submitting an EOI form identifying up to 3 preference locations. If a merit assessment is required, staff will be invited to submit:

- a cover letter outlining their capabilities & experience
- a resume
- a work sample
- the names of up to two referees who can attest to their capabilities (ideally, one of these referees will be a recent manager or supervisor).

Applications will be assessed by Directors from the Strategy and Policy Branch, a Director Community Corrections Branch, with the assistance of the HR Business Partner or Strategic Project Delivery team as required.

Applicants may be required for interview to provide further details on their experience and capabilities.

Can ongoing employees, employed for less than 12 months, be directly appointed/ assigned?

There is no minimum time requirement for ongoing employees. All ongoing employees are supported in this process to ensure they are assigned to an ongoing role.

Can temporary employees be considered for ongoing employment as part of this process?

The priority is to place ongoing employees in ongoing roles, at their substantive grade. If there are still vacant roles at the end of the staff placement process, the roles will be filled in line with the recruitment process set out in the *Government Sector Employment Act 2013 (GSE)*. That is, vacant roles may be filled from talent pools, reassignment at grade, or external advertising.

What is the consultation process?

Workshops have been held with staff, which has informed the proposed model for community-based roles.

Assistant Commissioner Strategy & Policy, the Assistant Commissioner Community Corrections and Directors met with the Public Service Association (PSA) and delegates on 8 May 2023 regarding the proposed realignment of roles to Community Corrections and staff placement process. Further meetings will be held with the PSA as required, and they have been invited to provide comments on the proposed model by **26 May 2023**.

Staff at each custodial site will have an opportunity to meet with the Strategy and Policy Executive for information and feedback sessions during the three-week consultation period. During these sessions, staff can continue to provide views, feedback, and seek clarification on how the model is proposed to work.

Comments or questions should be forwarded to CSNSWReform@justice.nsw.gov.au

What is the proposed timeline for the change?

Date	Action
8 May 2023	<ul style="list-style-type: none">Announcement and commencement of consultation period
8 May 2023 – 26 May 2023	<ul style="list-style-type: none">Directors meet with staff on a centre by centre basisFeedback provided via PSA or through CSNSWReform@justice.nsw.gov.auHR support provided
Week of 29 May	<ul style="list-style-type: none">Feedback consideredApproved structure releasedEOIs open
Week of 5 June	<ul style="list-style-type: none">EOIs close
Week of 12 June	<ul style="list-style-type: none">Assessment panel considers EOIs
Week of 19 June	<ul style="list-style-type: none">Staff advised of EOI outcomes
3 July 2023	<ul style="list-style-type: none">New structure operational

What happens to people not assigned to an ongoing role as part of this process?

The total number of SAPO and psychologist roles do not change. As such, it is expected that all current ongoing staff will be assigned to a role either at their current location or within a reasonable travel distance.

What does this process mean for current part time employees?

CSNSW is committed to maintaining a flexible workplace. Wherever possible, existing part time arrangements will stay in place if you are assigned to a new role, in consultation with your new manager and director.

What support is available?

We know that a period of change can be challenging for everyone. We are committed to supporting our employees and will provide as much stability as possible throughout the reform and transition processes.

Directors are available for consultation and information about the reform and its impact on staff members.

The HR Business Partner team can assist impacted staff with applying for roles, including tips on resume writing and interview skills.

Information is available in the intranet at [\(insert page address\)](#). Questions and concerns can also be sent to the Reform team on CSNSWReform@justice.nsw.gov.au.

Employee Assistance Program (EAP)

Converge International is a team of psychologists and counsellors who are highly trained and committed to provide all CSNSW workers, and their immediate family, with confidential counselling, coaching and support 24 hours a day, seven days a week.

Converge offer a number of ways to make an appointment:

- 24/7 phone support through 1300 OUR EAP (1300 687 327)
- Live Online Chat
- EAP Connect app
- [Online booking](#)
- Face to face appointments (available between 8:00am and 8:00pm business days, though after hours and weekends can be arranged)
- Afterhours Emergency Counselling (available between 8:00pm and 7:00am weekdays AND on weekends).