



GOVERNMENT OF  
WESTERN AUSTRALIA

Department of  
Justice

# Community Corrections Officer

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Job Applicant Information Booklet

Appointment Pool

State-wide (Metropolitan and Regional)

Level 4, \$87,712 – \$92,057 (PS CSA 2022)

The Department of Justice respectfully acknowledges the traditional custodians of the land as being the first peoples of this country. We embrace the vast Aboriginal cultural diversity throughout Western Australia and recognise their continuing connection to country, water and sky. We pay our respects to Elders past, present and emerging. The Department of Justice is committed to fostering respectful partnerships with our Aboriginal colleagues, clients and those in our care.

# About Department of Justice

Thank you for your interest in the advertised Community Corrections Officer (CCO) role within the Department of Justice. This booklet will provide you with information, guidelines and steps in the recruitment and selection process to assist you and provide you with every chance of success with your application.

## Mission

A fair, just and safe community for all Western Australians

## Principles

- High performing and professional
- Ethical and accountable
- Trained, safe and supported

## Values

- Respecting rights and diversity
- Fostering service excellence
- Being fair and reasonable

## Roles and services

The Department of Justice supports the community, Western Australia Government, judiciary and State Parliament through the provision of access to high quality justice, legal and corrective services, information and products.

The Department is the agency principally responsible for assisting the Attorney General and the Minister for Corrective Services in developing and implementing policy and the administration and compliance of approximately 200 Acts.

The Department has a diverse range of services, which have the potential to affect all Western Australians. This includes:

### Justice Services

- Court and tribunal services
- Corrective services
- Offender management and community safety
- Victim support

### Key result areas

- Responsive to Government
- Improved data, analytical and evaluative capability
- Targeted and strategic policy development and legislative reform
- Improved community safety and security
- Sustainable strategies and outcomes

### Services to the Community

- Advocacy, guardianship and administration services
- Trustee services
- Birth, death and marriage registration services

### Services to Government

- Policy advice
- Legal advice and representation
- Legislative drafting and related services

# Adult Community Corrections

The Department of Justice manages around 13,000 adult offenders at any one time. About 6000 of these offenders are completing their sentence in the community. These offenders are usually serving a community order, completing custodial sentences under community supervision (parole) or on bail awaiting sentencing.

These people are managed by the Department's Adult Community Corrections (ACC), which operates around 30 Community Corrections centres throughout the State. Adult Community Corrections contributes to community safety through effective and responsible offender management which focuses on reducing reoffending and holding offenders to account for their actions.

## Court Orders

Most people found guilty of a crime are given a community-based sentence rather than being sent to prison.

Being on a Court order gives an offender the chance to address their criminal behaviour and gain access to programs and interventions which may help with their education, employment and personal development.

The benefits of people serving their sentences in the community may include:

- Staying in the same job, which decreases the chance of re-offending
- Staying in the same house
- Reducing disruption to family life, including the lives of children
- Reducing the negative influence of other offenders (which can happen in prison)
- Decreasing the cost to taxpayers - it costs much less per day to manage someone in the community than in prison.

Court Orders usually comprise a combination the following three parts:

- Supervision – the offender must meet regularly with their Community Corrections Officer (CCO), to discuss their progress on the Order and adhere to any required directions provided by the CCO.
- Programs – the CCO will assess the need for and arrange for the offender to complete programs to address certain issues such as substance abuse, anger and violence.
- Community work – offenders may be required to do community work to repay the community, or in lieu of paying a fine. Officers are responsible for encouraging offenders to complete their community work requirements.

## Early Release Orders

People sentenced to a term of imprisonment may be released to a period of Parole. Parole conditions are determined by the Prisoners Review Board, and may comprise of supervision, programs, community work, urinalysis testing and electronic monitoring along with any other requirements determined by the Board.

To support the Board in making their determination a CCO is required to attend a prison to interview the prisoner, complete the parole assessment and submit it to the Board. There are a number of other assessment reports and Orders which relate to being released from custody.

More information about the Department and Adult Community Corrections is available on our website at <https://www.justice.wa.gov.au>

## Roles and responsibilities

Under the supervision of the Team Leader, a CCO operates as part of a centre case management team and is responsible for case management of offenders or defendants. Managing offenders focuses on providing guidance and encouragement to address and reduce their offending behaviour and to comply with requirements of their order and be accountable for their actions.

Working within community-based centres, prisons and the courts, a CCO uses appropriate counselling and intervention techniques to encourage offenders to be accountable for their actions. Meeting and working with adult offenders / defendants regularly to help them adopt law-abiding lifestyles. This role contributes to community safety, and involves undertaking risk assessments, developing intervention plans and working collaboratively with external services and treatment programs. A CCO is responsible for providing high level verbal and written advice and reports to Courts and releasing authorities, based on their assessment and analysis of the offender's behaviour.

Being a CCO is a challenging role. To bring about positive change while working with people in their own environment can be complex and confronting. Successful candidates will need to have a high level of resilience, the ability to engage with difficult or challenging people in a culturally appropriate manner and need to bring with them tenacity and life experience which will assist them in this role.

Vacancies exist throughout the metropolitan and regional areas with attractive salaries and benefits. Adult Community Corrections have locations within the Kimberley, Pilbara, Mid-West (Gascoyne), Goldfields, Great Southern/Wheatbelt, Southwest regions and Perth Metropolitan/Peel area.

Suitable applicants will be placed in a pool from which permanent, fixed term, secondment, full-time and part-time appointments may be made when vacancies arise and in accordance with business requirements. The pool will operate for a twenty-four month period.

**Please note, this is a state-wide appointment pool.**

# The Locations

## Metropolitan locations



## Regional locations



You will be required to nominate your preferred area/centre in your application. Depending on where the vacant positions are, you may be offered a position in a location which is outside your preference/s. As a flexible employer, you will have the opportunity to move between regional and metro areas to further develop your skills during the course of your employment.



## Salary, Entitlements and Benefits

Community Corrections Officers receive a competitive salary, benefits and other employment conditions.

### Salary range:

\$87,712 – \$92,057 per annum (pro rata) + 11% superannuation

## Flexible Working Conditions

### Leave Entitlements

- Annual leave: 4 Weeks annual leave plus 17.5% leave loading
- Personal leave
- Parental leave up to 14 weeks
- Purchased Leave
- Long service leave after 7 years

### Other benefits

- Salary packaging
- Job security
- Rewarding career
- Promotions and career developmental opportunities
- A workplace that celebrates diversity and fosters inclusion

### Aboriginal applicants

- Access to the Aboriginal Workforce Development team to discuss developmental opportunities or to seek culturally appropriate advice on the recruitment and selection process
- Dedicated Aboriginal Workforce Development Strategies are in place within the Department
- Opportunities to support Aboriginal people in the Justice system



## Pre-appointment requirements

Community Corrections Officers are required to meet the following pre-appointment requirements prior to commencement:

- Be an Australian or New Zealand citizen, or have Australian permanent residency status
- Receive clearance through a National Criminal History check and the Department's Integrity Assessment
- Successful completion of all relevant pre-employment assessments. This may include psychological testing
- And any other selection assessments as determined by the Department
- Possess a current WA C-Class motor vehicle Driver's Licence

## Selection process

### Assessments

Applicants who are shortlisted will be assessed against all the job-related requirements listed in the JDF (attached to the job advertisement) through a series of selection assessments.

To be selected to the Community Corrections Officer Appointment pool, there are assessment stages you must successfully undertake. Stages are not necessarily sequential and due to time constraints; some stages may overlap.

It is important to note:

- Applicants must be available to attend assessments at short notice.
- Travel to and from any assessment location is at the applicant's expense.
- The assessments are planned to be conducted from late February through to June.
- Dates may be subject to change at any time during the selection process. If this occurs applicants will be notified of the changes.
- Most of the assessments will take place during business hours (Monday to Friday 8:00 am to 5:00 pm). In most cases it will not be possible to offer assessments outside of business hours.
- Notification regarding the outcome of each stage of the recruitment process will be sent to applicants via email. It is essential you regularly check your emails to monitor the progress of your application. Applicants who are deemed unsuccessful at any stage of the selection process may be excluded from further assessments.

### Information Sessions

We have the following **information sessions available**. There are various aspects to this multi-faceted role which is best explained in an Information Session. We recommended you find out what the role is really like by listening to experienced staff. You will also have an opportunity to ask questions about the role and the selection process.

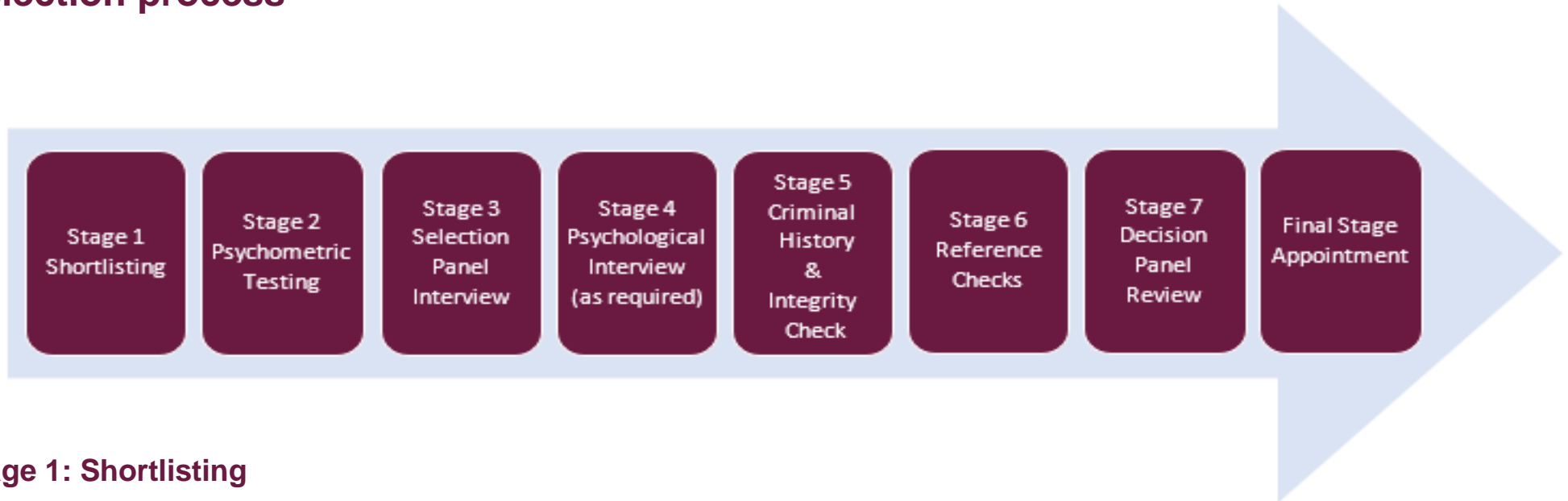
**To reserve your free ticket, [click here](#).**

Contact Recruitment by email [recruitment@justice.wa.gov.au](mailto:recruitment@justice.wa.gov.au) if you experience difficulties with booking online.

Session Location	Date	Time
<b>Albany ACC:</b> Justice Complex, 184 Stirling Tce, Albany	19/02/2024	12:00pm – 1:00pm
<b>Bunbury ACC:</b> 65 Wittenoom St, Bunbury	27/02/2024	4:00pm – 5:00pm
<b>Busselton ACC:</b> Unit 2, 17 Bussell Highway, Busselton	26/02/2024	4:00pm – 5:00pm
<b>Carnarvon ACC:</b> 2 Babbage Island Road, Carnarvon	20/20/2024	12:00pm – 1:00pm
<b>East Perth ACC:</b> 30 Moore Street, East Perth	26/02/2024	4.30pm – 5.30pm
<b>Fremantle ACC:</b> Level 1, 8 Holdsworth Street, Fremantle	28/02/24	2:00pm – 4:00pm
<b>Geraldton ACC:</b> 45 Cathedral Avenue, Geraldton	21/02/2024 27/02/2024	12:00pm – 1:00pm 4:30 pm – 5:30pm
<b>Goldfields ACC:</b> 337 Hannan Street, Kalgoorlie	19/2/2024 05/03/2024	2:00pm – 3:00pm 5:00pm – 6:00pm
<b>Karratha ACC:</b> 70 Welcome Road, Karratha	28/02/2024	12:00pm – 1:00pm
<b>Katanning ACC:</b> 149 Clive Street, Katanning	23/02/2024	12:00pm – 1:00pm
<b>Kununurra ACC:</b> Cnr Konkerberry Dr & Messmate Wy, Kununurra	20/02/2024	4:00pm – 5:00pm
<b>Maddington ACC:</b> 191 Burslem Drive, Maddington	22/02/2024	5:00pm – 6:00pm
<b>Mandurah ACC:</b> 272 Pinjarra Rd, Mandurah	21/02/2024 22/02/2024	4:15pm – 5:00pm 4:15pm – 5:00pm
<b>Midland ACC:</b> Unit 1, 3-7 The Crescent, Midland	23/02/2024	3:00pm – 4:00 pm
<b>Mirrabooka ACC:</b> 5 Milldale Way, Mirrabooka	27/02/2024	4:00pm – 5:00pm
<b>Narrogin ACC:</b> 23 Egerton Street, Narrogin	26/02/2024	12:00pm – 1:00pm
<b>Rockingham ACC:</b> 15b Whitfield Street, Rockingham	21/02/2024 29/02/2024	5:00pm – 6:00pm 10:00am – 11:00am
<b>Virtual Session:</b> TEAMS link will be sent on the day	21/02/2024 29/02/2024	12:00pm – 1:00 pm 4:00pm – 5:00pm



## Selection process



### Stage 1: Shortlisting

Your **CV/resume** and **online application responses** incorporating the requested information will be assessed to determine whether you are shortlisted for further assessment. Consideration will be given to eligibility requirements as outlined in the JDF and in the job advertisement.

### Stage 2: Psychometric Testing

Psychometric testing is designed to assess your cognitive and psychological suitability for the role. You will be invited to complete a series of online aptitude tests, and a comprehensive personality questionnaire.

### Stage 3: Selection Panel Interview

A selection panel will ask a series of questions relevant to the role designed to draw information about your skills, knowledge, and abilities against the job-related requirements (detailed in the JDF).

The interview will comprise of 25 minutes of pre-interview preparation time which consists of 10 minutes to complete a written practical exercise, and 15 minutes to help you consider and prepare your responses to the interview questions. This will then be followed by an additional 30 minutes for your interview with the panel.

You should consider the following points in preparation for your interview:

- The practical exercise requires you to demonstrate in writing your ability to present information in a clear, logical and concise manner.
- Be punctual and appropriately dressed – neat and professional.
- Review and understand the CCO role and job-related requirements as outlined in the JDF.
- Consider the CCO job-related requirements and think of specific examples of situations where you have applied the relevant skills and abilities.
- Consider problems that might be encountered as a CCO and how they could be resolved.
- Take time to answer each question and present answers clearly and concisely.
- Use the interview to ask any questions that you may have in relation to the CCO position.
- Reflect on the duties of the CCO role and how they could be carried out.

#### **Stage 4: Psychological Interview**

You may be required to attend an interview with a registered psychologist. Be prepared to answer questions about yourself including your work, family and social life, some of which may be more personal than you would expect in a normal job interview. Interviews may take up to one hour. It is recommended that you adhere to normal interview protocol, including appropriate attire. If you are scheduled for a telephone interview, ensure that you are in a quiet and private area.

Any recommendations from the interviewing psychologist will be considered by the decision panel that will make the final determination of your suitability.

#### **Stage 5: Criminal History and Integrity Check**

All Department of Justice employees are required to undergo an integrity and national criminal history check. If your application progresses after the interview stage, you will be emailed instructions to complete the Department's criminal history and integrity check. It is important you ensure the personal information you provide is correct. Providing false or misleading information can negatively impact the outcome of your application.

In positions that involve working with offenders an integrity check may also include investigations into suspension from employment, past employment records and performance, workers' compensation, spent convictions and pending charges.

A previous criminal conviction or pending charge will not necessarily preclude a person from being employed with the Department. The Department of Justice assesses each case based on its merits.

## **Stage 6: Referee Reports**

You are asked to provide the names and contact details for at least two relevant work-related referees such as your previous/current supervisor or manager, who can comment on your skills and abilities relevant to the position. It is important you ensure your referees are aware they may be contacted by the Department and are willing and available to provide a referee report on your behalf.

## **Stage 7: Decision Panel Review**

The decision panel typically comprises of various executive and operational stakeholders, human resources personnel, and psychologists. They are responsible for making a holistic assessment of each applicant's suitability, based on all the information obtained throughout the selection process.

You will be formally notified in writing about the outcome of your application once the selection process is finalised. Notifications for all successful and unsuccessful applicants will be sent via email and will include information on how to seek feedback, which can help you to understand how the panel made their decision.

## Appointment Pool

If you are deemed suitable by the decision panel you will be placed into an Appointment Pool. An appointment pool is usually valid for twelve months, however, may be advertised to operate for twenty-four months, during which time you can be considered for the Community Corrections Officer vacancies when and as they arise. It is important to note that inclusion in the appointment pool does not guarantee you will be offered employment.

If there are more suitable applicants in the pool than vacancies available at any one time, the Department reserves the right to make offers to any applicant from the Appointment Pool.

Determining appointments will be based upon a range of factors:

- Applicants' locality and preferences
- Availability of vacancies
- Gender / diversity balance as per the Department's Substantive Equality Policy
- Assessment information, where applicable.

Applicants are obliged to notify the Department if an event occurs that they suspect may affect their suitability or eligibility for the position while in the Appointment Pool. For example, an applicant may subsequently obtain a criminal conviction or develop a long-term illness / injury while awaiting an offer of appointment. The Department reserves the right to reassess any applicant's suitability for the role (eg medical, fitness, criminal history and integrity screening) whilst they are in the Appointment Pool, before making an offer of appointment.



## Training

The Correctional Officers Foundation Program provides trainees with foundation skills and knowledge designed to prepare you to commence duties as a CCO. The full-time course incorporates nine months of mixed periods of classroom-based training at the Department's Academy in Perth and on-the-job training based at the trainee's workplace. Written and practical assessments are conducted during this period.

This training is linked to a nationally accredited qualification. This means that trainees that have been assessed as competent by experienced field and training staff will be awarded the Certificate III in Correctional Practice (Community). This certificate is a mandatory requirement to work as a CCO and appointees will be required to successfully complete both on-the-job and Academy based training within a prescribed period from commencement of employment.

You will be required to attend the Department's Training Academy located in the Perth metropolitan area at 4 Allen Court, Bentley. Metropolitan appointed CCOs must be prepared to travel to the Training Academy in order to attend the training sessions on a fulltime basis.

If you require leave during training, due to unanticipated matters or obligations, you may be eligible to do so at the discretion of your Manager and Director in line with award provisions.

Permanency as a CCO may be confirmed upon the successful completion of all elements of the training, the completion of a satisfactory performance assessment, good conduct and regular attendance. Appointments are made based on business needs. Applicants selected to the pool are not guaranteed a job offer.

## How to apply

The Department of Justice is committed to ensuring that its workforce reflects the diversity of the community it serves by encouraging people from all parts of the community, including Aboriginal and Torres Strait Islander people, women, and people from diverse linguistic and cultural backgrounds to apply. Aboriginal applicants can receive culturally competent support by contacting the Aboriginal Workforce Development Team – contact details can be found on the next page.

The method for submitting your application is **online**. Once you have submitted your online application, you will receive an automated email confirmation. This will state the date and time your application was received and a unique application reference number. The email will also specify which attachments have been submitted with the application (ie **curriculum vitae (CV)/resume**).

If you do not receive a confirmation email after applying online or are unable to submit your application, please contact Recruitment on 1800 974 199 during business hours.

For your application to be **complete**, you will need to submit the following:

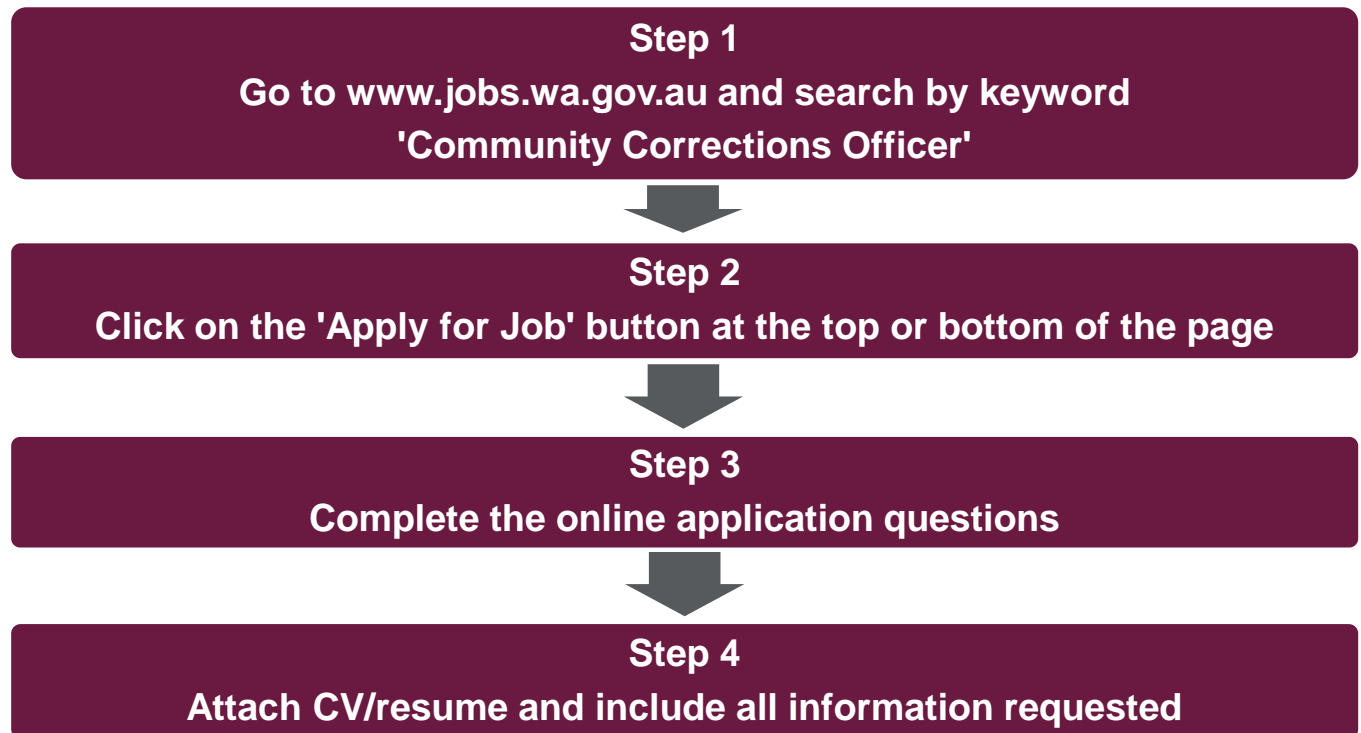
- A current and comprehensive **CV/Resume** including the contact details of two (2) work-related referees. Where possible, referees should include current or recent supervisors and/or line managers
- During the online application submission process, you will need to explain your suitability for the position. Use examples and consider the CCO role specific responsibilities to demonstrate the job-related requirements as detailed below. Please address each of the below points with up to **250 words** for each question:
  1. Give an example of a time that you have encouraged someone to change their behaviour or make a positive life change. How did you approach the situation and what strategies/resources did you use to assist you?
  2. Provide an example of when you had to address competing priorities. Explain how you prioritised these tasks, the methods you used to address them, and results achieved?
  3. Aboriginal people are over-represented in the criminal justice system in Australia. What do you understand to be some of the contributing factors for this?

**Please ensure you allow sufficient time to submit your application, as late applications will not be accepted.**

**Applications close: Tuesday, 12 March 2024 (4.30 pm WST)**



## Only online applications accepted



## Have a question?

**For questions regarding the recruitment and selection process, please contact:**

Bulk Recruitment

 [recruitment@justice.wa.gov.au](mailto:recruitment@justice.wa.gov.au)

1800 974 199

**For further information about the role, please contact:**

Regional applicants – **Simone Jefferies on (08) 9845 5300**

Metro applicants – **Sarah Turner on (08) 9264 9300**

**For Aboriginal or Torres Strait Islander applicants seeking culturally appropriate advice, please contact:**

Aboriginal Workforce Development

 [aboriginalworkforcedevelopment@justice.wa.gov.au](mailto:aboriginalworkforcedevelopment@justice.wa.gov.au)

9264 1700

The Department of Justice is committed to ensuring its workforce reflects the diversity of the community it serves by encouraging people from all parts of the community, including Aboriginal and Torres Strait Islander people, women, and people from diverse linguistic and cultural backgrounds to apply. As such, we will apply Section 51 and may apply Section 27 (2) of the *Equal Opportunity Act 1984*.

