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BRUSH FARM
CORRECTIVE SERVICES ACADEMY
NSW DEPARTMENT OF CORRECTIVE SERVICES

Academy For Learning And Staff Development

course handbook 08



growth through learning



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Welcome

The Brush Farm Corrective Services Academy is pleased to present this guide to its program of courses for 2008. We aim to provide high quality training, development and support services to enhance the skills, leadership, effectiveness, and well being of staff. This handbook reflects this aim.

I would also like to encourage you to bookmark our website at www.bfcsa.nsw.gov.au for the latest information and updates on our courses. We also regularly publish articles and items of interest on the site, including the Australian Journal of Correctional Staff Development.

A handbook like this provides us with an opportunity to support the work of the Academy staff who make a valuable contribution to the development of the organisation and its culture. They are a talented and hard-working group of people who are committed to delivering innovative and challenging courses and learning activities for you.

We look forward to your participation in our programs.

Jo Quigley
Executive Director
Learning and Staff Development

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Brush Farm Corrective Services Academy (BFCSA)

The Brush Farm Corrective Services Academy is a leading provider of vocational education and training in the Australasian Corrective Services Industry.

As a Registered Training Organisation and certified to ISO 9001:2000 standards, the Academy plays a key role in the Department's vision to contribute to a safer community through quality correctional services.

Our goals and objectives are to:

- Provide a quality learning service
- Share best practice
- Provide superior customer service
- Build effective teams and communication systems
- Expand partnerships.

We provide a quality learning environment that:

- Acknowledges and draws upon the life experience of learners
- Reflects a learner-centred focus
- Acknowledges and addresses a range of learning styles
- Focuses on the achievement of competency through its training delivery, curriculum development and assessment practices
- Fosters teamwork and cooperation

Course application and enrolment procedure

A course calendar for 2008 is available at the Academy site on the intranet and is regularly updated.

You will also find a course application form at the back of the handbook. If you wish to enrol in a course please copy this form, complete all details and have it signed by your supervisor and/or any other approved person, depending on course enrolment procedures followed in your workplace.

Send the completed form to your regional training and development coordinator. The form will be processed locally and then sent to the Academy where your details are entered on our database and the relevant course coordinator prepares a list of participants. If you don't have a regional training coordinator or you are an external applicant, contact the relevant training unit directly. You will then receive a letter of confirmation prior to the commencement of the course. If you have not received notification about the course within one week of the commencement date you should contact the relevant training unit.

On-Site Training

The majority of the courses and programs in this handbook can be delivered on-site in your workplace by Academy staff. Contact the relevant Training Unit Manager in order to discuss this option. Some training programs may also be supplied to workplaces for delivery by accredited workplace trainers.

A

This symbol indicates that the course is linked to nationally recognised units of competency.

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Aboriginal Cultural Awareness A

Research has consistently shown that indigenous Australians are the most incarcerated people in the world. The Royal Commission into Aboriginal deaths in custody highlighted the need for changes to the Australian criminal justice system to address this situation. This program will provide you with many important personal insights. You will receive a contemporary understanding of the cultural, health, welfare and communication issues faced by indigenous people. The program leads to the attainment of the unit of competency: CSCOFM302A – *Protect the safety and welfare of Aboriginal and Torres Strait offenders from the Certificate IV in Correctional Practice.*

Course duration: 1 day

Target group: All Staff

Training unit: Custodial Training Unit

Action Management Program A

Whether you are new to management or have been leading a team for years, this is your opportunity to broaden your management skills. The program is open to all middle managers including substantive Senior Assistant Superintendents / Principals, Assistant Superintendents / Chiefs, Unit Leaders and non-custodial middle managers (Clerk Grade 7/8). The focus will be on practical applications of management skills, including the ability to manage others as well as projects and resources. Successful completion of all elements of the program will provide the Diploma of Correctional Administration.

Course duration: Phase 1: 3 days, Phase 2: 4 days, Phase 3: 3 days.

Target group: All middle managers including substantive Senior Assistant Superintendents (Principals), Assistant Superintendents (Chiefs), Unit Leaders and non-custodial middle managers (Clerk grade 7/8)

Training unit: Professional Development Unit

Advanced Diploma of Correctional Management A

The Advanced Diploma of Correctional Management is the highest qualification available in the Australian corrections industry. Candidates for the Advanced Diploma will have reached a senior level in their area with sound skills in analysis, design, planning, execution and evaluation across a range of technical and/or management functions.

The Advanced Diploma of Correctional Administration is available by recognition and through the Australian Correctional Leadership Program.

Course duration: Variable

Target group: Must already have the Diploma of Correctional Administration; and be Clerk Grade 11/12 equivalent or above. All participants should be currently engaged in substantial management activities to be eligible for the program. (Those seeking recognition must also meet the target group criteria)

Training unit: Professional Development Unit

Advanced Presentation Skills

Research has shown that people list public speaking among their greatest fears - some even rate it higher than the fear of dying. For those who are familiar with public speaking but want to refine their skills or learn some new techniques this course will build your confidence and enhance your personal presentation style. It contains a mix of practical information, structured feedback and opportunities to put the theory into practice.

Course duration: 1 day

Target group: All staff familiar with the basics of public speaking and wish to further refine their skills

Training Unit: Professional Development Unit

Alcohol and Other Drugs

A

The cost to the community of alcohol and other drug abuse is very high and a strong link can be made to offending behaviour. If you work with offenders who have drug and/or alcohol issues you need specialist skills and the knowledge to understand and effectively manage them. Important topics covered in this introductory level course include: background to alcohol and other drugs, effects and impacts of drugs, the harm minimisation model and information on Alcohol and Other Drugs Programs within the Department.

After the training and successful completion of the workplace assessment you will receive a statement of attainment in CHCAOD2B - *Orientation to the alcohol and other drugs sector* and CHCAOD10A – *Work with clients who have alcohol and other drug issues*, from the Certificate IV in Community Services Work. (Please note you will need a current First Aid Certificate to complete all the assessment requirements, although not to attend the course).

Course duration: 2 days

Target group: Probation and Parole Officers, Offender Services and Programs staff, Psychologists and Correctional Officers

Training unit: Offender Programs Training Unit

Assessor Development & Validation Workshop

The Department's network of workplace assessors is one of our key staff development tools. If you are already an assessor this workshop is designed to support your professional development by updating your knowledge of assessment policies and practices, and by enhancing the skills and attitudes required to participate in a quality assessment process. We also provide assessors with an opportunity to build networks with other Departmental assessors, problem-solve and gain awareness of relevant resources.

Course duration: 1 day

Target group: Assessors who are actively assessing

Training unit: eLearning Unit

Australian Correctional Leadership Program

A

At the Pacific Regional Heads of Prisons Conference 2005 in Brisbane, it was agreed that there was a heightened need for national collaboration, particularly with regard to learning and development for correctional staff. One of the strategies proposed was a national leadership program designed for the development and networking of correctional executives.

Program Aims

The program provides an opportunity for participants across the Asia-Pacific Region to:

- Broaden their understanding of national issues in corrections
- Enhance leadership capacities
- Collaborate and network at a national level
- Develop strategic thinking and analytical skills

Invitations are extended to correctional jurisdictions nationally and internationally. Please note that limited places are available for NSW participants.

The Advanced Diploma of Correctional Administration will be awarded upon completion of all assessment requirements (including completion of work-based assignments).

Course duration: 5 days plus Practicum (placement)

Target group: General Managers, Clerk Grade 11/12 or equivalent, or above. Participants are nominated by the Chief Executive Officer of each correctional jurisdiction.

Training unit: Professional Development Unit

Basic Life Support - First Aid Course

Would you know what to do if a colleague or client collapses or injures themselves?

This course covers the basic life saving skills and knowledge that will give you the confidence and ability to save someone's life. Topics covered include Cardiopulmonary Resuscitation (CPR) and common wound and injury management. The Basic Life Support course is conducted over one day. Upon completion the candidate will be certified for three years. Note: This is not a WorkCover Approved course and is only recognised within the Department of Corrective Services.

Course duration: 1 day

Target group: Staff not requiring full First Aid Certificate

Training unit: Staff Health Services Unit

Bullying and Harassment

Employees have a right to work in an environment free from bullying and have a responsibility to treat each other in a way that will not cause distress. Supervisors and managers are responsible for providing a workplace that is free from harassment. Harassment includes behaviour that is not wanted and humiliates, intimidates or offends others. Bullying is aggressive behaviour intended to physically or psychologically hurt another person.

Course duration: ½ day

Target group: All Staff

Training unit: eLearning Unit

Business Writing Skills

This program offers many new strategies to improve your writing at work, including practical business writing skills plus guidelines and tips for becoming a more effective writer. The program provides participants with an understanding of plain English, common sentence mistakes and punctuation.

Participants will construct well formed paragraphs and learn the correct format for all types of business correspondence. The program gives an overview of how to write a funding or approval submission and written material prepared for the Minister.

Course duration: 1 day workshop

Target group: Staff who would like to improve their business writing skills.

Training unit: eLearning Unit

Career Development Program 2 (CDP2)

The aim of the CDP2 is to assist the Department with succession planning, and equip staff with the necessary competencies and experience to assume important leadership positions within the organisation now and into the future.

Applications for participants in the program are called for annually, with 54 staff members selected. The program is delivered via three tiers of management within the organisation. These are Executive, Middle Management and Supervisor streams.. Entry to one of these tiers is dependant on your permanent, substantive position within the Department. *Please note that an application process must be undertaken to be placed on this program.*

Group duration: 2 day development centre to assess you against the leadership capability framework followed by an 18 month program focused on developing you. Professional coaching is available as part of this program.

Target group: Custodial staff – Senior Correctional Officer and above, COS – Probation and Parole Officer and above, Clerk Graded positions – 5/6 or above.

Training Unit: Professional Development Unit

Case Management (CC)

This course assists staff in updating and maintaining knowledge on the latest practices undertaken within Case Management. It will provide the skills and knowledge necessary to apply the principles of Case Management within the Correctional environment. Topics covered include the completion of relevant case plans, management plans and reports, the process of Case Management from reception and induction, the classification process, and the roles and responsibilities of the Case Management Team.

Course duration: 2 days

Target group: All Staff working in a correctional centre

Training unit: Custodial Training Unit

Case Manager (COS)

If you are working as a case manager in Community Offender Services, this course will help you undertake your new role more effectively. You will learn about relevant legislation governing your work and develop skills in case management such as interviewing offenders, using OIMS and LSI-R, and preparing and implementing case plans.

Course duration: 5 days

Target group: Those who are employed on a temporary basis as Case Managers in COS who undertake many of the duties of a Probation and Parole Officer, with the emphasis being on the case management of offenders

Training unit: Offender Programs Training Unit

Cats.i

The Customer Assistance Tracking Scheme (DCS Cats.i) is the complaints management system. The system allows minor misconduct and complaints to be recorded immediately they are received to ensure they can be tracked (and not lost), and given immediate attention.

It is used to record, manage and report on complaints against officers of the Department, non-Departmental employees such as Corrections Health personnel, Teachers, Contractors, Religious Workers and local management issues.

Course duration: ½ day

Target group: Clerk Grade 9/10 equivalent and above who have managerial responsibility for staff

Training unit: eLearning Unit

Certificate III in Correctional Practice (11 weeks)

A

This course is designed as an entry level requirement for all Custodial Staff prior to taking up placement in a Correctional Centre. It ensures participants are equipped with the knowledge and skills necessary to effectively manage offenders. Sessions covered include various aspects of correctional centre administration, relevant legislation, security, operational and emergency procedures, weapons handling, OH&S practices, and offender management. To complete this qualification, trainees must complete further practical on-the-job assessment tasks in the Correctional environment prior to receiving their Certificate III.

Note: This is an entry level course for new Correctional Officers only. Existing Correctional Officers and other DCS staff should refer to the criteria for the higher level qualifications offered by the Academy.

The first two weeks of this program includes the Integrated Induction Course where entry level staff from different disciplines such as Offender Services and Programs, Probation and Parole and Administration receive common training in areas such as roles and responsibilities, departmental structure, legislation and ethical and security issues.

Course duration: 11 weeks

Training unit: Custodial Training Unit

Enquiries should be made through the Custodial Recruitment Branch, NSW Department of Corrective Services

Certificate IV in Business Administration

A

In recognition of the driving force that Clerical and Administrative staff are within our organisation, this course has been specifically added to provide a relevant learning pathway just for you!

Certificate IV in Business Administration is offered in a self-paced, distance education format. Orientation workshops and ongoing support will be provided by Brush Farm training staff. Various core and elective subjects are available. Modules include: monitoring a safe workplace, establishing business networks, promoting innovation & change, developing work priorities, designing customer service strategies, and more. Some competencies in the Certificate can be attained through face to face courses offered by eLearning Unit and other Units of the Academy. You may find that much of the Certificate is achievable through recognition of prior learning.

The Certificate is open to all members of the Department, however priority will be given to current clerical and administrative staff. Participants have twelve months to complete the course.

Note: Approximately \$300 will be passed on to cost centres for participant materials.

Course Duration: 1-day orientation with 12 months to complete the Certificate

Target group: All staff with an emphasis on Clerical and Administration staff from Clerical Officer Grade 3/4 and upwards or staff who already hold a Certificate III in Certificate Business (Administration)

Training Unit: eLearning Unit

Certificate IV in Correctional Practice

(9 week program for Probation and Parole Officers)

A

The Certificate IV in Correctional Practice is the entry-level qualification for Probation and Parole Officers. It commences with an 9-week initial training program at the Academy, followed by 10 months of on the job training and some additional training courses in specialist areas. The aim of the course is to equip newly recruited Probation and Parole Officers with the skills and knowledge to be effective in their new role. The course covers interview skills, report writing, case management, legislation and particular skills to deal with different offender groups.

Note: This is an entry level course for new Probation & Parole Officers only. The first two weeks of this program includes the Integrated Induction Course where entry level staff from different disciplines such as Offender Services and Programs, Probation and Parole and Administration receive common training in areas such as roles and responsibilities, departmental structure, legislation and ethical and security issues.

Course duration: 9 weeks

Training unit: Offender Programs Training Unit

Enquiries should be made through the Human Resources Corporate Recruitment Unit, NSW Department of Corrective Services

Certificate IV in Correctional Practice (Recognition based)

A

This course is designed for Custodial Staff that have carried out the duties of Senior Correctional Officer or equivalent for extended periods. It is envisaged that Correctional Officers who carry out the associated duties of a Senior Correctional Officer would be able to achieve most or all of the units of competency for this qualification. Recognition is the acknowledgement of the competencies and prior learning that they possess. Course participants need to collect evidence and submit a portfolio to an accredited assessor nominated by the Academy. Support is offered via email and telephone throughout the 12 month period for the preparation of the portfolio.

Note: Workshops are conducted at the Correctional Centre upon request.

Course duration: 1.5 hours introduction to Cert IV in Correctional Practice then 12 months to complete

Target group: All staff with appropriate knowledge, skills and experience

Training unit: Custodial Training Unit

Computer Software Training

The eLearning Unit offers training in Microsoft Office applications at an introductory and intermediate level. These include *Microsoft Word, Excel, and PowerPoint*. We also offer a course to introduce learners to personal computers and Windows. Most of our software application courses are delivered over 2 days. Staff should contact their manager, regional training coordinator and/or WLDU to indicate their training needs.

Managers please note: Training courses can be tailored to meet the needs of a particular work location or area (e.g. a workshop could incorporate elements of software application training, email usage, internet searching and an aspect of OIMS). Depending on training facilities, courses can also be delivered in the workplace for up to 10 people at once (using laptops).

Course duration: 1-2 days

Target group: All Staff

Training unit: eLearning Unit

Community Service Orders

A

Community Service Orders are administered by every Probation and Parole Office in NSW. This 5-day course will help you understand the legislative requirements of orders, undertake work site inspections and manage the program using OIMS. After training and successful completion of the work based assessment you will achieve a Statement of Attainment in CSCOFM403A - *Supervise community work programs*, from the Certificate IV in Correctional Practice.

Course duration: 5 days

Target group: Probation & Parole Officers and Administrative assistants involved in the administration of Community Service Orders in COS locations, Unit leaders, Operation Managers, District Managers and staff from the Commissioner's Compliance Group

Training unit: Offender Programs Training Unit

Corporate Systems Training

There is quite a variety of corporate systems within the Department. The two main corporate systems are Offender Integrated Information System (OIMS) and the Business Information System (BIMS).

OIMS governs booking of admissions, releases, schedules, movements, classification, property, legal orders, sentence administration, offences in custody, urinalysis, visits, electronic case management, e-case notes and Inmates trust accounts & payroll, with emphasis on data accuracy and instant information retrieval. The training topics for OIMS have been divided into small and manageable modules according to roles performed.

Course	Course Code	Duration
OIMS Introduction & Enquiries (Custodial)	WDOIE	1 day
OIMS for New Recruits (Custodial)	WDONR	1 day
OIMS Intake (Custodial)	WDOI	4 hours
OIMS Visits (Custodial)	WVOV	1 day
OIMS Property (Custodial)	WDOP	2 days
OIMS Urinalysis (Custodial)	WDOU	1 day
OIMS e-Case Planning (OS&P)	WDMSECP	½ day
OIMS e-Case Notes (Custodial)	WDOE	½ day
OIMS e-case Management (Custodial)	WDOCMC	½ Day
OIMS for COS Clerical Officers (COS Clerical)	WDOPCS	3 days
OIMS – Sober Driver Program (COS)	WDOSDP	½ day
OIMS – Train the Trainer	WDOTT	5 days

BIMS is designed for staff with HR, administration, financial, requisitioning and purchasing roles, and enables these staff to access the applications required to perform their role within the Department.

Course	Course Code	Duration
Introduction to BIMS and Mentor (Administration)	WDBM	4 hours
Introduction to BIMS and Mentor for Purchasing and Requisitioning Officers (Purchasing Officers) (Administration)	WDBMRP	1 day
Using BIMS to Create, Modify and Delete APL's	WDBAPL	1 day

Course duration: various depending on modules

Target group: Clerical officers performing these roles who require introduction to BIMS and familiarity with screens required for everyday tasks plus other staff who require an introduction to BIMS

Training unit: eLearning Unit

CSI Safety Procedures Program

The initiation, promotion and maintenance of Occupational Health & Safety in the workplace forms an essential management responsibility throughout the CSI organisational structure. These requirements are outlined within the CSI Policy Manual including the specific responsibilities of staff.

If you have supervisory or management responsibilities within Corrective Services Industries, this program is designed to familiarise you with the principles of risk management, safe manual handling practices, hearing conservation, safe use of workplace chemicals, management of plant and equipment guarding, accident investigation and ensuring management of workers compensation after workplace injuries or illness.

Course Duration: 2 days (Refresher course every 2 years, ½ day only)

Target Group: CSI staff

Training Unit: Staff Health Services Unit

Cultural Inclusiveness

A

Naturally, the correctional environment tends to be as multi-cultural as Australian society itself. This course explores cultural issues from a perspective that recognises diversity and promotes inclusiveness. You will learn how to devise and adopt strategies for your workplace which foster good working relationships, positive communication and informed case management.

The course covers PSPGOV308B - *Work effectively with diversity*, which is a core unit of competency from Certificate IV in Correctional Practice. After successfully the course work and associated assessment tasks you will receive a Statement of Attainment.

Course duration: 2 days

Target group: All staff

Training unit: eLearning Unit

Diploma of Correctional Administration

A

If you want to explore what it means to be a manager in a corrective services context this is an essential starting point. There are two ways to participate in the Diploma of Correctional Administration. They are a) face-to-face via the Action Management Program or the Executive Leadership Program (see separate course description for details) or b) via recognition. In the recognition mode you will be required to attend a 1-day introductory workshop and be asked to compile a portfolio of work-based samples relating to the correctional environment.

Courses duration: Variable up to 1 year

Target group: Those managers eligible to participate in the AMP and ELP programs with substantial management knowledge and experience.

Training unit: Professional Development Unit

Disability Awareness A

As part of the training day you may be blind, you may have trouble hearing, or you may experience some sort of intellectual impairment. This one day workshop uses simulations and activities to give you a taste of what it may be like to for people with a disability to negotiate government systems and social situations. The program will encourage you to explore your current attitudes and perceptions and to reflect on how these may impact on your ability to respond appropriately to inmates and community-based offenders with disabilities.

The course covers CHCDISIC - *Orientation to Disability Work* – which is a unit of competency from Community Services Training Package. This competency will be attained after successfully completing the course work and the associated assessment tasks.

Course duration: 1 day

Target group: All staff

Training unit: eLearning Unit

DOCLIS Online Library Training

Have you every wondered how to access the information you need to do your work better, or help with your studies? Is the internet not enough for you? Maybe you never have the chance to visit the “real” library as much as you’d like to. The DOCLIS Online Library Training course can help by providing you with the skills and knowledge that will enable you to access the world of information available in the online books, journals and databases available through the DCS Library Service (DOCLIS). Some of the topics covered include: how to use the online catalogue, how to order items from the library, how to search the online databases and how to read your favourite journals on your desktop.

Course duration: 1 day

Target group: All staff

Training unit: DOCLIS

Executive Leadership Program A

The Executive Leadership Program is designed to help senior managers **think-learn-lead** and **link**. This program will encourage you to reflect on what it means to be a leader in this organisation. It will support your understanding of applied management strategies within the correctional context. There are several components to the program that will provide you with the opportunity to explore personal characteristics, work in teams, develop relevant workplace knowledge and skills, network with colleagues from outside your discipline area, foster communication and develop your decision making skills, all which are focused on enhancing your personal leadership qualities.

Participants who successfully complete the Executive Leadership Program will be awarded the Diploma in Correctional Administration.

Course duration: 11 days (Phase 1: 5 days, Phase 2: 5 days, Phase 3: 1 day)

Target group: Deputy Superintendent (Manager of Security), or above, District Manager or above, Clerk Grade 9/10 or above. All participants should be currently engaged in substantial management activities to be eligible for the program.

Training unit: Professional Development Unit

First Aid (NSW WorkCover Accredited)

All Custodial Officers are required to hold a WorkCover Approved First Aid Certificate. Have you got yours?

This course is designed for employees of the Department of Corrective Services and is industry specific.

Topics covered include CPR, medical emergencies, triage, and wound and injury management. By the end of the course you will be confident in the treatment and stabilisation of injured, ill or unconscious people. This course is NSW WorkCover Approved and abides by the Australian Resuscitation Council Guidelines and the Department of Corrective Services Policies and Procedures.

Successful candidates will be certified for 3 years.

Course duration: 3 days

Target group: All staff

Training unit: Staff Health Services Unit

First Aid Re-accreditation Course (NSW WorkCover Accredited)

This course is for those who have a **current** First Aid Certificate that is due for renewal. In order to qualify for the First Aid Reaccreditation Course you must attend the course **prior to the expiry** of your current First Aid Certificate and provide the trainer with a copy of your current certificate. Should your current certificate expire prior to attending a reaccreditation course you will be required to attend a full First Aid Course. The course is conducted over 1 day and refreshes all skills learnt in the full First Aid course.

Successful candidates will be certified for another 3 years.

Course duration: 1 day

Target group: Staff with a current First Aid Certificate which is due for renewal

Training unit: Staff Health Services Unit

First Aid – Self Directed Learning Module (NSW WorkCover Approved)

This course has been designed to allow participants to complete the Course in First Aid utilising a mixture of both face-to-face delivery and self-directed learning. The face-to-face component is generally delivered in two sessions consisting of an initial introduction (4 hours) and training/assessment (8 hours). After undertaking the introductory session, participants are provided with the Self-Directed Learning Module. As this module is part of the required assessment for the course it must be completed and returned to the trainer prior to undertaking the final face-to-face component. Upon successful completion, participants receive a First Aid Certificate which is valid for a period of three years.

Course duration: 12 hours face-to-face (plus self-directed learning component)

Target group: All staff

Training Unit: Staff Health Services Unit

Frontline Management - Certificate IV in Business

A

The Frontline Management Program is a way of developing basic management and leadership skills through the assessment of actual skills in the workplace. It is designed to recognise and improve participants' existing skills as supervisors, team leaders or line managers. Frontline Management is a learning opportunity for participants to develop and manage their own performance and that of others. Participants will initially attend a two-day introductory workshop where they will be provided with information about the program, distance learning and the recognition process. They will also have the opportunity to commence work on some of the units of competency. It is envisaged that participants will be assigned an assessor who will guide and monitor their progress toward attaining the Certificate IV in Business (Frontline Management). Throughout the year, participants will have the option of attending face-to-face tutorial days designed to assist them finalise further units of competency.

Course duration: 2-day initial workshop. Course duration is variable depending on the study program undertaken. A maximum of 48 weeks will be allowed for completion of Frontline Management.

Target group: Senior Correctional Officers, Team Leaders, Overseers and others in frontline supervisory roles (Clerk Grade 3/4 and above)

Training unit: Professional Development Unit

Group Work Facilitation

A

Running groups is at the cutting edge of current offender management practices and increasingly, group work is being used to support traditional one-on-one case management. If you are required to conduct group work with offenders as part of your role, this program will assist you to discover the best ways to organise this process. You will learn about group dynamics, group work techniques, and how to plan and assess training sessions. Upon successful completion of all

assessment tasks you will be awarded a statement of attainment in the unit of competency *CHCGROUP3C Plan and conduct group activities*, which forms part of Certificate IV in Community Services Work.

Course duration: 4 days

Target group: Probation & Parole Officers, Offender Services and Programs staff, Psychologists and Correctional Officers who have the responsibility of facilitating groups

Training unit: Offender Programs Training Unit

Integrated Induction Program

The Integrated Induction is an important initiative of the Department of Corrective Services to ensure that all staff are able to work within the correctional context. It is essential that all permanent employees and those employed long-term (including temporary and casual employees) attend.

Although many new staff are already qualified or experienced when they join the department, the context of work within the correctional system is quite specific. All workers, irrespective of their role, need to understand the particular environment and its impact on professional practice. The integrated induction program enables staff to learn about how they all contribute to the 'big picture' and how the various roles are interdependent.

The program is dynamic, interactive and participatory. Activities are structured to model and develop teamwork and to promote communication and collaboration. At the end of the training, Custodial and Community Offender Services staff will continue with their primary training, while other staff will commence duties at their work locations.

Course duration: up to 2 weeks (depending on classification)

Target group: Mandatory for all new staff

Training Unit: eLearning Unit

Intelligence Officers Course

This course deals with the history of intelligence, relevant legislation that governs the Intelligence Officers work role, the intelligence process and the role of intelligence in the Correctional environment.

Note: Participants must have a workplace requirement for attending the course which is determined by the General Manager of Corrections Intelligence Group.

Course Duration: 5 days

Target group: Staff involved in correctional centre intelligence gathering on offenders and P&P staff working at P&P offices where the managers identify a need for intelligence gathering on clients.

Training Unit: Custodial Training Unit

International Programs

The International Programs area facilitates customised training and residential hosting programs for overseas groups and individual delegates. Offshore training and consultancy services are also provided. Training activities can be specifically tailored for the cultural and professional development needs of international participants. Depending on the nature of the program, students may achieve any of the competencies or qualifications that the Academy offers. Links with various Universities provide students with the option of gaining units of credit in certain Masters and Undergraduate Degrees.

Through International Programs, Brush Farm Corrective Services Academy is committed to establishing good working relationships with overseas jurisdictions. We are eager to share knowledge and technical expertise with other nations and in turn to learn what we can from the experience of other organisations. Enquiries are welcomed from departments and agencies who may wish to partner with us in our aim to provide cutting edge vocational training in offender management and correctional administration

Contact: Manager International Programs Unit

Job Application and Interview Skills

Applying for a new role can be a complex undertaking and in order to maximise your chances of success you owe it to yourself to be prepared. This course develops a range of skills associated with applying for positions within the NSW Public Service. We will examine your key personal strengths and weaknesses, assess the components of a job application and covering letter, teach you to understand and address selection criteria and expose you to the dynamics of the interview process. Priority will be given to officers who have recently been displaced or whose position is being re-graded.

Course duration: 1-day workshop

Target group: All staff wishing to further develop their skills in applying for positions within the NSW Public Service.

Training unit: Professional Development Unit

LSI-R (Level of Service Inventory – Revised)

The LSI-R is the risk / needs assessment tools used by the Department of Corrective Services in NSW. Participants will learn how to use the LSI-R, the theory underlying the tool's design and how to apply the results in developing a case plan.

Course duration: 2 days

Target group: Probation and Parole Officers and Case Managers in COS, OS&P staff, Psychologists.

Training unit: Offender Programs Training Unit

Managing Female Offenders

Female offenders have been identified within the department as having specific needs and issues. As such this course focuses on providing you with the skills and knowledge required to effectively manage female offenders within the Correctional environment. Topics include socialisation, understanding the effects of abuse and domestic violence, drug and alcohol issues, cross gender supervision, mothers and children and other female specific programs.

Note: Workshops are conducted at Correctional Centres upon request.

Course duration: 2 days

Target group: All correctional staff working with female offenders

Training unit: Custodial Training Unit

Managing Sex Offenders in the Community

If you are a probation and parole officer who is responsible for managing offenders in the community who have committed sexual offences against children or adults, this course will provide you with some valuable insights into their thinking and behaviour. The program is designed to help you gain an understanding of the issues involved in sexual offending and to assist you to make informed decisions in relation to sex offenders.

Course duration: 3 days

Target group: Probation & Parole Officers

Training unit: Offender Programs Training Unit

Managing Young Adult Offenders A

Inmates who we define as *young adult offenders* represent approximately 30 percent of the correctional centre population. They have the highest incidence of self-harm, are more likely to re-offend and are responsible for 43 percent of all offences committed in custody. If you work with young adult offenders in the correctional environment you need knowledge of the typical profile and special needs of this high-risk group. This program will provide you with the wide range of skills and attitudes that you need to confidently manage and support positive behavioural change.

After successfully completing the classroom component and workplace activities, you will receive a statement of

attainment for 3 units of competency from the Certificate IV in Correctional Practice: CSCOFM401A - *Implement planned approach to offender management*, CSCOFM308A - *Promote cooperative behaviour* and CSCOFM304A - *Protect the safety and welfare of young offenders*.

Course duration: 3 days

Target group: Parole Officers, Correctional Officers, Psychologists and Offender Services & Programs staff

Training unit: Offender Programs Training Unit

Mental Health First Aid

Mental Health First Aid is the help provided to a person developing a mental health problem or in a mental health crisis. The first aid is given until the appropriate professional treatment is received or until the crisis resolves. The aims of MHFA are to: preserve life where a person may be a danger to themselves or others; provide help to prevent the mental health problem developing into a more serious state; promote recovery of good mental health; and provide comfort to a person suffering a mental illness. The course content can be applied by staff in managing offenders both in custodial and community settings and also in working with colleagues. MHFA is not a course specific to BFCSA as it is delivered in a variety of settings and contexts throughout Australia and Internationally. This course replaces the Managing Inmates with Mental Health Issues course previously offered by BFCSA.

Course duration: 2 days

Target group: All staff

Training Unit: Offender Programs Training Unit

Merit Selection Training

A recruitment process, which has integrity and is ethically sound, is essential for the continuing renewal and development of the Department's human resources. This program will enable you to participate effectively as a convenor or member of a selection committee and apply merit-based principles. We will focus on providing the necessary knowledge and skills in applying the Department's merit based recruitment and selection policy and procedures in accordance with public sector guidelines.

Note: In order to remain current you must undertake the Merit Selection Refresher Workshop every 3 years.

Course duration: 2 days

Target group: All staff who will be convening or part of recruitment selection panel

Training unit: Professional Development Unit

Merit Selection Refresher Workshop

The reputation of our quality workforce depends on recruitment and selection practices that maintain the highest standards of ethics and efficiency. For this reason, Departmental policy requires convenors and selection panel members to update their knowledge of contemporary selection techniques, tools and procedures every three years.

This one-day workshop is designed to meet the need for ongoing training in recruitment and selection. It is open to all staff who have previously completed a recruitment and selection procedures course plus convenor training approximately three or more years ago.

Course duration: 1 day

Target group: All staff who have current status as convenors & panel members and wish to refresh their accreditation

Training Unit: Professional Development Unit

Merit Selection On-line Refresher Program

The Merit Selection Training: Online Refresher Course is based on the Merit Selection Techniques: Refresher Training course offered by the NSW Premier's Department.

The full course is estimated to take around two and a half hours. The course is particularly suitable for middle to senior managers who already have considerable experience in recruitment and selection.

Please note that there are pre-requisites to completing this training on-line and advice should be sought by the Professional Development Unit before pursuing this course of action.

Training unit: Professional Development Unit

Motivational Interactions

If you work with offenders on a daily basis in a correctional centre or in the community and are looking for ways to motivate an offender to change his or her behaviour, then this is the course for you. Using the cycle of change model, participants will learn to use 'change talk' and other motivational techniques.

Course duration: 3 days

Target group: Probation & Parole Officers, Psychologists, Correctional Officers and Offender Services & Program staff

Training unit: Offender Programs Training Unit

OHS Risk Management

Although accidents will inevitably occur in the workplace we have a duty to try to eliminate all conditions which could result in injury or health problems for our employees. If you have supervisory or management responsibilities this program is designed to familiarise you with the principles of risk management which forms an integral part of an effective OHS management system.

Course duration: 1 day

Target Group: All Staff who have OHS responsibilities

Training unit: Staff Health Services Unit

OHS Consultation

About 2,700 Australians die and 65,000 are injured in workplace accidents each year. If you want to play a part in an effective occupational health and safety (OHS) management system in your workplace this program is an essential first step. It is designed for OHS committee members and OHS representatives and will enable you to apply the principles of workplace OHS consultation, which is an integral part of an effective OHS management system.

Course duration: 4 days

Target group: New OHS Committee members & managers wishing to update their understanding of current OHS practices

Training unit: Staff Health Services Unit

OHS Site Inspection

If you have responsibility for the implementation of Community Service Orders (CSO's), or work in a periodic detention centre (PDC), Occupational Health and Safety Site Inspection has been developed to meet your specific needs. The program provides you with the knowledge and skills necessary to apply the principles of risk management in community service work.

Course duration: 1 day

Target group: COS and PDC staff involved in conducting risk assessments with agency groups

Training unit: Staff Health Services Unit

Parole Training

Are you a Probation and Parole officer currently working in the community who is moving to a correctional centre environment? Understanding the special dynamics of this workplace will help you to adapt to your new role. Parole training is designed for you. It will familiarise you with the preparation of pre-release reports, the classification system, case management and other administrative systems relevant to working in parole units. This course is now incorporated as part of Probation and Parole Primary Training.

Course duration: 5 days

Target group: Probation & Parole Officers

Training unit: Offender Programs Training Unit

Planning in the Workplace

This one-day course will enable managers to understand the business planning process. Topics include – planning in the corporate context, steps in the planning process, implementing and monitoring the plan, and exploring the effect of change on the business plan.

Course duration: 1 day

Target group: Managers and those involved in business planning

Training unit: Professional Development Unit

Processing Legal Orders and Discharge Procedures

Provides staff with the necessary knowledge and skills to identify and manage various legal forms that are used within court and Correctional centre locations. Sessions covered include bail procedures, offender release procedures, warrants and other legal detainers and legislative and procedural issues.

Course Duration: 2 days

Target group: All Correctional Staff involved in offender bails, warrants and release procedures

Training Unit: Custodial Training Unit

Professional Development Grants

The Professional Development Grants program is a departmental initiative to support the ongoing learning and development needs of staff. 15 grants of up to \$3000 are available each year to assist staff with professional development costs.

If you plan to develop your knowledge and skills to the benefit of the Department, are a permanent employee and have not previously received financial assistance for professional development, you may consider applying for a grant to cover some or all of your costs.

Please contact the Project Support Officer in the Professional development Unit for further information.

Quality Service

A

This course focuses on internal and external customer service and the process of building functional relationships within our organisation. Participants will build upon their existing skills by learning a variety of techniques for identifying and delivering quality customer service. The program takes an action learning approach. By the end of the session participants will have developed action plans aimed at improving communication and service delivery in their work area. After successfully completing this course and the associated assessment activities you will receive a Statement of Attainment in BSBCM410A – *Coordinate Implementation of Customer Service Strategies from Certificate IV in Business (Frontline Management)*.

Course Duration: 1 day (or customised to local needs)

Target group: All staff who deal with internal and or external customers.

Training Unit: Professional Development Unit

Risk Intervention Teams A

If you are required to participate in a RIT team at your correctional centre, then you should attend this course. You will learn about the RIT protocol and how to identify, assess and develop an individual management plan for inmates at risk of suicide and self-harm. After successfully completing this course and the associated assessment activities you will receive a Statement of Attainment in CSCOFM 301A - *Protect the safety and welfare of vulnerable offenders* and CSINT404A - *Assess offender risks and needs from Certificate IV in Correctional Practice*.

Course duration: 2 days

Target group: Correctional Officers, Offender Services and Programs, Psychologists and Parole Officers

Training Unit: Offender Programs Training Unit

Safe Custody

Staff who work in a court will be equipped with the knowledge and skills to effectively manage offenders in this environment. Sessions covered include responding to emergencies and critical incidents, security issues, roles and responsibilities of custody managers, drug and alcohol issues, and the management of offenders who are suicidal or at risk.

Course duration: 3 days

Target group: Correctional staff working in court environments including centres with new reception facilities

Training unit: Custodial Training Unit

Note: The provision of this training is conducted at Brush Farm but can be held in regional centres or Correctional Centres upon request.

Safe Manual Handling Practices

Does your work require you to lift, lower, push, pull, carry or otherwise move, hold or restrain something or someone? If it does, you need to undertake this training course. Too many people suffer from manual handling injuries. Attend this program and learn how to keep yourself safe.

Course duration: 4.5 hours

Target group: Open to all staff

Training unit: Staff Health Services Unit

Security Awareness (2 Days)

The aim of this course is to ensure that all Departmental staff and authorised visitors are trained in security related matters and are aware of their responsibilities to the department. Topics include Work roles, Legislation, Dynamic and Static Security, OH&S, Duty of Care, Code of Conduct and Ethics and Offender Manipulation, Defence Tactics, Effective Communication and Hostage Survival.

Any employee required to work in, or enter a security environment and/or have contact with inmates on a regular basis must receive basic security awareness information provided by the Manager of Security prior to entering the centre and complete the Department's Security Awareness course within 8 weeks from his/her entry on duty date.

Note: The provision of this training is conducted at Brush Farm but can be held in regional centres or Correctional Centres upon request.

Course Duration: 2 days

Target group: All persons working within correctional environments

Training Unit: Custodial Training Unit

Security Awareness (1 Day – Contractors Course)

The Security Awareness Training (1 day) is designed to ensure that all Contractors to the Department and associated authorised visitors are instructed in relevant security related matters and are aware of their responsibilities to the department. Topics include Legislation, Dynamic and Static Security, OH&S, Guide to Conduct and Ethics and Offender Manipulation.

Course Duration: 1 day

Target group: Contractors working within correctional facilities for extended periods of time

Training Unit: Custodial Training Unit

Springboard

Women will gain an information base for planning their future. This will include specific skills on how to communicate more assertively and effectively. How to increase personal motivation and develop confidence. The program gives you the ideas and skills to take more control of your life and bring about positive changes.

Course duration: 3 days

Target group: Staff to Clerk Grade 5/6 /Senior Correctional Officer level.

Training unit: eLearning Unit

Spokeswomen

The Spokeswomen's Program has been in operation for many years. Its purpose is to promote efficiency and effectiveness in the public sector by assisting women to develop their knowledge and skills to enable them to participate on equal terms. Spokeswomen represent the views of women in their workplace and provide information to female staff and management. The Department has a strong commitment to this Program. Detached duty is granted as a means of support.

If there is no representative in your centre or region and you are interested in taking on this very interesting and rewarding role, please contact the Project Support Office in the eLearning Unit, at Brush Farm Corrective Services Academy.

Strategies for Dealing with Conflict

A certain level of conflict in the workplace promotes change and can be quite healthy. The key to turning conflict into a positive experience is to gain an understanding of the nature of conflict. We do this through communication and listening skills, managing emotions and by examining ineffective methods of dealing with conflict. We also address issues and situations particular to the workplace which result in conflict and explore methods to prevent or reduce it.

Course duration: 2 days

Target group: Staff to Clerk Grade 5/6 /Senior Correctional Officer level

Training unit: eLearning Unit

Strategies for Stress Management

Strategies for reducing stress can help to improve your work life and your overall well being. Managing stress and understanding the symptoms and causes of stress in yourself and others is an important tool for everyone. This program will help you understand stress and the symptoms of stress, personal stressors, ineffective coping mechanisms, the link between self-esteem and stress, and strategies and techniques for managing stress.

Course duration: 1 day
Target group: All staff
Training unit: eLearning Unit

Suicide Awareness and Immediate Intervention A

Suicide is a concern in the community and in corrections. In order to accurately assess an offender's risk of self-harm/suicide you have to know how and when to intervene. During this course you'll gain the confidence to implement and follow Departmental procedures to attempt to prevent such actions, protecting both the offender themselves and others.

After successfully completing the course and workplace assessment you will receive a statement of attainment in CHCCS501A - *Assess and respond to individuals at risk of self-harm or suicide from the Certificate IV in Community Services Work.*

Course duration: 1 day
Target group: Probation & Parole Officers, Correctional Officers, Offender Services and Programs, Psychologists
Training unit: Offender Programs Training Unit

Supervisor Development Program A

This course offers new or acting supervisors the opportunity to discover a practical set of supervisory skills. The program focuses on the role & responsibilities of the supervisor and will enable participants to develop and demonstrate various competencies through projects in the workplace. Topics covered include leadership, time management, team management, change management and conflict resolution among others. This course will provide participants with units of competency from the Certificate IV in Business (Frontline Management).

Course Duration: 2 consecutive days plus 1 day (separated by approximately 6 weeks)
Target group: Senior Correctional Officers, Team Leaders, Overseers and others in new or acting frontline supervisory roles (Clerk Grade.5/6 and above).
Training Unit: Professional Development Unit

TRIM

Corporate Information and Management System (CIMS)

This course will show you how to use the basic features of TRIM. It covers the features you are most likely to need when you are new to TRIM and includes plenty of exercises for you to try. The course includes basic record keeping principles and practices; an overview of TRIM's screen features; how to create and locate records; how to email and print documents stored in TRIM and using TRIM record maintenance functions.

Course duration: 1 day workshop
Target group: All staff
Training unit: eLearning Unit

Winning Teams

Teams are not automatic productivity enhancers but they can be an effective way of unlocking and unifying the combined talents of a work group. Through a range of experimental learning activities, you can discover how to develop a higher level of 'team fitness'. Sessions include: a shared leadership, communication skills, problem solving and decision-making, organisational culture and group work skills. We can customise this program to suit your teams' needs. Managers are invited to contact the Unit to arrange and tailor a suitable team-building workshop.

Course duration: 1 day (or ½ day) – available on request
Target group: All natural workplace teams
Training unit: Professional Development Unit

Women into Leadership

A

Are you aware of the options the Department provides for developing your career? Do you have career goals? Are you confident about your communication, problem solving and negotiation skills? If not, then this course can assist your move into a supervisory position. Participants will be encouraged to identify their personal operating styles and map their development pathways. The course targets women up to the rank of Senior Correctional Officer and clerks or equivalent up to grade 6.

After successfully completing the course and the associated assessment tasks you will receive a statement of attainment in *BSBCMN304A – Contribute to personal skills development and learning*, from the Certificate III in Business Administration.

Course duration: 2 days

Target group: Clerk Grade 5/6 equivalent or Senior Correctional Officer

Training unit: eLearning Unit

Workplace Assessment and Validation

A

A healthy network of workplace assessors is the cornerstone of our organisation's commitment to staff development. This important role is challenging and ultimately very rewarding. It requires integrity and expertise. If you want to take up the challenge and become a workplace assessor this is the first step. *This course has specific requirements for enrolment including a reasonably high expectation of work output.*

After successfully completing the course and the associated assessment tasks you will receive a statement of attainment in *TAAASS401A – Plan and organise assessment*, *TAAASS402A – Assess competence*, *TAAASS404A – Participate in assessment validation* from the *TAA40104 Certificate IV in Training and Assessment*.

Course duration: 5 days

Target group: Staff who have been identified as Workplace Assessors

Training unit: eLearning Unit

Workplace Training

A

This is the first step in gaining the necessary accreditation to deliver workplace training. You will develop the essential practical skills required to prepare, deliver and review competency based workplace training. After successfully completing the course and the associated assessment tasks you will receive a statement of attainment in *TAADEL301A – Provide Training through Instruction and Demonstration*, an elective unit from the *TAA40104 Certificate IV in Training and Assessment*.

Course duration: 3 days

Target group: Any staff member who will be involved in delivering in-house DCS training and trainers who will be delivering modules from national training packages

Training unit: eLearning Unit

This course has specific requirements for enrolment including a reasonably high expectation of work output.

Working with Domestic Violence Offenders

A

If you are responsible for case management of offenders who have committed acts of family violence, this 2 day introductory course will provide you with some useful insights into their behaviour, and some practical strategies to reduce the risk of re-offending.

After the training and successful completion of the workplace assessment, you will receive a statement of attainment in *CHCDFV1B - Recognise and respond to domestic and family violence*, *CHCDFV9B - Work with users of violence to effect change* and *CHCDFV2B - Manage own Professional Development in responding to domestic and family violence*, from the Certificate IV in Community Services Work.

Course duration: 2 days

Target group: Probation & Parole Officers, Psychologists and Offender Services and Programs

Training unit: Offender Programs Training Unit

WRAFA – Wilderness Remote Area First Aid

When illness or accidents occur in a wilderness/remote area, the provision of first aid is quite different from that which would normally be expected of the first aider in the metropolitan area. In the metropolitan area, medical help is usually readily available, and your patient is transported to a hospital or medical centre for treatment quite quickly. In a remote area, the first aider has a responsibility to provide initial care to the patient and give ongoing treatment to ensure the well being of that patient. Consideration has to be given to the condition of the patient, whether they are stable or deteriorating, how long will they be in your care before medical help arrives, and how far will help have to travel to reach your position. This course is held over 3 days at Oberon. Candidates will apply their First Aid skills to a number of remote area scenarios. Scenarios may include an abseiling rescue, night search and rescue, ravine rescue and/or major car accident. The course includes instruction in basic navigation skills, use of the paraguard stretcher and construction of improvised stretchers. It is a physically demanding course with lots of surprises.

Prerequisite: WorkCover Approved First Aid Course.

Course duration: 3 days

Target group: Staff that work or take groups into a remote area.

Training Unit: Staff Health Services Unit

Brush Farm Corrective Services Academy – Contact Details

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