Policy for Implementation, Delivery and Integrity Monitoring of the EQUIPS Suite of Programs

Offender Services & Programs
Corrective Services NSW

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Table of Contents

1 Policy statement and purpose 4
2 Overview 4
3 EQUIPS Foundation 4
4 EQUIPS Addiction 5
5 EQUIPS Aggression 5
6 EQUIPS Domestic Abuse 5
   6.1 EQUIPS Domestic Abuse in Custodial Corrections 5
   6.2 EQUIPS Domestic Abuse in Community Corrections 5
7 Eligibility and suitability criteria for EQUIPS 6
8 LSI-R, criminal history and Judge’s Sentencing Remarks 6
9 EQUIPS identification and referral – custody and community 7
   9.1 Identifying candidates for EQUIPS - custody 7
   9.2 Candidates for external leave programs 7
   9.3 EQUIPS referral process - custody 7
   9.4 Identifying candidates for EQUIPS - community 7
   9.5 EQUIPS referral process - community 7
   9.6 Caveats to the eligibility criteria 8
      9.6.1 Inclusion criteria for offenders with medium low, low or no LSI-R results 8
10 Suitability criteria for EQUIPS 10
11 Moderating the referral waitlists 10
12 Delivery of the program suite 11
   12.1 Standard group size 11
   12.2 Standard program delivery and scheduling 11
   12.3 Options for flexibility in program delivery 11
13 Treatment dosage 11
14 Standard facilitation model 12
15 Procedure for entering partner support offers for EQUIPS Domestic Abuse

16 Administration of the pre- and post-program testing using the Measure of Criminal Attitudes and Associates (MCAA)

17 Program completions
   17.1 Attendance
   17.2 Withdrawing a participant for therapeutic reasons
   17.3 Program completion documentation

18 Participant feedback session

19 End-of-program celebrations

20 Repeating EQUIPS programs

21 Required training

22 Program integrity and quality assurance process
   22.1 Program development workshops
   22.2 Program debriefs
   22.3 Program observations

23 Application

24 Definition of terms

25 Documents and forms referenced in this policy

26 Document history

27 Annexures
   27.1 Annexure 1 - Australian and New Zealand Standard Offence Classification (Anzsoc) Codes
      27.1.1 Division Titles
   27.2 Annexure 2 - Procedure for recording offers of partner support in OIMS
      27.2.1 Summary of OIMS steps
      27.2.2 Worked example to record offer of partner support
      27.2.3 Table 1 - Additional notes
   27.3 Annexure 3 - Procedure for the Measure of Criminal Attitudes & Associates (MCAA)
   27.4 Annexure 4 - Procedure for recording EQUIPS programs case notes
      27.4.1 Participant session notes
      27.4.2 Risk principle
      27.4.3 Treatment targets
      27.4.4 Responsivity principle
      27.4.5 Recommendation
   27.5 Annexure 5 - OIMS steps for recording post program EQUIPS feedback session
      27.5.1 Summary of OIMS steps
      27.5.2 Worked example to record post program EQUIPS feedback session
      27.5.3 Table 2 - Guide for dates/times/modules/comments/attendance outcome and update status
1 Policy statement and purpose

Corrective Services NSW is committed to delivering criminogenic programs which will assist offenders to:

- understand the factors that led them to offend
- acquire the skills that enable them to independently manage their risk of re-offending.

EQUIPS is a suite of programs designed to be delivered to offenders assessed as medium to high risk that addresses factors related to recidivism in a manner that is flexible and adapted to the individual.

This policy has been developed to standardise the implementation, delivery and integrity monitoring of the EQUIPS suite of programs.

2 Overview

EQUIPS is a suite of therapeutic programs developed by Corrective Services NSW to reduce the risk of reoffending for medium to high risk offenders. It is based on a Cognitive Behavioural Therapy (CBT) approach, and is designed to increase participation opportunities for offenders in both custodial and community settings. Offenders will complete a self-management plan and an offence map or an impact map as part of each program.

There are 5 modules in each program and each module is made up of 4 sessions of 2 hours’ duration, a total of 40 hours per program. The total suite provides 160 hours of program delivery.

The four programs which make up the EQUIPS suite are:

- EQUIPS Foundation
- EQUIPS Addiction
- EQUIPS Domestic Abuse
- EQUIPS Aggression

The structure and content of the program was developed to be responsive to needs across offender groups, including Aboriginal, Culturally and Linguistically Diverse (CALD), young adult offenders and female offenders.

3 EQUIPS Foundation

EQUIPS Foundation is a general offender program, available to all offenders regardless of offence type. While the program is not offence-type specific, it does aim to reduce re-offending by addressing criminogenic needs for general offence types; therefore, all offenders can benefit from it. It specifically caters for the needs of offenders who do not meet the criteria for violence, sex or addiction interventions.

(See Annexure 1 - Australian and New Zealand Standard Offence Classification (ANZSOC) Codes and Decision Tree D15/556098)

The program can be used either as a stand-alone program or as part of an offence-targeted pathway, which could include one or more of the EQUIPS offence-specific programs. This provides the flexibility to tailor a pathway which takes account of an offender’s time to release or supervision.
4 **EQUIPS Addiction**

EQUIPS Addiction is designed to address addictive behaviour. It consists of group process and self-management planning sessions, but is not offence-specific so does not require offenders to discuss details of their offences; consequently, offenders develop an impact map rather than an offence map.

5 **EQUIPS Aggression**

EQUIPS Aggression targets both instrumental and expressive forms of aggression, but not intimate partner violence. It is designed to increase participants’ ability to manage difficult life events and minimise aggressive behaviour.

6 **EQUIPS Domestic Abuse**

EQUIPS Domestic Abuse, designed for male perpetrators of intimate partner violence, explores issues of immediacy, current victim safety, content clarification and self-management planning. It encourages participants to increase their level of accountability in regard to the impact of their behaviour.

The [Minimum standards for men’s domestic violence behaviour change programs](#) sets out the standards for the conduct of the EQUIPS Domestic Abuse program. In order to meet Standard 3.2 of the Minimum Standards, two facilitators are required to deliver EQUIPS Domestic Abuse. At least one of these two group facilitators must have significant experience – a minimum of 50 hours of supervised practice in delivering men’s domestic violence behaviour change group programs.

In addition, Standard 1.2 of the Minimum Standards requires that program providers will ensure that current partners of program participants are offered support prior to and during the program.

6.1 **EQUIPS Domestic Abuse in Custodial Corrections**

The Standards require that the Partner support referral form be completed before conducting EQUIPS Domestic Abuse in custody.

If the offender is in custody and support is going to be provided to the partner by an external agency, then the Community Corrections office nearest to the partner’s location must be contacted to ensure that there is an existing Memorandum of Understanding between Corrective Services NSW and the relevant Partner Support Service setting out the obligations of the external agency concerning the provision of victim support. If no MOU exists, then a referral is made to Victim Services in cases where a partner identifies as the victim of the current offence.

6.2 **EQUIPS Domestic Abuse in Community Corrections**

In accordance with the Standards outlined above, the COS (ComCor) Assistant Commissioner’s Memorandum 2012/09 emphasised that the safety of women and children must be given the highest priority and it sets out the procedures to be followed by CCOs to implement the standards. The ComCor Assistant Commissioner’s Memorandum 2013/05 confirmed that the policy to support the standards had been added to the Community Corrections Policy and Procedures Manual Section A Part 2.9 - *Minimum Standards for Men’s Domestic Violence Behaviour Change Programs*
The standards also require that the following two documents be completed before conducting EQUIPS Domestic Abuse in the community:

- Memorandum of Understanding between Corrective Services NSW and the relevant Partner Support Service
- Partner support referral form

7 Eligibility and suitability criteria for EQUIPS

Offenders in both custody and community are eligible for EQUIPS if they:

- are medium to high risk of recidivism as measured by the LSI-R (raw score)
- have sufficient time remaining in their total sentence/order to complete the program (short sentence inmates/offenders are highest priority)
- meet the additional criteria for the specific EQUIPS program as follows:
  - for Addiction, an LSI-R AOD domain score above 4
  - for Aggression, current conviction for a violent offence
  - for Domestic Abuse, current conviction for intimate partner violence

To determine the type of offence, Judge’s Sentencing Remarks (JSRs) can be used (see below).

8 LSI-R, criminal history and Judge’s Sentencing Remarks

LSI-Rs are not to be over- ridden for the purpose of placing an offender into the program. The raw LSI-R score and NOT the over- ridden score should be used when making decisions about eligibility.

Even if there is concern, particularly with violent offenders, that the LSI-R does not accurately reflect the level of risk because specific risk factors associated with violence are not captured by this assessment, this is still not a reason to override the LSI-R. The correct procedure in this case is to refer the offender to psychology services for a more specific risk assessment.

If Judge’s Sentencing Remarks and criminal history are not already on EDRMS or on the case file –

- In the community: the Community Corrections Officer is responsible for requesting the relevant documents
- In custody: the EQUIPS facilitator is to request these documents by emailing the Sentence Administration Branch at sentence.admin@justice.nsw.gov.au, allowing sufficient time for the documents to be received and read prior to the start date of the EQUIPS group. This ensures that the facilitators have a full understanding of the offence dynamics before working with the offender on developing an offence map.

For matters in the Supreme Court and the Court of Criminal Appeal, Judges’ remarks can be found at http://www.austlii.edu.au/au/nsw/
9  EQUIPS identification and referral - custody and community

9.1  Identifying candidates for EQUIPS - custody

The main method of identifying offenders for programs in Custodial Corrections is through the Weekly EQUIPS list of candidates which are available in EDRMS: Foundation (D15/005597); Addiction (D15/005603); Domestic Abuse (D15/005617); Aggression (D15/012816) and MIN summary overview (D16/582332). These reports identify high to medium risk offenders with between 3 months and 2 years to earliest possible release date (EPRD) and who meet the additional criteria for the specific EQUIPS program. These lists therefore represent offenders who should be prioritised as a subset of all offenders who are eligible for the programs.

9.2  Candidates for external leave programs

As the candidate lists for the programs exclude offenders with more than 2 years to their earliest release date, 2 years would not allow sufficient time for an offender to complete the program requirements in order to be considered for external leave. To meet this need, a process has been developed which enables staff to identify and review those offenders with between 2 and 3 years to earliest release date. Provision of this filter maintains the integrity of the candidate list, while not impacting on consideration for external leave.

9.3  EQUIPS referral process - custody

Referrals to EQUIPS may be generated in various ways, including offender case plans and referrals from CSNSW staff. Referrals for programs should be made in OIMS using the referral line 00Ref: Program Eligibility (see D13/644938). The reason for the referral should be entered in the comments field; for example, “Please assess for EQUIPS Aggression”.

OIMS will only allow ONE active “00 Ref: Program Eligibility” referral per inmate. If the referrer is requesting that an inmate be considered for more than one program, ALL programs should be listed in the ‘comments’ field.

The referral process should take into account the current offence, the calculated LSI-R result and the criminogenic needs identified. The Decision Tree (D15/556098) is then a tool to assist in determining a sequenced program pathway.

9.4  Identifying candidates for EQUIPS - community

Referrals to a program result from Community Corrections’ established case management practices. Candidates are identified through these practices, with program intervention identified in the case plan and then referral to occur directly to the relevant program within 4 weeks of program commencement.

9.5  EQUIPS referral process - community

As outlined in Assistant Commissioner Community Corrections Memorandum 2016/13, Community Corrections Managers must keep a register of referrals (available on the intranet at Community Corrections > Programs > EQUIPS program register).
9.6 Caveats to the eligibility criteria

9.6.1 Inclusion criteria for offenders with medium low, low or no LSI-R results

The weekly EQUIPS candidates list reports will not identify offenders who are assessed as medium low or low or where no LSI-R assessment has been conducted. However, in the following circumstances, an offender does not require a valid LSI-R to determine program eligibility:

Low risk violent offenders
Any violent offenders who are low and/or low-moderate on the LSI-R, and are managed by the Serious Offenders Review Council (SORC), may be referred to EQUIPS based on their criminogenic needs. The SORC Assessment Committee will commence more intensive case management at approximately 8 years prior to the offender’s earliest release date (ERD) and this should be considered in the timing of referring these offenders to programs. There may also be recommendations entered into the SORC offender’s case plan by the Serious Offenders Assessment Unit (SOAU) which should be adhered to in referring these offenders to programs. However, unless the lower risk SORC offender is being considered for external leave or is already in their parole period, their placement in a group should not take priority for placement in a group over:

- shorter sentenced offenders
- higher risk offenders
- other offenders eligible to progress to external leave programs

In addition, attention is given to violent offenders (including domestic violence) with convictions of Grievous Bodily Harm (GBH) or more serious offences who may meet criteria for an order under the Crimes (High Risk Offenders) Act 2006.

Violent offenders managed by SORC should be identified either by the local CMT or by the SOAU (if sentenced since 2007). A Pre-Program Suitability Interview (PPSI) (see worked example – D13/644938) should be conducted by local OS&P staff and, if suitable, the offender should be referred to the relevant program as early as possible as part of their whole of sentence case plan. In cases where there is still considerable time to serve, a comment should be added to the program referral to indicate they should not be allocated to the relevant program until eight years prior to their Earliest Release Date. At the time of allocation to the program, the offender’s suitability should be reviewed, given that some time may have elapsed since the PPSI was conducted.

Other than these exceptions, no offenders with Low or Low-Medium LSI-R scores should be accepted as eligible for EQUIPS.

Sex offenders
Within CSNSW a “sexual offender” is defined as:

- any convicted offender whose current offences include one of sexual violence,
- any convicted offender whose history of offences includes a conviction for sexual violence,
- any convicted offender who states that he/she has committed acts of sexual aggression (whether they be officially known or not, e.g., includes “no billed” charges), or
- any convicted offender whose offence(s) are determined to have entailed an underlying motivation of sexual violence (sexually motivated murder, burglary with sexual violence as motivation, etc.)
“Guidelines for the protection of victims of abuse and the management of sex offenders”
(Commissioner Keliher, 21 October 1997)

With the exception of the EQUIPS Addiction program, offenders with a current conviction for a sexual offence are generally excluded from participating in EQUIPS programs. This would particularly be the case if they have been referred and found suitable for Sex Offender Programs. Sex offenders may participate in EQUIPS Addiction, as the program does not require discussion of the details of the offence. Inclusion of sex offenders in a group with non-sex offenders is allowed in an EQUIPS Addiction group, provided any local security concerns are managed.

In some specific cases, men with a sexual offence conviction may be deemed eligible for EQUIPS Domestic Abuse; however, this decision is made by the senior psychologists Sex Offender Programs (SOP) only when a referral package to SOP has been completed. As per current practice, all convicted sex offenders should be appropriately assessed and referred to SOP in the first instance. Where a convicted sexual offender is on a community-based order, is regionally located outside metropolitan Sydney, and has no option for referral to CSNSW sex offender specific treatment, this consultation may occur with the cluster senior psychologist.

An offender with an historical sex offence only can attend any of the EQUIPS programs, provided any local security issues are managed.

It is not necessary for sex offenders to have completed a CSNSW Sex Offender Program prior to participating in other compendium programs.

CSNSW Sex Offender Programs (SOP) does not run programs for low risk sexual offenders. If a low risk sexual offender (as assessed by the Static 99/Stable 2007) has been found unsuitable for SOP or deemed not to require sex offender specific treatment, a recommendation may be made by SOP staff that other compendium programs are appropriate. In these cases, liaison with SOP senior psychologists or the Director State-wide Programs should be undertaken to determine suitability on an individual basis.

Remandees

A modified version of EQUIPS Domestic Abuse and EQUIPS Addiction have been developed for remandees using some of the principles and practices of the EQUIPS suite. Please see Policy for Implementation and Recording of State-wide Programs Remand Interventions (D17/482775).

Community Service Orders

If an offender is on a Community Service Order with a program requirement ordered by the Court and does not have a valid LSI-R, he/she can be placed in an EQUIPS program to address criminogenic needs identified in the information available e.g. Judge’s Sentencing Remarks but ONLY if it is determined that the offender would be likely to score in the medium range or above if one were to be applied. Low risk offenders, even when “court-ordered”, are not eligible for the program unless they are in category a) or b) above.

If the offender is assessed as not being eligible or suitable for any program, then CSNSW can return the matter to Court and request the program requirement be removed from the Order. To minimise this occurrence, recommendations for programs on Community Service Orders should not be made at pre-sentence stage unless the offender either has a current LSI-R or the officer is confident that the offender would be likely to score in the medium range or above if one were to be applied.
10  **Suitability criteria for EQUIPS**

If an offender is eligible for a program, there are limited reasons why he/she would be unsuitable to participate. EQUIPS programs were designed to accommodate responsivity issues as well as multiple offence types together in one group.

The specific categories for an offender being suitable/unsuitable are:

- Suitable
- Unsuitable-Logistics
- Unsuitable-Motivation
- Unsuitable-Serious Health/Mental Health
- Unsuitable-Confirmed Cognitive Impairment
- Unsuitable-Current AOD dependency
- EPRD > 8 years—not current priority for group placement
- Recent satisfactory completion
- Suitable but prioritised for other program
- Declined group placement (specify occurrence code in appointment comment)

The procedure for determining and recording suitability is in the *Policy for Compendium Program Planning and Scheduling*. In custody, this requires completion of a Pre-Program Suitability Interview (PPSI) in OIMS. Community Corrections Officers are responsible for assessing program suitability as part of their normal case planning process in the community.

11  **Moderating the referral waitlists**

The Managers Offender Services & Programs (MOSPs) are responsible for moderating the referral waitlists for the EQUIPS suite of programs to ensure that offenders on the list are eligible and suitable for programs.

In co-operation with the Business Process Support Unit, the MOSPs will also undertake regular reviews of the reports that are run to identify processes involved in initial referral, pre-program interview and subsequent outcomes.

Where it appears that an individual who has been referred does not meet the criteria for a program, the referrer will be contacted to review their decision to refer to the program. There may be mitigating circumstances where the referral was legitimate.

If the referrer agrees that their referral was erroneous and the offender is still within their caseload, they will remove the referral.

The second review area will aim to establish and maintain the link between the original referral, the Pre-Program Suitability Interview and recording the suitable/unsuitable outcome to the final step of referring the offender to the program(s) for which they are deemed suitable.

Subsequent reviews will focus on strategies to reduce attrition by ensuring that following a withdrawal from a program, staff at the location are working with the offender to understand the reasons for withdrawal and working towards re-engagement in the program. The State-wide Programs Team will support the MOSP in all of these processes.
12 Delivery of the program suite

12.1 Standard group size

A minimum of 10 offenders is required for a program to start. While the ideal group size is 10 participants per group, a maximum of 12 offenders may be allocated to a group at any one time in custody; 16 offenders may be allocated to a group at any one time in the community.

Once commenced, a minimum of 6 offenders is required for a program to continue as per standard delivery/facilitation; however, if group numbers drop below 6, there are alternative options to completing a program. For further instruction on managing group numbers, such as programs that are scheduled to start with less than 10 participants or which fall below minimum standard of numbers of participants, see Policy for Compendium Program Planning and Scheduling.

12.2 Standard program delivery and scheduling

The standard delivery of each of the four 20 session EQUIPS programs is two sessions per week for 10 weeks. However, standard scheduling of the program should be 11 weeks to include a final week to provide feedback to the participants as per section 18 below. This feedback in the final week is not counted as program dosage or towards treatment hours, but ensures that compliance with the CSNSW Offender Programs and Facilitation Standards is met.

12.3 Options for flexibility in program delivery

The suite of EQUIPS programs has been developed in a modular format, which enables staff to deliver the program in a flexible way. This is both across all four programs in the suite and within each 20 session program.

While it is not a pre-requisite to do so, it is preferable that offenders commence their program pathway with EQUIPS Foundation (however they are still eligible for Foundation even after they have completed one of the other programs in the suite).

Flexibility within each program allows for extending the number of sessions to accommodate offenders with cognitive impairment or learning difficulties. It also enables a variety of delivery patterns, for example multiple sessions per week or two sessions per day.

13 Treatment dosage

The underlying risk principle which guides treatment dosage must be adhered to when considering the flexibility of the program. As referred to in the CSNSW Offender Program and Facilitation Standards Section 2.4, hours of treatment intensity required to match level of risk is defined as 10-20 hours for low intensity; 50-100 hours for medium intensity and more than 100 hours for high intensity programs. The evidence for effective treatment of high risk violent and sexual offenders indicates 200+ hours is required to impact on risk reduction.

In most cases an offender assessed as medium-high or high risk of re-offending should participate in a high intensity therapeutic program in custody when time to serve permits. They would address all of the identified criminogenic needs for re-offending and meet the dosage required to reduce their future risk in the one program.

In order to adhere to the risk principle, an offender assessed as medium risk should participate in two EQUIPS programs (80 hours); an offender assessed as medium-high or high risk of re-
offending who does not have sufficient time to participate in a high intensity therapeutic program in custody should participate in three or four EQUIPS programs where relevant (120-160 hours). Where an offender has a very short custodial sentence, participation in three or four programs could commence in custody and be completed in the community.

When delivering a program in a flexible manner to meet the needs of the individuals or the location, the number of hours delivered is NOT to be reduced. That is, while a program may be ‘accelerated’ (e.g. completed in less than 10 weeks) every EQUIPS program must deliver 40 hours of treatment. The minimum standard for an accelerated program is completion of the 40 hours in no less than four weeks (or five sessions per week) AND no more than two sessions of the program (four hours) are to be run in a single day. This maintains the therapeutic intent of allowing offenders to have time to process material and practice new skills. Scheduling an additional week for the facilitators to provide feedback to participants must still be included if the program is accelerated. Condensed programs (i.e. reducing the number of hours delivered) are not an acceptable method of delivery. Any deviation from the standard delivery of the programs should be discussed with the Regional Support Manager.

14 Standard facilitation model

State-wide Programs recommends a co-facilitator model. However in some cases unavailability of resources places limitations on the number of programs that can be run by adhering rigidly to this recommendation. Given this, groups should still run if an alternative model such as a single facilitator is available, providing that the single facilitator is experienced, that there is a reduction in the number of inmates/offenders (below the minimum number of participants required for a group to continue) and that Work Health and Safety issues have been addressed. Prior to the training taking place, the Cluster MOSP is to carry out a WHS inspection and complete the Manager’s Monthly Checklist contained in Appendix 5 of the Work Health & Safety Consultation Handbook.

A single facilitator model is NOT permitted for the EQUIPS Domestic Abuse program. This program always requires a co-facilitation model. Ideally there should be a male and a female facilitator but, again, where this is not possible, the use of same gender facilitators is acceptable. At least one of these two group facilitators must have significant experience, defined as a minimum of 50 hours of supervised practice in delivering men’s domestic violence behaviour change group programs. See Standard 3.2 of the Minimum Standards for Men’s Domestic Violence Behaviour Change Programs in NSW.

15 Procedure for entering partner support offers for EQUIPS Domestic Abuse

Please see Annexure 2 - Procedure for recording offers of partner support in OIMS. These instructions should be adhered to by any CSNSW staff member entering this information including Offender Services & Programs AND Community Corrections staff.

16 Administration of the pre- and post-program testing using the Measure of Criminal Attitudes and Associates (MCAA)

The administration of the MCAA is built into Session 1 Module 1 and Session 4 Module 5 of all EQUIPS programs. The instructions are contained within the program manuals. Please see Annexure 3 - Procedure for the Measure of Criminal Attitudes & Associates in OIMS.
If an offender is participating in more than one EQUIPS program concurrently the MCAA only needs to be administered at the beginning and end of the program suite rather than for each 20 session program.

### Program completions

#### 17.1 Attendance

While attendance at all EQUIPS sessions is compulsory, sometimes, due to unforeseen circumstances, some individuals may not be able to attend every session. When there is a genuine reason supported by evidence, the participant should not be penalised for an acceptable absence.

To complete a program, an offender can only miss a maximum of three (3) sessions. These sessions cannot be consecutive or from the same module. Because some facilitators run morning and afternoon sessions, it is possible for two of the sessions to be missed on one day. However if there is a third consecutive non-attendance, then the offender will generally be considered a non-completer and be removed from the group.

All efforts should be made to retain the participants for the duration of the program. During the course of the program the facilitator (and in the community the supervising Community Corrections Officer) monitors attendance and, where possible, follows up on and reinforces program content with inmates through subsequent contact or in any ongoing interviews. The facilitator uses the 01OSP: Program Support using the 'Brief Intervention program engagement' module if engaging in any contact outside the group program.

Absences must be managed in accordance with the following:

- All absences must be supported by evidence (e.g. hospital discharge papers, medical certificate, appropriate contact with employer, significant other etc).
- Attendance and reasons for non-attendance must be accurately reflected in OIMS.
- Support must be provided for offence mapping, victim impact sessions and if the offender is struggling to comprehend the material. Support can take many forms and can be provided to the group, or to individuals, by providing program worksheets for completion in between sessions; or evidence of the supervising Community Corrections Officer using the Practice Guide Interventions. The facilitator should use the 01OSP: Program Support using the ‘Brief Intervention program engagement’ module if engaging in contact outside the group program.
- For offenders attending a program in the community, professional discretion is to be used if an offender is absent for more than three sessions with a valid reason. Decisions made outside of these guidelines are to be approved by the Community Corrections Manager and clearly recorded in OIMS in the Programs Screen.

#### 17.2 Withdrawing a participant for therapeutic reasons

Where a participant’s attendance is satisfactory but their engagement or behaviour in the program indicates an absence of new learning or application of skills, consultation should occur between the CCO and the group facilitator to discuss options. Any additional support offered to the offender should be documented in case notes and in OIMS (e.g. The CCO can support the offender using the appropriate PGI modules; the group facilitator may also schedule additional individual sessions using the 01OSP: Program Support line and ‘Brief Intervention program engagement’ module if engaging in any contact outside the group program). If strategies have been implemented and
documented and there is no improvement in the individual’s performance, a decision can be made by the MOSP and Community Corrections Manager to withdraw the participant prior to completing the program. This decision should be made no later than Week Six for standard program delivery (or session 12 for an accelerated program) and reasons clearly outlined in the OIMS case notes as per Annexure 5. Should a decision be made to retain the offender in the program while their engagement and/or behaviour is managed, and they complete the required number of sessions, they should still be recorded as completing and receive a completion certificate. The final case note must clearly outline the limitations of their participation and any outstanding risk factors that have not been addressed.

17.3 Program completion documentation

As per the CSNSW Offender Program and Facilitation Standards, a standard and defensible format for case notes is required. Please see Annexure 4 - Procedure for recording EQUIPS program case notes regarding the ‘Procedure for EQUIPS case notes’ which should be used as a template. A brief case note is required at the end of each program module and a final completion case note documenting a participant’s overall progress in the program should be entered within 7 days of program completion.

Following completion of an EQUIPS program, offenders will be awarded a completion certificate. Within 7 days of program completion, the completion certificate, all five offender self-management plans and their offence map should be saved to the relevant offender case management file on EDRMS. The naming conventions for these documents are:

EQUIPS (which program) – Offence Map and Self-Management Plans – SURNAME, First name – MIN0000XXXXXX – date completed (XX/XX/XXXX)

The facilitator should identify the EDRMS reference number for these documents in the case notes so that they are visible and accessible by other CSNSW staff involved in the management of the offender.

The program evaluation form, completed by the offender, should be saved to EDRMS in the separate container for the specific EQUIPS program that was run (Foundation 16/20500; Addiction 16/20503; Aggression 16/20502; Domestic Abuse 16/20513). The naming convention for this document is:

EQUIPS (which program) – Program evaluation forms – Location - date completed (XX/XX/XXXX)

Once scanned into EDRMS, the hard copies of these documents can be destroyed.

18 Participant feedback session

On completion of the program, feedback must be given to the offender regarding their progress as outlined in the completion case note, as per the CSNSW Offender Program and Facilitation Standards.

This feedback is given during an individual session which should be scheduled in the week after the final program session is facilitated (i.e. within 7 days of the program ending). The session can be scheduled at any time that suits both facilitator and participant; however, it is strongly recommended that the participants are informed from the outset that the program is an 11 week commitment and the same group day/time can be used for feedback sessions. The focus of the session should be to review pre- and post-program assessment (i.e. MCAA) and provide feedback in regard to the offender’s progress, focusing on positive change and recommendations for further programs.

This session should be recorded in OIMS as per Annexure 7 - OIMS Steps for Recording Post-
19 **End-of-program celebrations**

Although CSNSW delivers group programs of varying lengths, end-of-program celebrations may only be held at the end of a residential therapeutic group program.

End-of-program celebrations are not to be held in custody or the community for any other Compendium program including EQUIPS or any other kind of program.

End-of-program celebrations for residential programs must be approved by the Governor, and any food or drink consumed at these celebrations must be paid for by inmates/offenders, with the approval of the Governor. All items for consumption (food and drink) must be sourced from a reputable supplier and not made at home.

20 **Repeating EQUIPS programs**

One of the underlying principles of the EQUIPS suite of programs is repetition and generalisation of skills across contexts; therefore, an offender may participate in any EQUIPS program more than once. However this should be based on an individual appraisal of the offender’s risk and needs and also resource allocation. The rationale for any re-referral should be documented in case notes, for example, whether the offender’s behaviour or attitudes remain unchanged and whether they are more motivated to participate now than when they completed the program the first time.

As a general rule, repetition within a 12 month period is not recommended at the expense of untreated, shorter sentenced offenders, i.e. do not prioritise a previously treated offender (albeit with limited gains) over an eligible medium to high risk offender who has not received any treatment at all.

However if there is evidence an offender’s behaviour has deteriorated (e.g. institutional charges) or there has been a significant change in circumstances (e.g. they are now in the community and there is evidence of escalation of live risk factors) they may need immediate intervention and can repeat the EQUIPS program within a 12 month period. Document the rationale for inclusion in a program in case notes.

It is also not necessary for an offender who has participated in a custody-based intensive program such as VOTP or IDATP to participate in EQUIPS, particularly if once released to the community they continue to have contact with maintenance providers. Any referral of such inmates should be discussed with their primary treatment provider (e.g. VOTP or VOTP Maintenance).

21 **Required training**

The following training is required to facilitate the EQUIPS suite of programs:

- Group Work Facilitation (OPTGWF2), provided by Brush Farm Academy, or equivalent to that provided in the Plan and Conduct Group Activities Course (CHCGROUP403D), or similar qualifications from a registered training organisation.
- Creative Group Work Skills - 2 blocks of 3 days each (total of 6 days), delivered by the State-wide Programs Team.
• Introduction to Cognitive-Behavioural Therapy (CBT) – 1 day, delivered by the State-wide Programs Team
• EQUIPS Foundation – 2 days, delivered by the State-wide Programs Team
• EQUIPS Addiction, Aggression or Domestic Abuse – 1 additional day each, delivered by the State-wide Programs Team

Individuals who have not completed training may still facilitate a group if:

• they are paired with a trained and experienced co-facilitator – as determined by the MOSP, the RSM or State-wide Programs; and
• they are scheduled to complete training within the following six month period

22 Program integrity and quality assurance process

22.1 Program development workshops

To support program integrity and to monitor quality assurance, the State-Wide Programs team will offer Program Development Workshops.

The workshops are linked to the CSNSW Offender Program and Facilitation Standards (D14/404041) which support best practice in program delivery. In order to effectively run programs, staff are required to attend. Managers will be informed of staff member attendance requirements.

These workshops will be structured to assist staff in the delivery of program content, to support ongoing skill development and to discuss best practice when working with offenders in a group context.

The State-Wide Programs Team will be responsible for preparing for these workshops which will ensure ongoing support and learning. Staff will be provided with a template to indicate topics prior to the session. The minutes from these workshops should be saved into EDRMS container 15/58365 (Program Development Workshop Minutes).

22.2 Program debriefs

The State-Wide Programs Team has developed a sequential structured debrief interview process to assist staff in reflecting on their personal skills and working relationships. These debriefs can be administered by an employee outside of the facilitation team, e.g. SAPO/SSAPO/MOSP or Program Development Officer. The EDRMS reference for the program debrief template is D15/154647.

22.3 Program observations

In order to assist with quality assurance, the State-Wide Programs Team has also developed a Program Observation and Support Form (D17/489456) which offers structured feedback. The process will assist individuals to recognise their strengths in program facilitation and identify opportunities for learning.

All of the completed documents that form part of this process remain confidential between the participating facilitator and staff from the State-Wide Programs Team and Management.
This policy applies to all staff involved in the implementation, delivery and integrity monitoring of the EQUIPS suite of programs across custodial and community corrections.
## 24 Definition of terms

<table>
<thead>
<tr>
<th>Terms</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>AOD</td>
<td>Alcohol and Other Drugs</td>
</tr>
<tr>
<td>CALD</td>
<td>Culturally and Linguistically Diverse</td>
</tr>
<tr>
<td>CBT</td>
<td>Cognitive-Behavioural Therapy</td>
</tr>
<tr>
<td>CCO</td>
<td>Community Corrections Officer</td>
</tr>
<tr>
<td>ComCor</td>
<td>Community Corrections</td>
</tr>
<tr>
<td>EDRMS</td>
<td>Electronic Document Records Management System</td>
</tr>
<tr>
<td>EQUIPS</td>
<td>Explore, Question, Understand, Investigate, Practise, Succeed</td>
</tr>
<tr>
<td>ERD</td>
<td>Earliest release date</td>
</tr>
<tr>
<td>GBH</td>
<td>Grievous bodily harm</td>
</tr>
<tr>
<td>LSI-R</td>
<td>Level of Service Inventory-Revised</td>
</tr>
<tr>
<td>MOU</td>
<td>Memorandum of Understanding</td>
</tr>
<tr>
<td>OIMS</td>
<td>Offender Integrated Management System</td>
</tr>
<tr>
<td>PPSI</td>
<td>Pre-Program Suitability Interview</td>
</tr>
<tr>
<td>SAPO</td>
<td>Services and Programs Officer</td>
</tr>
<tr>
<td>WHS</td>
<td>Work Health and Safety</td>
</tr>
</tbody>
</table>

## 25 Documents and forms referenced in this policy

<table>
<thead>
<tr>
<th>EDRMS Reference</th>
<th>Document Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>D13/644938</td>
<td>Worked example record outcome Pre-Program suitability interview</td>
</tr>
<tr>
<td>D14/404041</td>
<td>CSNSW Offender Program and Facilitation Standards</td>
</tr>
<tr>
<td>D14/444958</td>
<td>Policy for Compendium Program Planning and Scheduling</td>
</tr>
<tr>
<td>D15/005597</td>
<td>Weekly EQUIPS list of candidates Foundation</td>
</tr>
<tr>
<td>D15/005603</td>
<td>Weekly EQUIPS list of candidates Addiction</td>
</tr>
<tr>
<td>D15/005617</td>
<td>Weekly EQUIPS list of candidates Domestic Abuse</td>
</tr>
<tr>
<td>D15/012816</td>
<td>Weekly EQUIPS list of candidates Aggression</td>
</tr>
<tr>
<td>D15/154647</td>
<td>Program Debrief Template</td>
</tr>
<tr>
<td>D15/556098</td>
<td>New PDT - Program Decision Tree - V2.1 August 2016</td>
</tr>
<tr>
<td>D16/582332</td>
<td>MIN Summary Overview</td>
</tr>
<tr>
<td>D17/482775</td>
<td>Policy for Implementation and Recording of State-wide Programs Remand Interventions</td>
</tr>
<tr>
<td>D17/489456</td>
<td>Program Observation and Support Form</td>
</tr>
<tr>
<td>Version</td>
<td>Date</td>
</tr>
<tr>
<td>---------</td>
<td>------------</td>
</tr>
<tr>
<td>1.0</td>
<td>02/07/2015</td>
</tr>
<tr>
<td>1.1</td>
<td>04/08/2016</td>
</tr>
<tr>
<td>1.2</td>
<td>02/11/2016</td>
</tr>
<tr>
<td>1.3</td>
<td>08/12/2016</td>
</tr>
<tr>
<td>1.4</td>
<td>15/12/2016</td>
</tr>
<tr>
<td>1.5</td>
<td>28/07/2017</td>
</tr>
</tbody>
</table>
27  Annexures

27.1  Annexure 1 - Australian and New Zealand Standard Offence Classification (Anzsoc) Codes

Below is a summary of the offence type categories. Full details of this classification system can be obtained by going to the ANZSOC Index on the Australian Bureau of Statistics website and selecting the relevant section.

27.1.1  Division Titles

Following are the Division Titles. The main purpose of the divisional level is to provide a limited number of categories that provide a broad overall picture of offence types. For the purpose of program eligibility, a violent offence is any of those within the following categories:

- Homicide and related offences
- Acts intended to cause injury
- Dangerous or negligent acts endangering persons
- Abduction, harassment and other offences against the person
- Robbery, extortion and related offences

A sexual offence is:

- Sexual assault and related offences

Following are more general offence categories:

- Unlawful entry with intent/burglary, break and enter
- Theft and related offences
- Fraud, deception and related offences
- Illicit drug offences
- Prohibited and regulated weapons and explosives offences
- Property damage and environmental pollution
- Public order offences
- Traffic and vehicle regulatory offences
- Offences against government procedures, government security and government operations
- Miscellaneous offences
27.2 Annexure 2 – Procedure for recording offers of partner support in OIMS

The offer of partner support must be recorded as an appointment in OIMS under the service line Offer Partner Support (DV Standards).

Before entering any data, use Table 1 Additional Notes at the end of these instructions to guide selection of Module and composition of free-text comments.

27.2.1 Summary of OIMS steps

1. Go to OIMS main menu>>Programs&Services>>Accredited Programs>>Offender Programs and Evaluation Measures screen
2. Enter MIN and execute query.
3. Insert new record line & select Offer Partner Support (DV Standards) from the List of Values (LOV).
4. Click on appointments tab and enter appointment
   a. enter date/time of action (refer to Table 1 Additional Notes).
   b. Enter Type as ‘Program session’
   c. Enter Location as offender location.
   d. Staff name will auto-populate.
   e. Enter Phase as Offer Partner Support (DV Standards).
   f. Select the required Module from the LOV (refer to Table 1 Additional Notes).
   g. Enter comment (refer to Table 1 Additional Notes).
   h. Save.
   i. Copy the comment (using Ctrl+C).
   j. Click on the Confirm Attendance LOV and select Offender Not Required.
   k. Save.
5. In the Program/Services block, highlight the Offer Partner Support (DV Standards) service line.
   a. Click on the Update Program Status button.
   l. Select Service Referral Completed from the Status LOV.
   m. In the Comment, paste the previously copied comment (Ctrl+V).
   n. Save. This action will auto-populate the comment and status change to Case Notes.

27.2.2 Worked example to record offer of partner support

The offer of partner support must be recorded as an appointment in OIMS under the service line Offer Partner Support (DV Standards).

Before entering any data, use Table 1 Additional Notes at the end of these instructions to guide selection of Module and composition of free-text comments.

1. Go to OIMS main menu>>Programs&Services>>Accredited Programs>>Offender Programs and Evaluation Measures screen
2. Enter MIN and execute query.
3. In the Programs/Services block, click in the existing records and insert new record line (Ctrl+↓).
4. Click on the list of values (LOV) and find **Offer Partner Support (DV Standards)** in the list (type “off” & find to filter list). Click to highlight it and click OK.

5. Click on appointments tab.
6. Enter date/time of final event outcome (refer to Table 1 Additional Notes to guide your selection). Enter Type as ‘Program session’ and Location as offender location. Staff name will auto-populate. Enter Phase as Offer Partner Support (DV Standards).

7. In Module field—click on the LOV and select the required outcome (refer to Table 1 Additional Notes to guide your selection).

8. Enter comment (refer to Table 1 Additional Notes to guide your composition of comment). Save (Ctrl+S).

9. After the Save, the comment will be fully highlighted. Copy the comment using Ctrl+C on your keyboard (we will use this copied comment later).
10. Click on the Confirm Attendance LOV and select *Offender Not Required*.

11. Save (Ctrl+S).

12. Next, conclude the Partner Support Offer action. In the Program/Services block highlight the *Offer Partner Support (DV Standards)* service line. Click on the **Update Program Status** button.

13. From the Status LOV, highlight Service Referral Completed. Click OK.
14. In the **Comment**, paste the previously copied comment (Ctrl+V on your keyboard). If this does not paste correctly, just re-enter the previously typed comment  Save (Ctrl+S).

15. This action will auto-populate to Case Notes (Case Management>>CaseNotes)

### Table 1 - Additional notes

A guide for selection of the correct item from the module LOV and composition of appointment and update status comments

<table>
<thead>
<tr>
<th>Module value</th>
<th>Use when</th>
<th>Comment to be entered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accepted offer – ref</td>
<td>Partner has accepted a referral for support to Victims Services</td>
<td>Partner accepted offer of support. Partner details forwarded to Victims Services</td>
</tr>
<tr>
<td>Victims Services</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accepted offer – ref</td>
<td>Partner has accepted an offer of support to a support service that has a memorandum of understanding with a Corrective Services Community Corrections Office to provide support services.</td>
<td>Partner accepted offer of support. Partner details forwarded to the service with a memorandum of understanding with Corrective Services.</td>
</tr>
<tr>
<td>MOU provider</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Offer Status</td>
<td>Description</td>
<td>Notes</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Accepted offer – ref to other service provider</strong></td>
<td>Partner accepts a referral to a Service other than Victims Services or a Service that has a Memorandum of Understanding with a Corrective Services Community Corrections Office</td>
<td>Partner accepted offer of support. Partner details forwarded by to other support service.</td>
</tr>
<tr>
<td><strong>Declined offer – service refused</strong></td>
<td>Partner declines to receive a support service</td>
<td>Partner declined offer of support. State reason if it is given by partner.</td>
</tr>
<tr>
<td><strong>Declined-already engaged in a service</strong></td>
<td>Partner already identifies they are receiving a support service</td>
<td>Partner informed that they are already receiving an appropriate support service. Record name of Service if partner is willing to disclose.</td>
</tr>
<tr>
<td><strong>Attempt to contact partner unsuccessful</strong></td>
<td>Attempt to contact partner is unsuccessful (it might be prudent to do a separate appointment record for each date/time attempts made)</td>
<td>In comments record reason. For example: • Message left on voicemail • Message left with third party • Number did not answer (ensure reasonable attempts made at varied days/times) • Invalid number – no further attempts made • Third party answered call, partner not known at this number</td>
</tr>
<tr>
<td><strong>No current partner - no offer of support required</strong></td>
<td>An offender identifies that they do not have a current partner</td>
<td>No current partner identified</td>
</tr>
<tr>
<td><strong>Current partner details NOT disclosed</strong></td>
<td>An offender does not disclose the details of their current partner</td>
<td>Offender refuses to disclose the details of a current partner.</td>
</tr>
</tbody>
</table>
27.3 Annexure 3 – Procedure for the Measure of Criminal Attitudes & Associates (MCAA)

The MCAA is administered with all offenders/inmates who participate in any of the EQUIPS suite of programs.

It is the responsibility of the officer facilitating that particular EQUIPS program to enter the MCAA information on OIMS. The MCAA must be entered on OIMS within 2 weeks of the start of the program/administration of assessment. Once the MCAA is accurately entered into OIMS the hard copy document may be destroyed.

Below are step-by-step instructions on how to enter the MCAA on OIMS.

The MCAA is a two part assessment

- Part A is the Criminal Friends Index,
- Part B is the Measure of Criminal Friends and Attitudes

Each part of the assessment has its own line in the Assessments section of OIMS. In order for OIMS to generate a report, both Part A and Part B must be entered in OIMS.

In the event that a question has not been answered by an inmate/offender, that part of the MCAA is still entered on OIMS. In the Assessment section it will not show a raw score or the calculated result. Even though the calculated result comes up as “incomplete” the MCAA report captures information entered.

27.3.2 Enter the MCAA on OIMS

In OIMS go to Case Management → Assessment/Approval
In the Offender Assessment Section click on the drop down arrow and click on *Criminal Friends MCAA Part A* then click on OK.

Click on Questionnaire.

The following screen will appear.
Enter information as per the paper copy assessment.

Once all information from MCAA part one has been entered on OIMS,

Click on complete and then Save.

Return to the Assessment screen. You will notice that the information entered has now been saved under Assessments.
In this case the Criminal Friends Index is Elevated (score of 20).

To enter Part B of the MCAA, follow the same process as above. In the Drop down, click on Criminal Attitudes MCAA Part B.

Once MCAA Part A and Part B have been entered on OIMS, return to the Assessment Screen.

To print the MCAA report, click on Print.

There is no need to keep the hard copy of the test form once this procedure has been followed and it may be destroyed.
27.4 Annexure 4 - Procedure for recording EQUIPS programs case notes

The State-Wide Programs team have developed a standardised framework to assist staff to make and record defensible case notes regarding program participation.

The facilitator can change the information in the first column, based on the content in the session that day. Staff can consider which of the five options are the most appropriate for the participant and use this as a guide for session case notes. Specific information will help you complete your final case note. The final Case Note is to be done in OIMS for each participant.

27.4.1 Participant session notes

Clear examples are provided below of how to record your group member’s participation and understanding of each module of the program.

The facilitator can change the information in the first column, based on the content in the session that day. Staff can consider which of the five options are the most appropriate for the participant and use this as a guide for session case notes. Specific information will help you complete your final case note. The final Case Note is to be done in OIMS for each participant.

<table>
<thead>
<tr>
<th>EXAMPLES OF WORDING OF CASE NOTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>These concepts were discussed in the session today:</td>
</tr>
<tr>
<td>OPTION 1 Demonstrated understanding of the concepts</td>
</tr>
<tr>
<td>OPTION 2 Opportunities for further learning</td>
</tr>
<tr>
<td>OPTION 3 No clear observation at this time</td>
</tr>
<tr>
<td>OPTION 4 Participant has minimal understanding at this time</td>
</tr>
<tr>
<td>OPTION 5 Participant understands intellectually but cannot apply it at this time</td>
</tr>
</tbody>
</table>

Examples:
- Core Beliefs
- CB mapping
- Self-management planning

Participant understood and could give examples that related to his/her behaviour
E.g.: could use the CB map to generate alternative thinking during conflict

Participant struggled with the concept but could see how it might apply to general behaviour
E.g.: could see how core beliefs affect behaviour but did not relate to self

Participant was quiet and did not offer any contribution that demonstrated understanding of this concept
E.g.: limited input in group today

Could not link the learning to his/her own behaviour
Having trouble settling into the group
E.g.: did not understand the learning and could not apply to self

Participant is not demonstrating a willingness to make changes needed to decrease risk of reoffending despite understanding the concepts discussed in group
E.g.: understands the topic with no demonstrated connection to offending behaviour
### 27.4.2 Risk principle

<table>
<thead>
<tr>
<th>Risk</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>What is the level of risk (as determined by the LSIR)?</td>
<td>Medium/High Risk</td>
</tr>
<tr>
<td>What are the protective factors that decrease level of risk?</td>
<td>As part of the final self-management plan, what did the participant identify as strengths that will stop him from reoffending</td>
</tr>
</tbody>
</table>

### 27.4.3 Treatment targets

<table>
<thead>
<tr>
<th>Need</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>What needs were identified as treatment targets for this offender? Consider both LSI-R and observations in group. Which ones were important factors for the offender?</td>
<td>The LSI-R identifies the following needs:</td>
</tr>
<tr>
<td></td>
<td>• History of anti-social behaviour</td>
</tr>
<tr>
<td></td>
<td>• Anti-social personality</td>
</tr>
<tr>
<td></td>
<td>• Anti-social attitudes</td>
</tr>
<tr>
<td></td>
<td>• Anti-social peers</td>
</tr>
<tr>
<td></td>
<td>• Relationships</td>
</tr>
<tr>
<td></td>
<td>• Education/Employment</td>
</tr>
<tr>
<td></td>
<td>• Leisure/Recreation</td>
</tr>
<tr>
<td></td>
<td>• Substance Use</td>
</tr>
<tr>
<td>Offence mapping and Self-Management Plans indicate:</td>
<td>• Impulsivity – stop and think strategies such as mindfulness.</td>
</tr>
<tr>
<td></td>
<td>• Dealing with Stress – e.g. going for a walk, seeking counselling etc.</td>
</tr>
</tbody>
</table>

### 27.4.4 Responsivity principle

<table>
<thead>
<tr>
<th>Responsivity</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>What are the known Responsivity issues for this offender?</td>
<td>• Learning Disability (issues with reading and writing)</td>
</tr>
<tr>
<td></td>
<td>• Single parent with a young family</td>
</tr>
<tr>
<td></td>
<td>• Female</td>
</tr>
<tr>
<td></td>
<td>• Aboriginal</td>
</tr>
<tr>
<td></td>
<td>• Cultural background</td>
</tr>
<tr>
<td>What further action is required and how to link to risk and need?</td>
<td>The participant had comprehension issues and has been referred to SDS for assessment. This may improve educational and employment opportunities, a known criminogenic need for this participant.</td>
</tr>
</tbody>
</table>
### 27.4.5 Recommendation

<table>
<thead>
<tr>
<th><strong>Recommendation</strong></th>
<th><strong>Example</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Taking into consideration all the risk, need and responsivity identified, what if any are the outstanding treatment needs for this offender?</td>
<td>An example would be: anti-social attitudes to women not significantly addressed in this program</td>
</tr>
<tr>
<td>What follow-up is required?</td>
<td>Referral to another program</td>
</tr>
<tr>
<td></td>
<td>EQUIPS Aggression</td>
</tr>
</tbody>
</table>
27.5 Annexure 5 - OIMS steps for recording post program EQUIPS feedback session

The Post Program EQUIPS feedback session must be recorded as an appointment in OIMS under the service line Post Program EQUIPS feedback session.

Before entering any data, use Table 2 at the end of these instructions to guide selection of Module and composition of free-text comments.

27.5.1 Summary of OIMS steps

1. Go to OIMS main menu>>Programs&Services>>Accredited Programs>>Offender Programs and Evaluation Measures screen
2. Enter MIN and execute query.
3. Insert new record line and select Post Program EQUIPS feedback session from the List of Values (LOV).
4. Click on appointments tab and enter appointment
   a. Enter date/time of appointment
   b. Enter Type as ‘Program session’
   c. Enter Location as offender location.
   d. Staff name will auto-populate.
   e. Enter Phase as Post Program EQUIPS feedback session.
   f. Select the required Module from the LOV (refer to Table 2).
   g. Enter comment (refer to Table 2).
   h. Save.
   i. Copy the comment (using Ctrl+C).
   j. Click on the Confirm Attendance LOV and select required attendance outcome
   k. Save.
5. In the Program/Services block, highlight the Post Program EQUIPS feedback session service line.
   a. Click on the Update Program Status button.
   b. Select Service Referral Completed from the Status LOV.
   c. In the Comment, paste the previously copied comment (Ctrl+V).
   d. Save. This action will auto-populate the comment and status change to Case Notes.

27.5.2 Worked example to record post program EQUIPS feedback session

The Post Program EQUIPS feedback session must be recorded as an appointment in OIMS under the service line Post Program EQUIPS feedback session.

Before entering any data, use Table 2 at the end of these instructions to guide selection of Module and composition of free-text comments.
1. Go to OIMS main menu >> Programs & Services >> Accredited Programs >> Offender Programs and Evaluation Measures screen

2. Enter MIN and execute query

3. In the Programs/Services block, click in the existing records and insert new record line (Ctrl + ).

4. Click on the list of values (LOV) and find *Post Program EQUIPS feedback session* in the list. Click to highlight it and click OK. (Quick filter tip: click directly into the field and type "post" and tab to go directly to the correct item)

![Programs / Services Table]

5. Click on the appointments tab.

![Appointments Tab]

6. Enter date/time of the feedback session (refer to Table 2 to guide your selection). Enter **Type** as 'Program session' and **Location** as offender location. Staff name will auto-populate. Enter **Phase** as *Post Program EQUIPS feedback session*.

![Appointments Details]

7. In **Module** field— click on the LOV and select the required outcome (refer to Table 2 to guide your selection). **WARNING:** Make sure you select the module relating to the correct program (in the example below, the feedback related to EQUIPS Aggression).
8. Enter comment (refer to Table 2 to guide your composition of the comment). Save (Ctrl+S).

9. After the Save, the comment will be fully highlighted. Copy the comment using Ctrl+C on your keyboard (we will use this copied comment later).

10. Click on the **Confirm Attendance** LOV and select required attendance outcome.

11. Save (Ctrl+S).

12. Next, close off the service line. In the Program/Services block highlight the **Post Program EQUIPS feedback session** service line. Click on the **Update Program Status** button.
13. From the Status LOV, highlight Service Referral Completed. Click OK.

14. In the Comment, paste the previously copied comment (Ctrl+V on your keyboard). If this does not paste correctly, just re-enter the previously typed comment. Save (Ctrl+S).

15. This action will auto-populate to Case Notes (Case Management>>CaseNotes)
### Table 2 - Guide for dates/times/modules/comments/attendance outcome and update status

<table>
<thead>
<tr>
<th>Date &amp; time</th>
<th>Module value</th>
<th>Use when</th>
<th>Comment to be entered in appt (copy/paste to Update Program Status comment)</th>
<th>Attendance outcome</th>
<th>Update Program status</th>
<th>Update Program status comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Actual attendance time &amp; date</td>
<td>EQF feedback provided – Foundation</td>
<td>Offender attended and received feedback about recent completion of EQUIPS Foundation</td>
<td>Summary of key points of feedback session</td>
<td>Attended</td>
<td>Service Referral Completed</td>
<td>Summary of key points of feedback session</td>
</tr>
<tr>
<td>Date &amp; time decline/refuse expressed</td>
<td>EQF decline/refuse feedback – Foundation</td>
<td>Offender declines/refuses offer of feedback about recent completion of EQUIPS Foundation (either by expression or outright failure to attend arranged session).</td>
<td>Declined offer of feedback session OR Refused offer of feedback session OR “Failed to attend-non compliant” if failed to attend arranged session</td>
<td>“Attended” - if offender in your presence when declined/refused OR “Failed to attend-non compliant” if failed to attend arranged session</td>
<td>Abandoned</td>
<td>Declined offer of feedback session OR Refused offer of feedback session OR Failed to attend arranged feedback session</td>
</tr>
<tr>
<td>Actual attendance time &amp; date</td>
<td>EQAD feedback provided – Addiction</td>
<td>Offender attended and received feedback about recent completion of EQUIPS Addiction</td>
<td>Summary of key points of feedback session</td>
<td>Attended</td>
<td>Service Referral Completed</td>
<td>Summary of key points of feedback session</td>
</tr>
<tr>
<td>Date &amp; time decline/refuse expressed</td>
<td>EQAD decline/refuse feedback – Addiction</td>
<td>Offender declines offer of feedback about recent completion of EQUIPS Addiction</td>
<td>Declined offer of feedback session OR Refused offer of feedback session OR “Failed to attend-non compliant” if failed to attend arranged session</td>
<td>“Attended” - if offender in your presence when declined/refused OR “Failed to attend-non compliant” if failed to attend arranged session</td>
<td>Abandoned</td>
<td>Declined offer of feedback session OR Refused offer of feedback session OR Failed to attend arranged feedback session</td>
</tr>
<tr>
<td>Date &amp; time</td>
<td>Module value</td>
<td>Use when</td>
<td>Comment to be entered in appt (copy/paste to Update Program Status comment)</td>
<td>Attendance outcome</td>
<td>Update Program status</td>
<td>Update Program status comment</td>
</tr>
<tr>
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</tr>
<tr>
<td>Actual attendance time &amp; date</td>
<td>EQAG feedback provided - Aggression</td>
<td>Offender attended and received feedback about recent completion of EQUIPS Aggression</td>
<td>Summary of key points of feedback session</td>
<td>Attended</td>
<td>Service Referral Completed</td>
<td>Summary of key points of feedback session</td>
</tr>
<tr>
<td>Date &amp; time decline/refuse expressed OR If failed to attend session record date/time of arranged session</td>
<td>EQAG decline/refuse feedback – Aggression</td>
<td>Offender declines offer of feedback about recent completion of EQUIPS Aggression</td>
<td>Declined offer of feedback session OR Refused offer of feedback session OR Failed to attend arranged feedback session</td>
<td>Abandoned</td>
<td>Declined offer of feedback session OR Refused offer of feedback session OR Failed to attend arranged feedback session</td>
<td></td>
</tr>
<tr>
<td>Actual attendance time &amp; date</td>
<td>EQDA feedback provided – Domestic Abuse</td>
<td>Offender attended and received feedback about recent completion of EQUIPS Domestic Abuse</td>
<td>Summary of key points of feedback session</td>
<td>Attended</td>
<td>Service Referral Completed</td>
<td>Summary of key points of feedback session</td>
</tr>
<tr>
<td>Date &amp; time decline/refuse expressed OR If failed to attend session record date/time of arranged session</td>
<td>EQDA decline/refuse feedback – Domestic Abuse</td>
<td>Offender declines offer of feedback about recent completion of EQUIPS Domestic Abuse</td>
<td>Declined offer of feedback session OR Refused offer of feedback session OR Failed to attend arranged feedback session</td>
<td>Abandoned</td>
<td>Declined offer of feedback session OR Refused offer of feedback session OR Failed to attend arranged feedback session</td>
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</tr>
<tr>
<td>Date &amp; time</td>
<td>Module value</td>
<td>Use when</td>
<td>Comment to be entered in appt (copy/paste to Update Program Status comment)</td>
<td>Attendance outcome</td>
<td>Update Program status</td>
<td>Update Program status comment</td>
</tr>
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</tr>
<tr>
<td>Actual attendance time &amp; date</td>
<td>EQModG feedback provided – Gurnang Modified</td>
<td>Offender attended and received feedback about recent completion of EQUIPS Gurnang Modified</td>
<td>Summary of key points of feedback session</td>
<td>Attended</td>
<td>Service Referral Completed</td>
<td>Summary of key points of feedback session</td>
</tr>
<tr>
<td>Date &amp; time decline/refuse expressed</td>
<td>EQModG</td>
<td>Offender declines offer of feedback about recent completion of EQUIPS Gurnang Modified</td>
<td>Declined offer of feedback session OR Refused offer of feedback session OR Failed to attend arranged feedback session</td>
<td>Abandoned</td>
<td>Declined offer of feedback session OR Refused offer of feedback session OR Failed to attend arranged feedback session</td>
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<tr>
<td>OR If failed to attend session record date/time of arranged session</td>
<td></td>
<td></td>
<td>“Attended” - if offender in your presence when declined/refused OR “Failed to attend-non compliant” if failed to attend arranged session</td>
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</tr>
</tbody>
</table>