



COMMUNITY INSTRUCTION	Aboriginal and Torres Strait Islander client food vouchers and bus tickets
COMMUNITY INSTRUCTION NO.	C35.5
SCOPE	Community Corrections

PURPOSE

To provide Community Corrections staff with instructions for providing food vouchers and/or bus tickets to Aboriginal and Torres Strait Islander clients who require assistance, such as financial hardship and/or transport difficulties.

PROCEDURES

1 Suitability and operation

- 1.1 Bus tickets or food voucher provision to Aboriginal and Torres Strait Islander clients is to be considered among a range of case management strategies to address client risk, need and responsivity.
- 1.2 There is no assessment for financial hardship. Community Corrections Officers (CCO) will decide to issue tickets and/or vouchers, when they consider that the client may be assisted by their provision, or in the event a client specifically requests tickets and/or vouchers.
- 1.3 Tickets and/or vouchers will be allocated to the Community Corrections Administration Team by the Throughcare Team and replenished periodically as needed.
- 1.4 The CCO will check records (such as case notes or records kept by the Administration Team) to ascertain the history of previous tickets and/or voucher provision and assess the appropriate use of the resources. It is up to the CCO to determine if the client has been over-utilising tickets and/or food vouchers.
- 1.5 If it is established that a client has been misusing or over-utilising those resources, it will be discussed with the client as part of the case management process. Specific attention will be given to the financial management, impulsivity (attitude/orientation) and other risk presentations of the client.
- 1.6 The CCO will request tickets and/or vouchers from the Administration officers. Details of the client (name, personal identification (PID) number) will be recorded on a record proforma, as well as the serial number/s of the vouchers and/or tickets provided.
- 1.7 The CCO will issue the tickets and/or vouchers to the client. If serious financial hardship is being experienced, the CCO will issue tickets and/or vouchers along with the details of other food or assistance providers.
- 1.8 All tickets and/or vouchers issued by CCOs must be case noted as per the Case Note Policy.

RELATED DOCUMENTS AND FORMS

- Case Note Policy



Bruno Aloisi
A/g Assistant Commissioner
ACT Corrective Services

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Document details

Criteria	Details
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Version Control			
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