

CORRECTIONAL OFFICER

APPLICANT INFORMATION BROCHURE



January 2020 Recruitment

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1.0 INTRODUCTION

Thank you for your interest in becoming a Correctional Officer (“CO”) with The GEO Group at Junee Correctional Centre. This brochure contains important information about the role of a Correctional Officer, the function of the Junee Correctional Centre, as well as instructions in relation to the recruitment process.

1.1 The GEO Group Australia Pty Ltd

The GEO Group Australia Pty Ltd is a subsidiary of the US-based The GEO Group, Inc. GEO is one of the largest and most experienced correctional service agencies in the world; and is active in the USA, Canada, Australia, South Africa and United Kingdom.

The GEO Group Australia was established in the early 1990’s to provide correctional and health services to both State and Federal governments and currently operates under four contracts:

- Junee Correctional Centre - NSW
- Arthur Gorrie Correctional Centre - Brisbane, QLD
- Fulham Correctional Centre – Victoria
- Ravenhall Correctional Centre – Victoria

The GEO Group Australia is the country's leading provider of outsourced correctional services, operating in NSW, QLD and VIC. Our goal is to deliver better corrections, and in doing so, create safer communities. As a Registered Training Provider (number 3570), GEO offers a wide variety of training programs which are nationally accredited.

1.2 Junee Correctional Centre

Junee Correctional Centre is a medium and minimum security correctional centre for males located 400km south west of Sydney and 40km from Wagga Wagga in the Riverina region.

Opened in 1993, Junee Correctional Centre was the first privately operated correctional Centre in NSW. The Centre can accommodate up to 853 male offenders (713 in medium security and 140 in minimum security), and 4 female offenders.

The GEO Group Australia currently employs approximately 365 people at the Junee Centre; with additional on-site employment provided by contractors including TAFE NSW Riverina Institute.

1.3 Centre Expansion

Junee Correctional Centre is currently undergoing an expansion which will see it transition to a maximum security Centre, housing up to an additional 480 maximum security offenders. This expansion will create a number of new employment positions at the Centre, providing exciting new career opportunities for people looking for a career in Corrections.

2.0 RECRUITMENT PROCESS

The Correctional Officer (CO) recruitment is a comprehensive process that normally takes around 16 weeks from the first advertisement to the commencement of the Pre Service Training Course (PSTC).

Please be advised that if an applicant is unsuccessful at any stage of the selection process, no formal (written) advice is provided until the entire process has been completed. This may take some time due to the complex nature of the selection process. However, after each stage of assessment, applicants can phone Human Resources Officer, Sarah Bishop on 02 6930 5583 or contact via email jccrecruitment@geogroup.com.au for an update on the progress of your application.

The following outlines the application and recruitment process:

- Stage 1 Submit Application – Online Questionnaire and Resume**
- Stage 2 Information Session and Aptitude Testing (in relation to Literacy, Numeracy and Report Writing)**
- Stage 3 Online Psychometric Profiling**
- Stage 4 Individual Interviews**
- Stage 5 Reference Checks**
- Stage 6 Pre-employment Medical Screen, Fitness Assessment and Drug and Alcohol Screen**
- Stage 7 National Criminal History Check (including fingerprinting), Uniform Fitting and Payroll Documentation**
- Stage 8 Offer of Employment (to commence the Pre Service Training Course)**
- Stage 9 Successful completion of Pre Service Training Course. Commence as a qualified Correctional Officer**

Notes: The GEO Group does not require applicants to address written selection criteria. The selection criteria will be assessed throughout the various recruitment stages.

Offers of Employment are only made to those applicants who are successful at every stage of the selection process.

3.0 WORKING AS A CORRECTIONAL OFFICER

3.1 Overview

Junee Correctional Centre (JCC) currently caters for two classifications of offenders: medium security and minimum security classifications. JCC also houses maximum security and female offenders on remand. Whilst in the Centre, offenders have the opportunity to participate in education and training, criminogenic and non-criminogenic programs, sport and recreation activities, industries and reintegration activities.

Offenders include those that have been sentenced, those held on remand and those who are appealing their sentences. In this brochure sentenced, remandees and appellants are all referred to as offenders.

The GEO Group is committed to its mission of *'to be the leader and supplier of choice in the provision of quality outsourced services in our chosen markets, supported by dedicated people who look upon GEO as their employer of choice'*.

At Junee Correctional Centre, GEO currently employs approximately 245 custodial staff and 120 non-custodial staff members.

3.2 Type of Work

The job profile of a CO, outlining the type of duties they perform, is enclosed as part of this information package (page 7).

CO's are responsible for the safe, secure and humane management of offenders, the safety and security of the Centre, and the case management of offenders. CO's play a vital role in encouraging offenders to participate in programs and activities, as well as preparing them for their release by encouraging participation in employment and reintegration-related activities. CO's are the primary role model for offenders.

The role of a CO includes:

- Dealing face-to-face with offenders on a daily basis;
- Helping offenders resolve their issues and access the support they need;
- Managing the health safety and security of offenders;
- Ensuring that offenders adhere to Centre rules and regulations

The role of a CO is diverse and has been described as someone who is a teacher, counsellor, security specialist, role model, manager and social worker. The role of CO can be very rewarding but is also very challenging.

3.3 Conditions of Employment

All CO's are employed under the terms of the JCC Correctional Officers Enterprise Agreement 2018.

Whilst completing the nine-week Pre Service Training Course (PSTC), Trainee CO's are engaged on a Fixed Term contract. The hours are generally Monday to Friday, 8am until 4pm, with one 6 hour day per week (equating to a 38 hour week). A limited number of early starts; later finishes and weekend shifts are also required during the PSTC.

Upon the successful completion of the PSTC, participants are classed as Level 1 Correctional Officers. CO's remain on Level 1 until they successfully complete their CSC30115 Certificate III in Correctional Practice. This is generally completed within 12-24 months. At this point CO's progress to Level 2, and remain at Level 2 for 12 months. At the conclusion of this 12 month period, CO's then progress to Level 3. This is the highest level of non-supervisory officer at JCC.

The *general** progression for CO's is:

- Pre Service Training Course: Nine (9) weeks full time. Full-time, fixed-term contract.
- Whilst undertaking CSC30115 Certificate III in Correctional Practice (average 6-12 months): Normally employed on a "Part Time / Call Out" basis.
- Approx. 12 - 24 months after Pre Service Course graduation: Will normally progress to work on a Full Time basis.

* *The average for most employees.*

In the context of the current expansion, we require a number of additional Correctional Officer's to manage the increased inmate numbers, it is expected that there may be an opportunity to gain Permanent full time employment in a significantly quicker timeframe than outlined above.

Whilst employed in a "Part Time / Call Out" capacity, new staff members are engaged mainly to cover shifts when the full-time staff are on leave (including annual leave, long service leave and personal leave).

Whilst there is some variation in the requirement for such cover, the average hours of work (for "Part Time / Call Out staff") is normally between 24 and 38 hours per week, based on your availability to work both pre-allocated and call-out shifts. The objective is to provide 30 hours plus of work per week but, due to the nature of the work, there can be no guarantee in this respect.

JCC operates 24 hours per day, 365 days per year, and CO's are employed to work on a shift work basis. Shifts are predominantly 12 hour rotational, involving days and nights, weekends and public holidays.

3.4 Shift Times:

- 0630hrs – 1830hrs (Day-work 12-Hour shift. Majority of shifts)
- 1830hrs – 0630hrs (Night-work 12-Hour shift)
- 0800hrs – 1600hrs (Day-work 8-Hour shift)
- Other times as required to meet operational requirements

Full Time CO's are placed on the Centre Roster, which operates on a 6-weekly cycle. Nineteen 12-hour shifts are performed by a Full Time CO in each 6-week period, that's 19 shifts in 42 days. This provides staff an ability to plan ahead, and with shift swaps permitted, a great work-life balance!

3.5 Salary

Rank and base pay structure for full-time employees:

Title	Annual Salary	Ordinary hourly rate
Trainee Correctional Officer	\$41,073	\$20.78
Correctional Officer Level 1	\$61,929	\$31.34
Correctional Officer Level 2	\$65,191	\$32.99
Correctional Officer Level 3	\$69,526	\$35.19
Correctional Supervisor	\$78,230	\$39.59

4.0 PROFILE: CORRECTIONAL OFFICER

4.1 Main Objective

- Maintain the good order and security of the Correctional Centre and the safety of the staff, offenders and visitors;
- Ensure the provision of quality case management services to assigned offenders in accordance with the offender's case plan and structured day.

4.2 Main Responsibilities

- Supervise the behaviour and the activities of offenders on a day-to-day basis in accordance with the Centre's structured day.
- Carry out case management duties for assigned offenders in accordance with the offender's case plan.
- Interact with offenders and respond to their needs through the provision of services in an appropriate manner in accordance with relevant legislation, Corrective Services NSW Procedures Manual and Junee Correctional Centre Operating Instructions and assignment orders.
- Carry out other duties as directed.

Correctional Officers perform the important role of managing and supervising offenders, ensuring the safety and security of the Correctional Centre and assisting key stakeholders to reduce recidivism through specially designed programs and services delivered to offenders.

Successful Correctional Officers are people from all backgrounds, who hold strong positive values (including honesty and integrity), who are mature in their approach to all things and who have solid communication skills. Women, indigenous, culturally diverse and young people with a mature attitude (minimum age requirement is 18 years of age) are all encouraged to consider the possibility of becoming a Correctional Officer.

GEO is an equal opportunity employer, and is proud to be able to offer their staff career progression as well as the opportunity to become a certified workplace trainer, a Workplace Health and Safety representative, and opportunity to work in different roles / departments or even a different GEO-operated Correctional Centre. The opportunities are endless!

5.0 SUITABILITY SELF ASSESSMENT

Not sure if you are suited to the role of Correctional Officer?

Complete this self-assessment to assist you in deciding your suitability.

Question	Yes or No
Are you of good character?	
Are you someone that others view as dependable?	
Are you a good communicator?	
Do you have life experience and maturity?	
Can you think on your feet and solve problems when you know a lot depends on your decisions?	
Do you have the sensitivity to deal with offenders and their families and friends in situations which can be stressful?	
Are you genuinely interested in people and can you treat people humanely and fairly, regardless of their status, background, cultural beliefs or gender?	
Can you treat people humanely and fairly regardless of their past criminal behavior?	
Can you work in an environment which can be restricted / restrictive?	
Are you prepared to work in situations that are sometimes high risk?	
Can you cope with regular routine, dealing with the same things at the same time on most days?	
Can you work under pressure without letting your team members down?	
Are you prepared to strictly follow set procedures and policies?	

If you answered YES to the above questions, a job as a Correctional Officer may be the job for you!

6.0 APPLICANT REQUIREMENTS

- Australian Citizen or Permanent Residency status;
- Be at least 18 years of age;
- Be of good character;
- Good written and oral communication skills;
- High level of maturity and demonstrated life skills;
- High standard of interpersonal skills;
- Fit and healthy (confirmed by pre-employment medical screen and examination);
- Satisfactory level of literacy, numeracy and problem solving;
- Competency in basic computer skills;
- Assessed as “psychologically suited to a Correctional role” by the SAFeselect assessment method;
- Satisfactorily pass a National Police Criminal History Check;
- Ability to pass all stages of the recruitment selection process

Prior training or qualifications are not required for the role of CO.

However, people who have previously worked in an industrial trade or the community services sector may have skills that are also important in the modern correctional environment.

Most importantly, all successful applicants will bring their life skills, maturity and professionalism to the role; and The GEO Group will provide the training required to develop the skills and abilities required to be an effective CO.

7.0 PRE SERVICE TRAINING COURSE

The GEO Group provides Trainee CO's with all the training and support they require to work effectively as a CO. The training delivered is not only relevant to contemporary corrective service practices, but is also comprehensive, interesting and interactive.

Some of the training sessions delivered during the PSTC include, but are not limited to:

- The GEO Group Corporate and Organisation Structure
- GEO Code of Conduct and Ethics
- Alcohol and Other Drugs Policy
- Role and Duties of a Correctional Officer
- Australian Justice and Legal System
- Legislative Requirements of the Crimes (Administration of Sentences) Act and Regulations
- Duty of Care
- Risk Management and Contract Compliance
- Quality Management and Environmental Awareness
- Harassment, Bullying and EEO in the Workplace
- Employee Assistance Program
- Fire Awareness
- Workplace Health and Safety
- Stress Management
- Communication Process
- Report Writing
- Conflict Resolution
- Radio Procedures
- Security Classifications
- Static and Dynamic Security
- Emergency Response and Officer Survival
- Offender Movement and Structured Day
- Observation Skills
- Manipulation
- Offender Programs and Services
- Mental Health First Aid
- Provide First Aid

During the PSTC, trainees are required to establish and demonstrate an understanding of prison practice and procedure. To assess this understanding a formal assessment process is followed. This process includes weekly written assessments, observation, completion of physical scenarios and on-the-job training. Although the assessment process can seem daunting to some and must be completed satisfactorily to complete the PSTC, support is available to all trainees.

Upon satisfactory completion of the PSTC, trainees graduate to the rank of Correctional Officer Level 1. Whilst performing duties, CO Level 1 staff are continually guided to further develop skills and abilities to perform the functions of a CO. CO's are also expected to complete the requirements of CSC30115 Certificate III in Correctional Practice as within the required timeframe after their graduation from the PSTC.

Successful applicants who were previously employed as a CO for a company (or government body) other than The GEO Group, who hold CSC30115 Certificate III in Correctional Practice, will still be required to participate in all or part of the nine-week Pre Service Training Course. They may also be required to complete units of competency relevant to our organization or to upgrade the qualification to the current package.

The requirement to pass the Pre Service Course can be daunting for some applicants, particularly if the applicant has not studied for some years. This situation is not unusual and if Trainees apply themselves diligently to the Course, The GEO Group will provide the maximum support and assistance to ensure Trainees pass their assessments and graduate the Course. Provided that a Trainee works to the best of their ability and is suitable for the CO Role, it is most unlikely that he or she will not ultimately pass their assessments and graduate.

8.0 INSTRUCTIONS: COMPLETING THE APPLICATION

- ➔ Read all the information supplied both within this brochure and on the website link, prior to submitting an application.
- ➔ All applications should be submitted via the website link. Hard copy applications are only accepted in exceptional circumstances (see below).
- ➔ All applicants must complete the online questionnaire via the website link.
- ➔ All applications must include an attached resume that includes at a minimum:
 - Previous employment or work experience for the last 5 years
 - Education and qualifications
 - Referee contact details for 2 work supervisors (must be recent or current) that you authorise The GEO Group to contact (to obtain a referee check).

Note: Applicants DO NOT need to address written selection criteria when applying.

IT IS ESSENTIAL THAT APPLICATIONS ARE SUBMITTED BY THE CLOSING DATE:

Sunday 27th October 2019

9.0 SUBMITTING YOUR APPLICATION

Junee Correctional Centre prefers that you submit your application on-line, by selecting the “Apply Now” option and completing the on-line Application Form (including providing personal details, answers to the on-line questionnaire and attaching a copy of your resume).

If an applicant is not able to complete the online Application Form, the applicant should contact the Human Resources Officer, Sarah Bishop on 02 6930 5583 or via email jccrecruitment@geogroup.com.au to discuss available options.

10.0 AVAILABILITY TO ATTEND THE CENTRE ON NOMINATED DATES

Applicants should carefully examine the information below in relation to “14.0 STAGES OF THE RECRUITMENT PROCESS” and, in particular, those steps requiring personal attendance (at the Centre or at a nominated other location).

In order for your application to proceed, you must be able to attend on the nominated dates, as there is limited ability to accommodate alternate times or dates.

11.0 DEADLINE FOR SUBMITTING YOUR APPLICATION

Applications must be received by Junee Correctional Centre by the closing date, that is, by *Sunday 27th October 2019*.

12.0 INTERNATIONAL APPLICANTS

Applicants must have an unrestricted right to work in Australia at the time of application.

Please note that The GEO Group cannot sponsor international applicants for the position of Correctional Officer.

13.0 EMPLOYMENT REGISTER

The GEO Group maintains an online Expressions of Interest (EOI) register. This portal is used to send updates of current vacancies at the Centre to those registered. If you wish to subscribe, please register via the following link: <https://juneexternal.applynow.net.au/jobs/GEO1476>

14.0 STAGES OF THE APPLICATION PROCESS

Stage 1: Submit Application - Online: Questionnaire and Resume.

Initial appraisal of applications, resume and online questionnaire. Successful applicants will be notified and invited to proceed to the next stage.

Stage 2: Information Session and Aptitude Testing (in relation to Literacy, Numeracy and Report Writing).

If your application progresses past the initial shortlist, you will be invited to attend the Junee Ex-Services Memorial Club at 61 Broadway Street Junee. This session will be for approximately 3 hours in duration on dates yet to be confirmed between 23rd and 30th October. GEO staff will give a short presentation and applicants will be able to ask questions about the role, the recruitment and selection process, etc.

After this, numeracy, literacy and report writing aptitude testing is conducted.

All applicants must bring photo ID and a completed Application for Employment Form to this session. Successful applicants will be invited to proceed to the next stage.

You will need to ensure you are checking your emails (including your junk items) on a daily basis once you have submitted your application, as you may receive this invitation prior to the application close date.

Stage 3 Online Psychometric Profiling.

If successful in progressing to this stage, you will be emailed an invitation to complete a number of online Psychometric Assessments. These tests are used widely in the industry to determine whether applicants are suited to the particular type of employment as a CO.

Stage 4: Individual Interviews

Held at Junee Correctional Centre, individual interviews are hosted by a panel of GEO employees with set interview questions. Allow 1 hour. Successful applicants will be invited to proceed to the next stage.

Interviews are presently scheduled to commence from 13th November 2019

Stage 5: Reference Checks

Conducted by GEO. Applicants must provide details of two work supervisors (must be recent or current). It is recommended applicants contact their nominated referees to confirm that they may receive a call from a representative from GEO. Successful applicants will be invited to proceed to the next stage.

Stage 6: Pre Employment Medical Screen, Fitness Assessment and Drug & Alcohol Screen

Pre-employment medical screens are held in Wagga Wagga. A functional capacity assessment, general health check, audiometry screen and alcohol and other drug test are conducted. Please allow 1 hour. Successful applicants will be invited to proceed to the next stage.

Medical Screens are presently scheduled for week commencing 18th November 2019.

Stage 7: National Criminal History Check (including fingerprinting), Uniform Fitting and Payroll Documentation

Successful applicants will be required to satisfy a National Criminal History Check, which will involve fingerprinting. Applicants will be required to bring sufficient ID including a drivers licence, Medicare card, credit or debit card.

In relation to the Payroll Documentation, applicants are advised to bring bank account, superannuation and taxation details.

Stage 8 Offer of Employment – to commence the Pre Service Training Course

Successful applicants will be notified in the week commencing Monday 2nd December 2019, if they have been successful in gaining a position on the Pre-Service Course. All offers of employment are to commence the PSTC, and all are conditional upon a satisfactory result for the criminal history check.

Offers of employment to commence training as a Trainee Correctional Officer will be on a full-time, fixed-term basis (for the duration of the Course) and will indicate that, upon successful completion of the Course, employment will be offered on either a “part time/call-out” basis

Stage 9: Successful completion of Pre Service Training Course. Commence as a qualified Correctional Officer

The Pre Service Training Course will commence on **Monday 20th January 2020** and is held over 9 weeks at Junee Correctional Centre. Trainees who successfully pass the PSTC will graduate as a qualified Correctional Officer; and will be offered employment as a Correctional Officer Level 1.

15.0 NOTIFICATION AND FEEDBACK

15.1 Notification of progression

Applicants who have successfully progressed to the next stage of the recruitment process will normally be notified via email or telephone within 10 business days of the stage they completed.

Generally, applicants who have not been contacted by GEO within this time have not progressed to the next stage.

15.2 Notifying unsuccessful applicants

Applicants who are not invited to attend the first on-site stage of the recruitment selection process will be notified via email that they have been unsuccessful.

Applicants who progress to stage 2 and beyond, but who subsequently become unsuccessful, will be notified via email at the end of the recruitment process.

15.3 Feedback in relation to your application

Please note that it is not possible to provide detailed feedback to applicants who are not selected to advance at each stage of the selection process. The GEO Group can provide information to applicants as to whether they have advanced to the next stage (or not), but detailed feedback **will not** be provided regarding the reason why an applicant has not advanced.

Throughout the recruitment selection process, applicants have been assessed (on a number of occasions) to determine their overall suitability for the role of Correctional Officer as well as their suitability in comparison to other applicants. These assessments have been explained previously in this brochure. Decisions in relation to selection of candidates (to proceed to the next stage of the selection) are based on these assessments and, importantly, the relative performance of all candidates.

In addition, please note that The GEO Group cannot “coach” applicants in relation to their present application or, if unsuccessful, in relation to any future application. To “coach” applicants is regarded as creating a disadvantage to other (present and future) applicants.

16.0 FREQUENTLY ASKED QUESTIONS

Q. I have applied before. Can I just ask for my previous application to be put into this recruitment?

A. No. Each recruitment campaign is completely independent of previous campaigns.

Q. Who can I contact throughout the process to see if I have progressed to the next stage?

A. Wait 10 business days to see whether you are contacted and advised of your progression. If you're not contacted, you can contact Human Resources Officer, Sarah Bishop on 02 6930 5583 or via email jccrecruitment@geogroup.com.au to see whether you have progressed or not.

Q. If I apply and if I am unsuccessful, can I try again next time?

A. Yes, however we are unable to provide you with detailed feedback as to why you have not been successful on this occasion. Therefore, applicants need to self-assess their suitability for the role of CO.

Q. If I am successful for selection, how long do I have to wait before I start the Pre Service Training Course?

A. Generally it will be 5-6 weeks from when you are offered a position on the PSTC until the course commences. This is due to security clearances taking 6 weeks to complete. It is anticipated that the course will commence on Monday 20th January 2020.

Q. If I am moving to the area to commence as a CO, who pays for my relocation?

A. In relation to the present role, relocation is generally at the expense of the applicant.

Q. I live overseas and am in the process of applying for a working visa. Can I still apply?

A. You must be an Australian citizen or hold permanent residence status to be considered for the present role.

Q. I currently work as a Correctional Officer for Corrective Services NSW or in another jurisdiction. Do I have to complete the entire selection process and do I have a good chance of becoming employed?

A. Yes, you need to complete the entire selection process, as staff from CSNSW or other jurisdictions cannot transfer to GEO. Your application will be assessed in the same way as all other applicants. It is anticipated, of course, that the “training and experience” aspects of your application may be very relevant. However, selection is based on merit across all areas of assessment.

Q. I already hold Certificate III in Correctional Practice. Do I still need to complete the entire nine-week Pre Service Training Course?

A. Training and assessment requirements for successful applicants with prior corrections experience and/or Certificate III in Correctional Practice will be individually determined. Recognition of prior learning and up-front assessment will be employed to reduce the period of training, where this is appropriate and practical.

Q. After the PSTC, can I apply to transfer from one correctional centre to another?

A. You may apply to transfer to another GEO facility. This will be reviewed on a case by case basis. GEO officers cannot apply to transfer to a Corrective Services NSW facility.

Q. If you have a question which has not been addressed in this brochure?

A. You can call **Human Resources Officer, Sarah Bishop on 02 6930 5583** or via email jccrecruitment@geogroup.com.au to discuss your question.

June Correctional Centre
PO Box 197
June NSW 2663
Contact: Sarah Bishop
Phone: 02 6930 5583 Fax: 02 6924 3197
Email: jccrecruitment@geogroup.com.au
Web: <http://www.geogroup.com.au>