Youth Justice: Community Service

Client Information

What is Community Service?

Community Service is a penalty issued by the Youth Court, requiring you to do a set amount of hours of work. The Court will state how long you have to complete those hours of work.

Also, if you are not able to pay a fine, you can apply to the Youth Court to have your fine converted to community service. For every 7½ hours you work, $100 will come off your fine. An ‘expiation notice’ may be converted to a Community Service Arrangement by contacting the Fines Unit on 1800 659 538 and agreeing to attend and perform community service work.

There are different types of work you could do. The work may be gardening, food delivery, cleaning and painting, helping at a Zoo/Wildlife Park, working with charities, building maintenance, assisting in aged care/homeless/youth and Aboriginal community centres or cleaning off graffiti. Whatever the work is, it will help you to learn new skills and do positive things for the community.

## Getting Your Community Service Started

You are to contact the Community Service Order Program in your area within (two) 2 days of getting your Court Order or Fines Unit Community Service Arrangement. When you phone, the Community Service staff will make a time to meet with you.

If you are 16 years or younger, it is important that a parent or guardian is with you at your first meeting. At this meeting, the Community Service staff will talk to you about what you will be doing and where to go.

You will need to sign a Client Agreement on commencement which explains the rules you will need to follow. If you are 16 years or younger, your parent or guardian will also need to sign the Client Agreement.

## Clothes

Clothing to wear is either long shorts or pants, tops with short or long sleeves and enclosed shoes. Older clothing is best. Make sure you wear sunscreen and bring a hat (one with a wide brim is best).

You may be asked to wear safety gear during the day. This could be gloves, ear muffs or safety glasses.

If working more than four hours, a lunch break is provided and you will need to remain with staff during the break. You will need to be responsible for your own lunch. If you do not bring food with you, let the staff know when you arrive.

## Coming to Community Service

The hours of work will normally be between 9.00am and 3.00pm. At your first meeting, staff will explain your attendance times as they can be different at each place. You are expected to be on time. Getting to and from your community service workplace is your responsibility but if it is an issue, please talk to staff who will try to help you.

If you do not attend your community service and complete all of your hours, your matters will be returned to the Youth Court.

## Staff role

Our job involves making sure you carry out the conditions of your Community Service Order. It is also an equally important part of our work to help you with any matters that arise in attending the Community Service Order Program or issues which may have caused you to receive Community Service.

Any personal information you talk to us about is kept private. However, if you talk about a crime you have committed (or by someone you know) our job is to report it.

There is other information that we must report if we hear you talking about it. This may include any harm that may have happened to you (or someone you know), or if staff have concerns about your safety and well being.

It is important that you feel safe, are not bullied, or feel like you are being asked to do something that is dangerous. Please talk to the staff or the CSO Supervisor if this occurs.



## Feedback

The Department welcomes any feedback, whether it is a compliment, a comment or a complaint.

You can give feedback to the Supervisor or you and/or a parent/guardian can fill in a CSO feedback form attached to the Induction Pack and mail it to the CSO Program Operations Manager.

You can also send an email to clientfeedback@dcsi.sa.gov.au or complete an online form at http://www.dcsi.sa.gov.au/feedback or phone 1300 021 829. We will let you know what happens if you wish.

If you are still not satisfied, you have the right to refer matters to the Ombudsman SA at <http://www.ombudsman.sa.gov.au>.

## Location

Use the numbers below if you need to contact the Community Service Order Program in your area:

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| --- | --- | --- | --- |
| Elizabeth | 8256 2766 | Port Augusta | 8648 5060/1800 100 118 |
| Lonsdale | 8382 7197 | Port Pirie | 1800 804 550 |
| Ceduna/Coober Pedy | 1800 621 425 | Port Lincoln | 8688 3344 |
| Limestone Coast | 8735 1749 | Riverland | 8595 2400 |
| Murray Bridge | 8535 6200 | Whyalla | 8648 8880 |