[**HEX Codes 2**](#_btd5rrsj4zlb)

[**True False 2**](#_mc3du8bsce1f)

[**LOs 2**](#_5hoyi0i327mu)

[**Overview for MyL 2**](#_rhmkd8kyc9c)

[**Label MyL 2**](#_33e3vctxorqb)

[**Help 3**](#_4a1xs7wxw14)

[**Module Outcomes 3**](#_14s6xg7agllm)

[**Header 2 4**](#_caxhgr3rrsc1)

[**Knowledge Check 4**](#_2k25bgjyfma)

[**Think with Lightbulb 4**](#_e1c54rhlj3iq)

[**Read with book 5**](#_i7oaw2eksywc)

[**Explore with Magnifying 5**](#_wpl7502dvacp)

[**Watch with Video 5**](#_9c35sigjd44v)

[**Listen with Headphones 6**](#_igi2vc37hh25)

[**Reflect with Question Mark 6**](#_yciffpjcvnv6)

[**Definition 6**](#_77gmqllk80x3)

[**Do with Mouse 7**](#_yb0c7057ajec)

[**Link with Globe 7**](#_1ye83exfpcp7)

[**Important with Exclamation 7**](#_jmn4y3bv2lfw)

[**File 8**](#_n6glh2tczl8l)

[**Congratulations 8**](#_hb8b5neezvl0)

[**Divide + Title 8**](#_n47mmb9b7qf0)

[**Quote 9**](#_id3vcaq35ul5)

[**Story 9**](#_s6j3836cz2in)

[**Source 10**](#_3wz5utb9m45h)

[**Find out more 10**](#_xyif9lwftnl3)

[**Hover text with colour 10**](#_p5m37a6tltwe)

[**Case Study/Scenario Question 11**](#_bm97df1ghwum)

[**Assessment Instructions 11**](#_a7mbckjlxlrn)

[**Elearning PPT 12**](#_z2uzw54ihwam)

[**Workbook PPT 12**](#_9qua71id4831)

[**Case Study Example 13**](#_1vbli838fy1b)

[**Key Takeaways 13**](#_eji97fucrhyp)

[**Branching 14**](#_x2orb4ao6vc7)

[**Tip 15**](#_bg6rpgcwtbf)

[**3x Table (No borders) 17**](#_2oopxq3r3evl)

[**Example 18**](#_vznna9y31v0o)

# HEX Codes

Red: #EF373E

Navy: **10263F**

Teal: 008080

Font Colour Easy G: #363e4e

# True False

Mark the following statement as either true or false

# LOs

In this next section you will see 6 scenarios. You must choose which principle(s) of the Code of Conduct the action(s) in each scenario contravene.

# Overview for MyL

<p style="border-radius: 0px; border: 2px solid #008080; padding: 1em; background-color: rgba(250, 250, 250, 1);"><strong>Welcome to G4S and Mount Gambier Prison<br><br></strong>This is the first of X sections that must be completed in this Initial Training Course. Each section contains a variety of activities that you must engage with and complete. <br><br>You are able to view and complete activities in any order but the course has been designed to be completed in sequence.<br><br>In this first section, we will introduce you to your role at MGP and the prison. You will explore the management and command of the prison, the routine and how to respond to incidents.</p>



# Label MyL

<div style="width: 100%;">

<div style="border-bottom: 2px solid rgba(0, 128, 128, 1);">

<h5>Management and Command of the Prison</h5>

</div></div>



# Help

<p style="border-radius: 0; border: 0 solid rgba(16, 38, 63, 1); padding: 1em;"><strong>You are expected to:</strong>

<br>• Read all text, narratives, and examples.&nbsp;

<br>• Watch and listen to all videos and recordings.

<br>• Consider all the tasks and prompts.

<br>

<br><strong>You must:</strong>

<br>• Answer all questions correctly and complete each section to pass this module.

<br>

<br><strong>You can:</strong>

<br>• Navigate freely through the unit. However, the content has been structured logically.

</p>

# Module Outcomes

<div style="border-radius: 0px; border: 2px solid rgba(16, 38, 63, 1); padding: 1em; background-color: rgba(250, 250, 250, 1);">

<strong>By the end of this module, you will be able to:</strong>

<ul>

<li>Use verbal and nonverbal communication effectively to exchange information.</li>

<li>Adapt your communication style to different people and situations.</li>

<li>Communicate effectively with the people you work with.</li>

<li>Be able to recognise and handle hostility and aggression.</li>

</ul>

</div>



# Header 2

<h2 style="border-radius: 0; border: 2px solid rgba(16, 38, 63, 1); padding: 0.2em;"><span style="color: rgba(16, 38, 63, 1);">Permitted and prohibited items.</span></h2>



# Knowledge Check

<p style="border-radius: 0px; border: 2px solid rgba(211, 211, 211, 1); padding: 1em; background-color: rgba(250, 250, 250, 1);"><strong>📝 Knowledge Check</strong>

<br>Read the scenario and answer the question/s below.</p>



# Think with Lightbulb

<p style="border-radius: 0px; border: 2px solid rgba(211, 211, 211, 1); padding: 1em; background-color: rgba(250, 250, 250, 1);"><strong>&#x1f4a1;Think<br></strong>What does honesty and integirty mean to you?</p>



# Read with book

<p style="border-radius: 0px; border: 2px solid rgba(211, 211, 211, 1); padding: 1em; background-color: rgba(250, 250, 250, 1);"><strong>&#x1f4d6; Read<br></strong>What does honesty and integirty mean to you?</p>



# Explore with Magnifying

<p style="border-radius: 0px; border: 2px solid rgba(211, 211, 211, 1); padding: 1em; background-color: #fafafa;"><strong>&#x1f50d; Explore</strong>

<br>Security ratings determine the level of restraint and accoutrements.</p>



# Watch with Video

<p style="border-radius: 0px; border: 2px solid rgba(211, 211, 211, 1); padding: 1em; background-color: #fafafa;"><strong>&#x1f4fa; Watch</strong>

<br>Security ratings determine the level of restraint and accoutrements.</p>



# Listen with Headphones

<p style="border-radius: 0px; border: 2px solid rgba(211, 211, 211, 1); padding: 1em; background-color: #fafafa;"><strong>&#x1f3a7; Listen</strong>

<br>Security ratings determine the level of restraint and accoutrements.</p>



# Reflect with Question Mark

<p style="border-radius: 0px; border: 2px solid rgba(211, 211, 211, 1); padding: 1em; background-color: #fafafa;"><strong>❓ Reflect</strong>

<br>Security ratings determine the level of restraint and accoutrements.</p>



# Definition

<p style="border-radius: 0; border: 2px solid rgba(0, 128, 128, 1); padding: 1em; background-color: rgba(241, 248, 248, 1);"><strong><span style="color: rgba(16, 38, 63, 1);">📖 Resilience is the ability to adapt to stress, bounce back from adversity, and thrive in challenging situations. It's like a muscle that can be strengthened through practice.</span></strong></p>



# Do with Mouse

<p style="border-radius: 0px; border: 2px solid rgba(211, 211, 211, 1); padding: 1em; background-color: #fafafa;"><strong>🖱️ Activity</strong>

<br>Security ratings determine the level of restraint and accoutrements.</p>



# Link with Globe

<p style="border-radius: 0; border: 2px solid rgba(211, 211, 211, 1); padding: 1em; background-color: rgba(250, 250, 250, 1);"><strong>🌐 Link</strong> <br />At G4S. we have a zero-tolerance policy for bribery and corruption. <a href="test.com">Learn more about our commitment to ethics and compliance</a>.</p>href="https://www.g4s.com/-/media/g4s/corporate/indexed-files/files/group-policies/businessethicscodeaugust2022.ashx" target="\_blank">here</a>.</p>



# Important with Exclamation

<p style="border-radius: 0; border: 0px solid #EF373E; padding: 1em; background-color: rgba(239, 57, 63, 0.05);"><strong>❗ Important</strong> <br />These items pose a threat to the secuirty and good order of the prison. There are logical and valid reasons why each item cannot be brought in to Port Phillip Prison. You will find out more below.</p>



# File

<p style="border-radius: 0; border: 2px solid rgba(211, 211, 211, 1); padding: 1em; background-color: rgba(250, 250, 250, 1);">📄<strong>&nbsp;Document</strong>

<br>Decide whether the items below are permitted into Port Phillip Prison. Drag and drop the cards onto <em>permitted</em> or <em>not permitted</em>.</p>



# Congratulations

👏 **Congratulations! You have completed this module.** In this module, you have covered the following:

* Who we are and what we do at G4S Australia & New Zealand.
* The terms and expectations of employment.
* An overview of our policies and procedures.

We recognise the vital importance of diversity and inclusion (D&I) in our business. Fostering a diverse and inclusive workforce is not just the right thing to do, it's also a strategic imperative that fuels innovation.

# Divide + Title

<div style="width: 100%;">

<div style="border-bottom: 2px solid rgba(0, 128, 128, 1);">

<h2>1</h2>

</div></div>



# Quote

<h3 style="text-align: center; border-radius: 0px; padding: 1em; background-color: rgba(16, 38, 63, 1);"><span style="color: rgba(255, 255, 255, 1);">"<u>Diversity</u> is having a seat at the table,&nbsp;&nbsp;&nbsp;<br>&nbsp;&nbsp;<br><u>Inclusion</u> is having a voice, and&nbsp;&nbsp;&nbsp;<br>&nbsp;&nbsp;<br><u>Belonging</u> is having that voice be heard."&nbsp;<br>&nbsp;<br><em>Liz Fosslien</em></span></h3>



# Story

<p style="border-radius: 0px; border: 2px solid rgba(255, 255, 255, 1); padding: 1em; background-color: rgba(241, 248, 248, 1);">&#x1f5e8;️ G'day, everyone. My name is Wayan Smith. I'm an Aboriginal man from Far North Queensland. I'm currently at Port Phillip Prison on an assault charge, but I'm on remand. I'm here today to talk to you about my life, my culture, and my journey.

<br>

<br>I grew up in foster homes and institutions. I never knew my biological family, and <span style="color: #008080;">I didn't learn about my Aboriginal culture until I was first in prison<sup>1</sup></span>. My foster parents were abusive, and I experienced a lot of trauma in my childhood. <span style="color: #008080;">I started using drugs and alcohol to cope with the pain<sup>2</sup></span>. <span style="color: #008080;">I dropped out of school when I was 16<sup>3</sup></span>, and I started committing crimes to support my addiction. I've been in and out of prison since I was a teenager.</p>



# Source

<p style="text-align: left; border-radius: 0px; padding: 0.2em; background-color: rgba(16, 38, 63, 1);"><span style="color: rgba(255, 255, 255, 1);"><strong>Source</strong>: <a href="https://www.safework.nsw.gov.au/resource-library/advertising-and-campaigns/interactive-safety-hazard-digrams">SafeWork NSW</a></span></p>



# Find out more

<p style="border-radius: 0; border: 2px solid rgba(229, 242, 242, 1); padding: 1em; background-color: rgba(229, 242, 242, 1);"><strong>🪧 Find out more&nbsp;</strong>

<br>Work Health and Safety is covered in more depth in the <a href="<https://www.g4smylearning.com/course/view.php?id=2719>" target="\_blank" rel="noopener"><strong>Welcome to G4S Australia and New Zealand</strong></a> Induction course.</p>



# Hover text with colour

<p>The front <strong><abbr style="color: #EF373E;" title="Portable Enforcement Information Signage">PEIS</abbr></strong> must be between 5-80 meters unless permission to be outside that distance has been granted by Transport.</p>



# Case Study/Scenario Question

<p style="border-radius: 0; border: 2px solid rgba(211, 211, 211, 1); padding: 1em; background-color: rgba(250, 250, 250, 1);"><strong>📝 Knowledge Check</strong>

<br>Based on this scenario, click the three items on the list that she is permitted to have under her human rights.</p>



<p style="border-radius: 0; border: 2px solid rgba(255, 255, 255, 1); padding: 1em; background-color: rgba(241, 248, 248, 1);">COLLARD has been arrested and when being lodged, she requests several items.</p>

#  Assessment Instructions

<p style="border-radius: 0; border: 0 solid rgba(211, 211, 211, 1); padding: 1em; background-color: rgba(241, 248, 248, 1);"><strong>✍️ Assessment Instructions</strong>

<br>• There are&nbsp;<strong>14</strong> questions in this assessment.

<br>• You will have two (2) attempts at each question.

<br>• You must score&nbsp;<strong>80%</strong> to pass the assessment.

<br>• You have unlimited time.

<br>• Should you not pass you must speak to the Operations Manager.

<br>

<br><strong>Click 'Next' to begin.</strong></p>



# Elearning PPT

<p style="border-radius: 0px; border: 2px solid rgba(211, 211, 211, 1); padding: 1em; background-color: #fafafa;"><strong>🖥️ E-Learning</strong> <br />Complete the module <span style="color: #800080;"><a style="color: #008080;" href="https://www.g4smylearning.com/mod/scorm/view.php?id=12475"><strong>Code of Conduct</strong></a> </span>on MyLearning.</p>



# Workbook PPT

<p style="border-radius: 0px; border: 2px solid rgba(211, 211, 211, 1); padding: 1em; background-color: #fafafa;"><strong>📖 Workbook</strong> <br />Complete the module <span style="color: #800080;"><a style="color: #008080;" href="https://www.g4smylearning.com/mod/scorm/view.php?id=12475"><strong>Code of Conduct</strong></a> </span>on MyLearning.</p>



# Case Study Example

<p style="border-radius: 0; border: 2px solid rgba(239, 182, 170, 1); padding: 1em; background-color: rgba(255, 233, 221, 1);"><strong>📑 Case Study</strong>

<br>The 2016 riot at the Ravenhall Correctional Centre in Victoria. A combination of factors, including staff shortages and inadequate communication protocols, contributed to the escalation of a minor incident into a full-blown riot.

<br>

<br>This incident serves as a potent reminder of how crucial a well-defined management and command structure is within a correctional facility. It underscores the importance of:

<br>

<br>•&nbsp;<strong>Clear lines of authority:</strong> Every staff member needs to know who is in charge and who to report to, especially during emergencies.

<br>

<br>•&nbsp;<strong>Effective communication</strong>: Timely and accurate information flow is essential to prevent misunderstandings and ensure a coordinated response.

<br>

<br>•&nbsp;<strong>Consistent procedures:</strong> Adhering to established protocols helps maintain order and control, even in challenging situations.

<br>

<br>By understanding and applying these principles, we contribute to a safer and more secure environment for everyone at Mount Gambier Prison.</p>



# Key Takeaways

<p style="border-radius: 0; border: 0px solid rgba(0, 128, 128, 1); padding: 1em; background-color: rgba(241, 248, 248, 1);">• Clear command structures are essential for maintaining order and control during daily routines and emergencies.

<br>• Two modes of operation dictate who's in charge and how we respond to different situations.

<br>• Everyone has a role to play in ensuring the safe and efficient running of the prison.

<br>• Accurate incident reporting is vital for learning from events and preventing future problems.

<br>• Support is available for staff who experience or witness challenging incidents.<strong><br></strong></p>

#  Branching

<p style="border-radius: 0; border: 2px solid rgba(229, 242, 242, 1); padding: 1em; background-color: rgba(229, 242, 242, 1);"><strong>Introduction</strong><br /><br />This interactive exercise will test your knowledge of the management and command structure at Mount Gambier Prison. You will be presented with a simulated Code Silver incident and must make decisions based on your understanding of the correct procedures. Your choices will lead you down different paths, ultimately determining the outcome of the scenario. <br /><br /><strong>Instructions:</strong> <br /><br />• Read the scenario: Carefully read the initial scenario description to understand the situation. <br><br>• Make a choice: You will be presented with several options for how to respond. <br><br>• Choose the option you believe is most appropriate based on your training. <br><br>• Follow the branch: Your choice will lead you to a new scenario with further choices to make. Continue making decisions until you reach the end of the scenario. <br><br>• Review the outcome: At the end of the scenario, you will receive feedback on your performance and learn about the consequences of your choices.</p>

<p style="border-radius: 0; border: 2px solid #10263F; padding: 1em; background-color: #fffff;"><strong>Scenario</strong><br /><br />You are working as an Operational Support Officer in the administration area. A Code Silver alarm suddenly sounds, indicating a prisoner escape attempt. You hear shouting and commotion coming from the main gate area.<br /><br />☐ Option A: Immediately leave your workstation and run towards the main gate to see what's happening.<br /><br />☐ Option B: Remain at your workstation and await further instructions.<br /><br />☐ Option C: Use the prison intercom system to announce that everyone should remain calm and stay in their designated areas.<br /><br /><strong>Choose the option below.</strong></p>

<p style="border-radius: 0; border: 2px solid rgba(229, 242, 242, 1); padding: 1em; background-color: rgba(229, 242, 242, 1);"><strong>✅ Correct!</strong><br /><br />Yes. You should await further instructions. Do not leave your post.</p>

<p style="border-radius: 0; border: 2px solid #EF373E; padding: 1em; background-color: #fffff;"><strong>❌ Try Again. </strong><br /><br />This isn't the best course of action. Please go back and try again.</p>

<p style="border-radius: 0; border: 2px solid rgba(229, 242, 242, 1); padding: 1em; background-color: rgba(229, 242, 242, 1);"><strong>Well done</strong><br><br>You successfully navigated the Code Silver scenario and demonstrated a good understanding of the management and command structure at Mount Gambier Prison.<br><br>

By remaining calm, following instructions, and utilizing available resources effectively, you contributed to the successful resolution of the escape attempt. Your actions helped ensure the safety and security of both staff and prisoners.

<br><br>

Well done!</p>



# Tip

<p style="border-radius: 0; border: 2px solid #FFC0CB; padding: 1em; background-color: #FFDFE5;"><strong>🎯 Tip</strong>

<br>Spend a few minutes each day journaling about your stressors. Identify patterns and triggers that contribute to your stress levels.</p>

#  Process

<div style="display: flex; flex-direction: column; align-items: center;">

<h3 style="border-radius: 0px; border: 2px solid #d3d3d3; padding: 0.3em; background-color: #fafafa; text-align: center; width: fit-content;"><span style="color: rgba(16, 38, 63, 1);">1. Intercom Access</span></h3>

<h3 style="border-radius: 0px; border: 2px solid rgba(211, 211, 211, 1); padding: 2em; background-color: rgba(16, 38, 63, 1); text-align: center; width: fit-content;"><span style="color: rgba(255, 255, 255, 1);">Use the intercom system to request access to the airlock.<br>&nbsp;The Control Room Officer will use the CCTV to identify you before granting access.</span></h3>

<h1 style="text-align: center;"><span style="color: #10263F;">⇣</span></h1>

<h3 style="border-radius: 0px; border: 2px solid #d3d3d3; padding: 0.3em; background-color: #fafafa; text-align: center; width: fit-content;"><span style="color: rgba(16, 38, 63, 1);">2. Swipe Card Access</span></h3>

<h3 style="border-radius: 0px; border: 2px solid rgba(211, 211, 211, 1); padding: 2em; background-color: rgba(16, 38, 63, 1); text-align: center; width: fit-content;"><span style="color: rgba(255, 255, 255, 1);">Once inside the airlock, use your personalized swipe card to unlock the electronically operated door to the Control Room.</span></h3>

<h1 style="text-align: center;"><span style="color: #10263F;">⇣</span></h1>

<h3 style="border-radius: 0px; border: 2px solid #d3d3d3; padding: 0.3em; background-color: #fafafa; text-align: center; width: fit-content;"><span style="color: rgba(16, 38, 63, 1);">3. Key Management Systems</span></h3>

<h3 style="border-radius: 0px; border: 2px solid rgba(211, 211, 211, 1); padding: 2em; background-color: rgba(16, 38, 63, 1); text-align: center; width: fit-content;"><span style="color: rgba(255, 255, 255, 1);">The Control Room manages the secure storage and issuance of keys for various areas within the prison.</span></h3>

</div>

#  3x Table (No borders)

<table class="fr-dashed-borders" style="border-collapse: collapse; border: 0px solid rgba(0, 128, 128, 1); background-color: lightyellow; width: 100%;">

<tbody>

<tr>

<td style="width: 30%; border: 0px solid blue; background-color: rgba(241, 248, 248, 1);" class="fr-highlighted">

<p><strong>Standard Language:</strong> Use clear, concise language, avoiding jargon, codes, or slang.</p>

</td>

<td style="width: 34.8315%; border: 0px solid green; background-color: rgba(241, 248, 248, 1);" class="fr-highlighted">

<p><strong>Professional Tone:</strong> Maintain a professional and courteous demeanour in your transmissions.</p>

</td>

<td style="border: 0px solid purple; background-color: rgba(241, 248, 248, 1);" class="fr-highlighted">

<p><strong>Concise Information:</strong> Convey the necessary information efficiently, without unnecessary details.</p>

</td>

</tr>

</tbody>

</table>

# Example

<p style="border-radius: 0; border: 2px solid #e4d6a6; padding: 1em; background-color: #f7efd1;"><strong id="isPasted">Example:</strong> "Golf Control, Golf 02. Routine patrol in Cell Block A complete. No incidents to report. Over."</p>



Mint Unordered List

<div style="border-radius: 0; border: 0px solid rgba(241, 248, 248, 1); padding: 1em; background-color: rgba(241, 248, 248, 1);">

<ul style="list-style-type: none; padding-left: 0;">

<li><strong>Urgent Tone:</strong> Convey the urgency of the situation with a clear and assertive voice.</li>

<li><strong>Precise Language:</strong> Provide accurate and concise information about the nature and location of the emergency.</li>

<li><strong>Concise Instructions:</strong> If issuing instructions, be clear and direct.</li>

</ul>

</div>

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