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3.12 Child Care Services Taree & Districts Inc.

Staff Supervision and Performance Appraisal Policy

Child Care Services Taree & Districts Inc. (CCSTD) recognises the crucial role that Supervision and Appraisal plays in the development of a skilled, accountable and supported workforce. It is an essential requirement for the delivery of high quality and effective services to the people we support and ensures that we equip and support workers to be the best that they can be in terms of carrying out their roles and duties.

The Purpose of the Policy

Child Care Services Taree & Districts Inc. believe that regular, planned and competent Supervision and Appraisal is both a right and a requirement for all members of staff/workers working within the organisation. As such, all staff and workers will be supervised and appraised on a regular basis.

Principles of the Policy

The following key principles are fundamental to the Supervision and Appraisal Policy;

- NDIS employed staff should be supervised as a minimum of every 8 weeks by a named Supervisor.
- Throughout the appraisal year, Supervisors will collate information which will contribute to an annual appraisal for each worker.
- During the appraisal session the information collated during the past year will be discussed and summarised and a more in-depth feedback on performance will be provided.
- Supervision and appraisals meetings will be conducted in an anti-discriminatory manner and all Supervisors within the organisation are required to be skilled and comfortable working with cultural, gender, racial, religious, disability, age or sexual orientation differences.
- Each worker will have a personal development file, which will hold the supervision and appraisal records and other information relevant to the individual.
- If either the Supervisor or Supervisee feels that the relationship has broken down, or feels vulnerable in the relationship, or if the boundaries have become unclear, a committee member will be contacted.

Supervision

It is important that Supervision is a two-way process that provides honest feedback on individual performance and supports and nurtures the professional development of workers to ultimately improve the performance of the organisation. Supervision is not just about the actual meeting or the process by which it is carried out, but it is also about the quality of the content of discussion and the relationship between the Supervisor and Supervisee. It is in the interests of both Supervisor and Supervisee to work towards establishing a purposeful relationship that develops honesty, trust and the recognition of individual needs.

CCSTD will ensure that all Supervisors have the necessary knowledge and skills to supervise and will provide training as required.

Supervision Contract

It is essential that procedures are supportive and that the Supervisee is supported to be involved and empowered in the process. At the outset of supervision, the Supervisor must explain to the

Supervisee the purpose of Supervision. Both parties should then discuss their respective responsibilities and frequency of meetings and agree to a supervision contract.

The frequency of supervision are 8 weekly or more frequently where necessary. One of the yearly supervisions should be carried out as an annual performance appraisal.

Planning

- Supervision should be set in advance at a time that is convenient for both Supervisee and Supervisor. The time should be private and free from disruption or distraction.
- Prior to the supervision the Supervisee should reflect on the duties associated with his/her role as detailed in their job description. The Supervisee should be asked to reflect on their individual performance in relation to the role and duties stated in the job description
- Prior to the supervision, the Supervisee should be asked to consider any particular points or aspects of his/her practice that would benefit from closer reflection or discussion. The Supervisee should also be advised of any particular areas of concern that the Supervisor wishes to discuss or review at the supervision. This should be presented to the Supervisee within the context of continuous improvement and not as a punitive step. Areas of concern or challenge must be discussed within a positive culture of feedback and support. All concerns must be factually discussed and an agreed action plan to address concerns/support improvements implemented.

Carrying out Supervision

The Supervision (and Appraisal) process broadly has 4 stages;

Collecting facts - this is where the Supervisee and Supervisor discuss performance and examine evidence of how the person has performed/carried out his/her duties against what is expected. Any concerns raised during the meeting should always be made known to the Supervisee before the supervision meeting takes place.

Developing the issues - this is where the Supervisee and Supervisor examine performance and assess facts collected against standards. Discuss individual objectives or service action plans; identifying areas of good performance as well as areas for improvement or development.

Determining actions - this is where the Supervisee and Supervisor in collaboration agree on the actions needed to facilitate continuous improvement or to address skills or performance gaps.

Explore how the person feels about the supervision and agreed actions - this is where the Supervisor ensures that agreed plans have been discussed within a context of continuous improvement and that Supervisee is assured of continued support to work toward agreed objectives or follow agreed development plans.

Recording

Information will be recorded in writing. The record will confirm that supervision has taken place and what has been discussed. Any areas of performance that are being carried out successfully or giving cause for concern will be detailed. Both Supervisee and Supervisor are required to sign and date the supervision recording document as a true and accurate record of the discussions that have taken place.

In most cases, it will be possible to agree what should be recorded, but where there is any disagreement this must also be recorded and signed.

Standing items to be covered in supervision include;

- Review of previous supervision minutes and agreed actions
- Aims and Objectives of service.
- Policies and procedures (as directed by organisational, service updates, NDIS requirements or Supervisee need)

- Work Health and Safety Matters
- NDIS guidelines and standards
- Service or departmental issues;
- Learning and development;
- Action, improvement or development plans pertaining to the service.
- Participant NDIS plans and individual outcomes

Appraisal

The intention of the appraisal session is to review performance over the previous year and to plan objectives for the next year.

The appraisal session should be conducted in the same manner as the supervision session in relation to timing, location and advanced notice for the individual.

The appraisal session should essentially be an opportunity to summarise the discussion about the individual's performance and development over the past year and progress achieved. In all cases, there should be no 'surprises' for the individual during the appraisal session.

Like supervision, good planning and preparation is necessary for an appraisal to be effective. An appraisal date should be set at least 1 week in advance, with the appraised being provided with a self-evaluation document. The self-evaluation document should be completed by the appraiser and brought to the appraisal meeting. This document will detail how the appraised views his/her performance against defined job description and any individual objectives or plans that have been agreed.

During the appraisal meeting both the appraised and appraiser will go through the completed self-evaluation document and will examine information that reflects how the individual has performed. The Appraiser will provide feedback on how the individual has performed and will identify strengths, successes, and areas of development.

During the planning/preparation and the appraisal meeting itself, consideration should be given to the following;

- Performance against Job Description
- Fulfilling of roles and responsibilities
- What has gone well?
- What has not gone well?
- Strengths
- Weaknesses
- Knowledge and skills
- Training and professional development needs
- Time management
- Team work
- How performance has impacted service users and services provided
- Have the aims and objectives of the service provider been met

Confidentiality

The discussions and recordings undertaken within supervision and appraisal are confidential. However, it is important to accept that confidentiality has limits.

- Neither party can withhold information which might include disclosures of illegal activity or behaviour which contravenes organisational policies and procedures or professional Codes of Practice, in particular, where there is suspicion of abuse or actual abuse has taken place.
- Where the worker is the subject of investigation, supervision and appraisal records will be made available at the request of the investigating officers. Records can be made available when a formal grievance is being investigated.

- Discussions held within supervision and appraisal sessions are confidential and must not be discussed with any other party unless both parties agree that something can be shared, which may be in the best interests of other parties.

Storage of records

All supervision and appraisal notes must be stored in a secure and safe area. Both Supervisor and Supervisee are to have a copy of the recordings (it is recommended that the supervisor keeps original paperwork).

Recordings must be kept in the Supervisee's personal development file and kept securely by the Supervisor. Supervisees are equally responsible for the safe storage of their copy.

Relevant Legislation and Standards

- NDIS Practice Standards
- NDIS Code of Conduct
- NSW Disability Service Standards (NSW DSS)
- NDIS Terms of Business
- Privacy and Personal Information Act 1988 (NSW)
- The Disability Inclusion Act 2014 (NSW) and Disability Inclusion Regulation 2014 (NSW)
- Mental Health Act 2007 (NSW)
- Ombudsman Act 1974 (NSW)
- NDIA National Quality and Safeguards Policy 2018
- Disability Discrimination Act 1992
- Anti-Discrimination Act 1977(NSW)
- Criminal Records Act 1991(NSW)
- Work Health and Safety Act 2011(NSW)
- Children and Young Persons (Care and Protection) Act 1998