

WHAT DOES THE CODE OF PRACTICE SAY ABOUT SUPERVISION?

Workers actively participate in individual and group supervision and debriefing (6)

Workers recognise that barriers to access and equity are multi-faceted, present themselves in numerous ways, and often disguise or are symptomatic of attitudes. Workers are also aware of the potential for social attitudes to be reflected within their practice and service, for instance, maintaining an awareness of the issues facing lesbian and bisexual women, including homophobia and heterosexism, on a societal level and the subsequent potential for such attitudes from within the service. Proactive strategies to challenge and address such attitudes in a supportive environment include the engagement of workers in reflective practice on an individual level through supervision and as a team. (6.10)

Through individual supervision, case conferencing as a team, and formal feedback and evaluation, workers engage in reflection and review of their practice. This is guided by the view that every case can provide lessons and that workers benefit from discussion of strategies and feedback as individuals and as a team. The primary aim of reflective practice is improvement in service delivery and enhanced outcomes for women and children. (6.10)

Workers are supported by their service to develop self-care strategies and monitor the effects of the work through the provision of supervision and training, and attention to the work environment. (6.11)

Supervision and Debriefing Policies. (10.5.1)

Procedures to support regular supervision and appropriate debriefing. (10.5.2)

Workers actively participate in individual and group supervision and debriefing.
(10.5.3)

Workers are provided with training, supervision and support to ensure appropriate responses to women. (5.1)

The impact on workers of the provision of support to women and children experiencing family violence can be significant. Supervision and debriefing are indispensable parts of family violence work. Supervision is made necessary by the potential for secondary post traumatic stress that arises from the provision of support and from listening to people who have undergone trauma to provide high quality service. (5.7.2)

Encourage self care activities and ensure self care strategies are discussed in group and individual supervision sessions. (5.7.2)

Services provide workers with prompt access to supervision and debriefing and, in the case of critical incidents, services provide access to external professional debriefing. Services also ensure that workers are provided with access to regular supervision provided by professionally trained supervisors and that the discussion of matters pertaining to practice is at all times constructive and professional. (5.7.2)

HASS AND SUPERVISION

1.4.12 – the organisation regularly reviews staff & organisational practices to ensure consumer privacy is maintained

2.2.8 – the organisation has effective assessment systems in place to determine what resources or services are required to meet the needs of the individual or family

2.2.11 – the org regularly monitors client outcomes by reviewing its screening and initial assessment processes

3.2.5 – skilled and knowledgeable staff conduct consumer assessments

3.2.11 – the org regularly reviews its assessment and case planning processes to ensure they are consumer focused & address immediate and longer term needs

3.3.11 – the org monitors the quality and outcomes of its service delivery practices

3.3.10 – all staff have regular opportunities to meet with each other in order to exchange information relevant to the provision of good service delivery

3.5.6 – the org regularly audits its client file system to ensure consistency in approach and quality of what is recorded

4.1.3 – the org has documented systems to support staff in carrying out their statutory responsibilities for care and protection of children

4.1.16 –the org monitors its work with children and young people to ensure it gives them a high quality service consistent with the org's policy framework

4.3.5 –the org ensures that staff have an understanding of the nature of fv and are appropriately trained in f/DV issues

4.3.12 – the org monitors its effectiveness in responding to the diverse needs of women and their dependents experiencing f/DV

4.4.7 – the org monitors and reviews service delivery practice to ensure people receive culturally appropriate services

4.5.4 – the org monitors and evaluates its work with individuals and families to ensure provision of quality services consistent with the org's funding and policy framework.