

Supervision Policy and Procedures

Business	On Hire Staff	Service Area	Service Stream	State	Police No.	Version No.
Edmen CSS	Support Workers	Residential Care	Children and Youth Services	SA	7.0	V1

PURPOSE

This policy sets out the process for supervision of Child and Youth Workers who may be contracted to work in Residential Care Facilities (RCF/home)

DEFINITIONS

Supervision	An arrangement where a staff member (supervisee) meets one-on-one with their support and supervision coordinator to discuss their role in a structured way. May include focus on support, performance monitoring and development, coaching, feedback, role clarification and administration and compliance. Supervision meetings can be via Teams, phone or face to face. Formal supervision will follow a regular schedule. Supervision may also be conducted informally.
Support and Supervision Coordinator	The person who is providing the supervision.
Reflective Practice	Reflective practice is the process of thinking deeply about your work experiences to understand what happened, why, and how you responded. It helps you learn from both successes and challenges by analysing your actions and their impact on the people you support. This ongoing self-awareness and critical thinking improve your skills, guide better decisions, and promote more effective, compassionate care—especially when working with children and young people. Reflective practice encourages growth, ethical work, and adapting your approach to meet individual needs.

PROCEDURES

All Edmen CSS Contractor Staff receive regular supervision from support and supervision coordinator, comprising ongoing feedback, reflective practice, coaching, support, monitoring and review of the completion of administrative and compliance tasks. When providing supervision, Service Coordinators must ensure the following:

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Jessica Brodie	Operations Manager	11/8/2025	11/8/2026

1. A supervision plan is developed for each supervisee. The supervision plan will provide a road map for the supervision process.
2. Supervision will include discussion about the following:
 - Agenda (any concerns for child safety must be a topic for every supervision session)
 - Matters arising from the last session
 - Matter to be discussed (reflective practice)
 - Key performance indicators (including quality and completion of observational log book entries and critical client incident reports)
 - General administration
 - Professional development and training requirements
 - Agreement on supervision actions and follow up tasks
 - Acknowledgment and sign off
3. Regular supervision sessions will be scheduled with youth workers. The frequency of supervision will be every 6-8 weeks. This may include more frequent supervision sessions at the beginning of employment.
4. If the supervision session needs to be rescheduled, the support and supervision coordinator must reschedule as soon as possible.
5. Supervision records are to be maintained using the Supervision Record Template. Records are to be clear and concise as the service coordinator will review the supervision records for further follow up if required. Records may also be required for investigation purposes.
6. Any patterns of repeat cancellations or avoidance of supervision by Contract Staff will be investigated. Service Coordinators and Contract Staff must report repeat cancellations or ongoing avoidance of supervision to management. This may result in performance management procedures being initiated.

This policy ensures that all Youth Workers contracted to Residential Care Facilities receive consistent, structured, and supportive supervision. By fostering regular reflective practice, ongoing professional development, and clear communication, the supervision process promotes high-quality care, accountability, and the well-being of both staff and the children and young people they support. Adherence to this policy will strengthen service delivery, enhance worker performance, and uphold safety and compliance standards within Residential Care settings.

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