Supervision Process

- Rostering of supervision meeting in Sirenum is completed by Support and Supervision Coordinator (see separate process on how to roster supervisions through Sirenum)
- Service Coordinators are to add new staff as they become active to the live Supervision Excel Spreadsheet for tracking supervisions and delete staff as they become inactive from this spreadsheet. **Updated Supervision list.xlsx**

Example of Supervision Spreadsheet (names and details, blacked out for confidentiality)

1 First name	Surname	Phone	Email	Date Onboarded/ Inacitve/ Exited	last Supervision	Next Supervision	Waiting for confirmation	Additional notes
2 AAQIB	ASHRAF	0484 290 731	aaqibashraf1205@gmail.com	Onboarded August 2024				
3 ABEBE	HABTEMARIAM	0422 556 092	abebe4me@gmail.com		25/9/2024	20/11/2024		
4 ABIDEMI (ABI)	AKANDE	0416 552 561	bid6mi@gmail.com	DNU - needs medical clearance	5/12/2023	30/01/2024	DNU - medical clearance	last checked 23/7/2024
5 ABIODUN	POPOOLA	0421 999 350	abiodun.popoola23@gmail.com	Onboarded 12/9/2024				
6 ABISOLA	TAWOSE-ADEBAYO	0452 225 371	detoun19@gmail.com		19/8/2024	19/10/2024		
7 ABRAHAM	OLADEJI	0431 571 362	oladejiabrahamibukun@gmail.com		2/8/2024	20/9/2024		
8 ABUK (CALLIE)	KUACH	0421 708 451	calliekuach@gmail.com		26/4/2024	Booked 4/10/2024		LPO - 30/8 unwell,
9 ABY	SANTHOSH	0450 174 297	abysanthosh083@gmail.com		7/5/2024	Booked 24/10/2024		
10 ACHALSHARAN (ACHAL)	PATEL	0430 305 167	patel.achal75@yahoo.com.au		13/6/2024	8/8/2024		
1 ADAM	ROSITANO	0402 769 550	ajdsrositano@gmail.com		9/8/2024	4/10/2024		
2 ADEBIMPE	OBIDELE	0426 194 247	adebimpetox@gmail.com		13/5/2024	Booked 9/10/2024		
13 ADEDAMOLA (Choice)	ADEGBEMIRO	0452 153 565	gbemirodamola@gmail.com		25/7/2024	19/9/2024		

Note:

1. Support and Supervision Coordinators will need to obtain exact onboard date to identify the 3-month date to ensure all newly onboarded staff's first supervisions are held within 3 months to meet our compliance.

2 TAIWO	SHODIPE	401891703	shodipetaiwo@gmail.com	Onboarded 28 September 2023	due 28/12/23 latest
TAMUNO-MIETE	GEORGE	410798817	tamsamgeorge@gmail.com	Onboarded 19 September 2023	due 19/12/23 latest
TANIVA	DIMITROPOLILOS	0.410100007	thattu 1212@autlaah aam		14/04/2022

2. Existing Staff Supervisions take place approximately every 8 weeks

		0.00020323	paco1C 1aoo.co		L ., 11, 1011	3,0,20 2200
17 PSALM	ADAMS	0478 879 704	psalmadams@gmail.com	Onboarded 3 August 23	24/10/23 0930	due 19/12/23

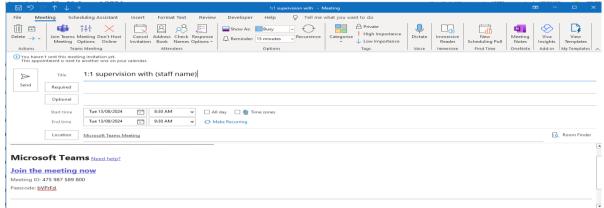


- Support and Supervision Coordinator to create Supervision Timeslots in Sirenum ready to allocate YW's.
 5 supervision time slots a day please note, these times will vary pending on the staff shift start/finish times or availability.
 - 08:30 09:30
 - o 09:30 10:30
 - o 11:00 12:00
 - o 12:00 13:00
 - o 14:30 15:30

Exception for Friday where the 14:30 time slot is removed to allow for Support and Supervision Coordinator to roster supervisions in advance, finalise roster of supervisions for the following week and send out calendar invites, agendas and links to worker's email address for all those confirmed for the following week.

Supervision meetings are 45-60 minute in duration

- Once staff allocated to supervision timeslots and accepted/confirmed
 - o Support and Supervision Coordinator to create Microsoft Teams meeting invite in Outlook and send to worker's email address.



 Support and Supervision Coordinator to update Sirenum Schedule in the notes section of the allocated supervision in Sirenum to read "via Microsoft Teams.

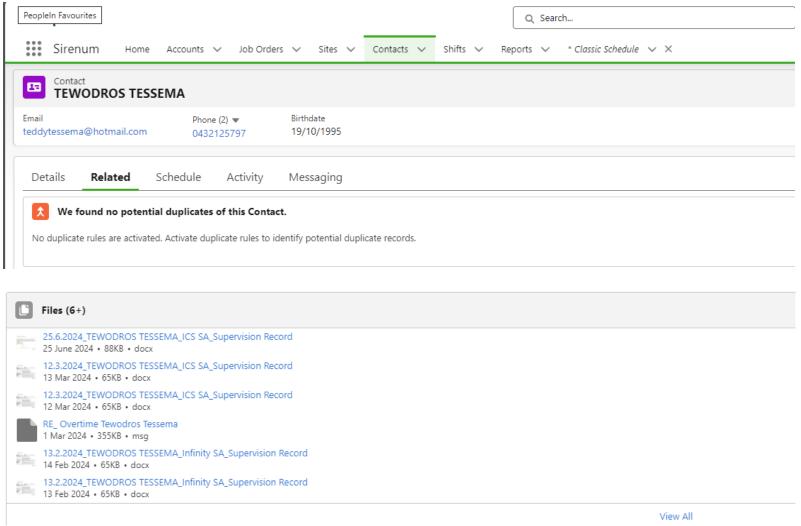




- Support and Supervision Coordinator to carry out supervision meetings with Youth Workers and Care Practitioners face to face via Microsoft Teams (preferred option) if they are having difficulty connecting, then face time may be the alternate option. Youth Workers and Care Practitioners should be in a quiet and private location due to the potential nature of the discussions. Supervision cannot take place if the worker is on shift (Edmen or another role), in a public setting, driving or a passenger in a vehicle otherwise supervision will need to be rescheduled.
- Completed Supervisions
 - Support and Supervision Coordinator to complete the supervision record and save to SharePoint Supervisions folder OneDrive AWX PTY
 LTD\CSS Operations\ED CSS\Supervision and employees file in Sirenum under related tab. No copies of the supervision record should be shared

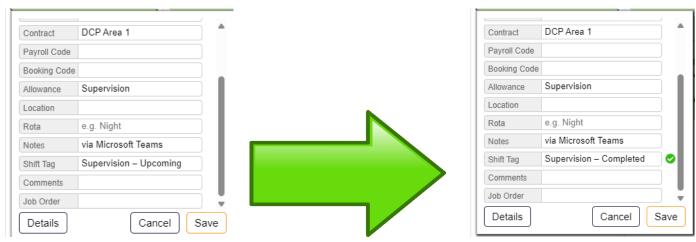


with anyone other than Edmen Service Delivery Managers, Edmen Service Coordinators or Edmen Support and Supervision Coordinators without the staff consent. Should staff request a copy of their supervision record it should be converted to a PDF file so that it cannot be edited.





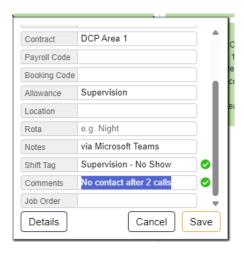
Change in Sirenum roster from Supervision – upcoming to supervision completed.



- If staff No show

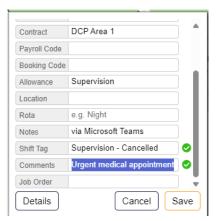
- O Support and Supervision Coordinator to make 1st phone call attempt out to the YW after 10 minutes. If unsuccessful a voicemail is to be left.
- Support and Supervision Coordinator to make 2nd phone call attempt to the YW 10 minutes following 1st phone call attempt. If unsuccessful another voicemail is to be left.
- o If no contact made within 30 minutes of the meeting start time, Support and Supervision Coordinator to mark the shift as No Show in Sirenum and reschedule another day and time for supervision as soon as possible.





- If staff Late Pull Out or Advanced Pull Out
 - o Staff to contact Edmen SC or Support and Supervision Coordinator to cancel or pull out of supervision
 - Support and Supervision Coordinator to update Sirenum and spreadsheet to reflect this and update in their outlook calendar and updated supervision spreadsheet
 - Support and Supervision Coordinator to reschedule supervision meeting as soon as possible to another day/time by allocating through Sirenum and updating Spreadsheet with newly allocated date.





- If the YW does not show up for more than 2 consecutive supervision sessions, the supervision coordinator should advise the Service coordination team, if they do not show up on the third attempt, the supervision coordinator will attempt to contact the YW again, if they dont answer then the supervision coordinator will escalate to the service coordinator and SDM. Mark on the supervision spreadsheet, not to be rostered for supervision until the SC has followed up with the YW.
- If the YW does answer the call then encourage the YW to log in and attend as much of the supervision session as they can (something is better than nothing), if they are not able to, then advise them they have missed two previous supervision sessions, and this will need to be escalated to the SC and SDM as supervision is mandatory and they may be pulled off roster until supervision is rescheduled and attended.

215 ISANLOSE (JOY) OHONYON 0433 592 142 rinsolatosin@yahoo.com 18/12/2023 5/7/2024 WFC 6/8/2024 No show x 2 (28/6 and 5/7)

- At the end of the day
 - Support and Supervision Coordinator to email Edmen SC's and cc:/ SDM Supervision Attendance for the day, attach all completed supervision records and any important notes to bring to SDM or SC attention. If there are 2 different contract organisations a supervision attendance email is sent separately to each relevant team.
- Action/Follow Up Required
 - o Edmen SC's to Access the SharePoint completed Supervision Record and action and actions or follow ups as identified.



- Any feedback provided during supervision that requires EAP support, or where it has been identified, is to be escalated immediately to the SC's and SDM cc'd.
- All supervision records are to be attached & logged in in SharePoint Supervisions Record folder and also in the employees file in Sirenum under the related tab.
- Support and Supervision Coordinator to update the spreadsheet and colour code to green to indicate the supervision was completed and enter alongside the next due date of supervision which often will be 8 weeks from the date supervision was completed
- Support and Supervision Coordinator should update their outlook calendar and also colour code to green to indicate a completed supervision.

Microsoft Calendar should be colour coded as follows:

Booking and Confirming:

Light blue – vacant and waiting for me to add someone for supervision.

1:1 supervision with
Microsoft Teams Meeting
Peter Norton

1:1 supervision with
Microsoft Teams Meeting
Peter Norton

Dark blue – I have sent an invite on Sirenum and waiting for them to either accept or decline.

1:1 supervision with HARSH TRIVEDI
Microsoft Teams Meeting
Peter Norton

1:1 supervision with ISANLOSE OHONYON
Microsoft Teams Meeting
Peter Norton

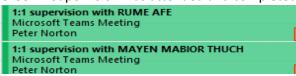
Orange – Booked and staff confirmed through Sirenum. This means, I send the outlook calendar invite with the Microsoft Teams Meeting once they have accepted supervision on Sirenum.



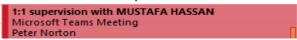


After Supervision:

Green - Supervision was attended and completed.



Red – No Show or late pullout.



Light Green – pulled out on the day – this helps me remember to book them in again.

Bluey/green – YW Was required on shift and needed to cancel. This helps me to re-book them.

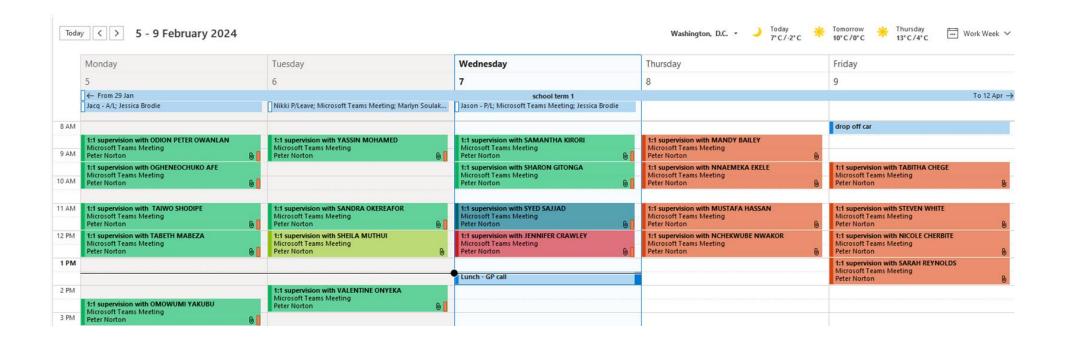


Outlook example provided below:



Toda	ay (> 4 - 8 March 2024			Washington, D.C. ▼ J Today ** 7° C /-2° C	Tomorrow in Thursday In Work Week N
	Monday	Tuesday	Wednesday	Thursday	Friday
	4	5	6	7	8
	← From 29 Jan		school term 1		To 12 Apr -
	Labour Day (Western Australia); Australia				
8 AM					
9 AM	1:1 supervision with MARY NDERI Microsoft Teams Meeting Peter Norton	1:1 supervision with PRIYANKABEN PATEL Microsoft Teams Meeting Peter Norton	1:1 supervision with Microsoft Teams Meeting Peter Norton	1:1 supervision with RAJ SINGH SHEKHAWAT Microsoft Teams Meeting Peter Norton	1:1 supervision with ROSANNA LYGIDAKIS Microsoft Teams Meeting Peter Norton
10 AM	1:1 supervision with DAVID NWANKWO Microsoft Teams Meeting Peter Norton	1:1 supervision with Karilyn XUAN NGUYEN Microsoft Teams Meeting Peter Norton	1:1 supervision with CHANDLER RIDLEY Microsoft Teams Meeting Peter Norton	1:1 supervision with MARC WALES Microsoft Teams Meeting Peter Norton	1:1 supervision with RENAE URBANSKI Microsoft Teams Meeting Peter Norton
11 AM	1:1 supervision with ROSE ADEJOH Microsoft Teams Meeting Peter Notron @	1:1 supervision with GODSON AKARA Microsoft Teams Meeting Peter Norton	1:1 supervision with PRECIOUS AJUORA Microsoft Teams Meeting Peter Norton	1:1 supervision with Microsoft Teams Meeting Peter Norton	1:1 supervision with Microsoft Teams Meeting Peter Notion @
12 PM	1:1 supervision with Sheridan McFarlane Microsoft Teams Meeting Peter Norton	1:1 supervision with TABETH MABEZA Microsoft Teams Meeting Peter Norton	1:1 supervision with SABRINE AL MANSOURY Microsoft Teams Meeting Peter Norton	1:1 supervision with Microsoft Teams Meeting Peter Norton	1:1 supervision with Microsoft Teams Meeting Peter Norton
1 PM					
2 PM					
3 PM			1:1 supervision with Microsoft Teams Meeting Peter Norton	1:1 supervision with RYAN WHEELER Microsoft Teams Meeting Peter Norton	







						Click or tap to enter a	
Employee Name:			S & S Coordinator's Name:		Date:	date.	
Support & Supervision (for new onboarded staff)							
Is a requirement of the role and an expectation set by the department, if these requirements are not met then we will not be able to allocate shifts for you just like not having your WWC check or First Aid. Regular and ongoing supervision will occur approximately every 8 weeks and generally last for 45mins to an hour, these sessions will be held via Microsoft Teams and are written up and a copy is provided to the Service Coordinators and Service Delivery Manager for any follow up actions. During this time, we spend time to get to know you better and exchange positive or constructive feedback and discuss also discuss Edmen practice standards and the legislation as required. Firstly, let's hear about yourself, then I will give a brief overview of my background in relation to my role as the Support and Supervision coordinator. By the end of today's supervision, you will know what to expect from these sessions moving forward. Can you please confirm.							
In a public sp	ently not on shoace or setting passenger in a	,					
Ice breaker (For new	v onboarded	□ N/A – Existing Staff					
YW)		Welcome to the Edmen tea	ım.				
		What attracted you to the	role as a YW? experience in Youth Work? Yes	No □			
		•	experience in Touth Work: Tes L				
Previous supervision	n actions?	NA ☐ First time supervision	n session.				
		No previous actions □					



	Actions completed □
	Carried forward from previous supervision □
	•
What are your work or personal	•
achievements since your last supervision session. (or starting	
with Edmen, for new YW)	
Have there been any incidents	Yes No No
you wish to debrief on?	Brief overview.
	•
	If you had to face the situation again, would you do anything differently? Yes \Box No \Box
	What support did you receive?
	•
	Does the Support and Supervision coordinator feel follow-up support may be needed?



	EAP Yes No
	Wellness check-up Yes □ No □
	Telephone call Yes □ No □
	Additional supervision session Yes □ No □
	If yes, has this been booked in?
	Click or tap to enter a date. Time:
Are there any challenges you are	Yes No No
currently facing	Brief overview.
	•
Administration	Do you have an Edmen ID card? Yes □ No □
	Reason for replacement.
	•
	Youth worker was reminded to carry their ID card on their person whilst working.
	Yes □ No □
	Correct Address on Sirenum Yes ☐ No ☐
	If no, remind YW to email their COA the Edmen rostering team.
	E-Logging expectations:



	Description of the Control of the co
	Remind staff when E-Logging they must use their legal name.
	E-logging is a legal document and may be used in a court of law.
	 During a legal process, the YW will need to be known by their legal name, not by a preferred name.
	 Using legal name will ensure consistency across all formal documents.
	There may be legal implications if a legal name is not used in formal documents.
	 Using your legal name will avoid any confusion or issues for any matter presented.
	 Use of legal name will assist the department seniors to identify the person who was on shift for payroll purposes.
	Confirm the YW using their legal name: Yes □ No □
	Confirm the YW makes sure the placement vehicle keys are locked away when not in use: Yes □ No □
	(only for their next supervision session) YW understands if they arrive late to shift, they are legally required to sign in
	using their actual start time not the shift start time: Yes \(\sigma \) No \(\sigma \)
	¥ YW to also be reminded they need to also advise Edmen Rostering of their actual start time: Yes □ No □
	Other.
	•
Support	Do you get the support you need through DCP? Yes □ No □
	How?
	•
	Do you get the support you need through Edmen? Yes No No
	How?



	Self-reflection - Is there anything you feel you can do better as a Youth Worker? Yes □ No □ How? •
Wellbeing	How do you practice self-care away from work? Focus on avoiding burnout and fatigue. •
	After a challenging shift, what do you do to switch off or transition out from work? •
	How do you identify burnout or fatigue for yourself? •
Education	How do you support Cultural Safety in placements for Aboriginal Young People? (YW to consider respectful language and communication, how to support the YP culturally, Respect the culture and through diversity). •
	Is there anything you wish to bring up or discuss today? Yes No \(\square\$
	If yes, what?
	•
	Are there any compliance requirements coming up in the next 3 months? If so, list below as actions. Yes No



Action – Select Action.
Due in: Select Month.
Action – Select Action.
Due in: Select Month.
Action – Select Action.
Due in: Select Month.
Action – Select Action.
Due in: Select Month.
Any actions in general from today's supervision?
Action -
Action -
Action -



Employee Name:	Supervisor Name:	upervision Date	
Item	Action/Follow Up	By Whom	Date



EXAMPLE OF EMAIL OF DAILY SUPERVISON ATTENDANCE TO SERVICE COORDINATORS CC:/SDM with Supervision Records attached

