

# OFFENDER REINTEGRATION STAFF SUPERVISION POLICY

POLICY NO. OR03

ACT CORRECTIVE SERVICES



**ACT**  
Government

Justice and Community Safety

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## 1 PURPOSE

The Offender Reintegration (OR) division of ACT Corrective Services (ACTCS) is committed to ensuring staff are provided with opportunity to engage in regular professional and clinical supervision, to enable and support OR staff to provide high-level effective service provision across the workspaces of the Alexander Maconochie Centre (AMC) and Community Operations.

## 2 SCOPE

This policy applies to all staff within OR, as well as to any ACTCS staff who have been identified to provide any form of supervision to OR staff.

## 3 DEFINITIONS

<b>Supervisor</b>	The delegated manager/senior staff member providing supervision to the supervisee.
<b>Supervisee</b>	The individual(s) receiving supervision by a delegated manager/senior staff member
<b>Line Management Supervision</b>	Supervision is provided by the employee's line manager, with focus on the daily operational functions of the role and job performance of the employee, in line with their position description and role scope.
<b>Professional Supervision</b>	A formal process whereby a supervisor provides support, direction, and guidance, and encourages professional and personal development to the supervisee in their role and towards their career progression goals.
<b>Clinical Supervision</b>	A formal process whereby a clinical health professional supervisor provides clinical and, where possible, modality specific supervision. Clinical supervision is to be provided in line with the relevant employees overarching professional body requirements, including but not limited to, Australian Health Practitioner Regulation Agency (AHPRA) and modality specific associations (Australian Association of Social Workers (AASW), Psychotherapy and Counselling Federation of Australia (PACFA), Australian Counselling Association (ACA), and Allied Health Assistance Network of Australia (AHANA).

## 4 PRINCIPLES

- 4.1 The Offender Reintegration (OR) division is committed to ensuring that formal professional and clinical supervision is a core component of employment, to support and foster employee's professional growth and development.
- 4.2 The objective of a formalised supervision framework is to ensure staff feel supported, valued, and encouraged in a positive and proactive way to perform their role with confidence and independence.
- 4.3 Supervision plays an integral role in providing an appropriate outlet for reflective practice, facilitating staff wellbeing, and supporting staff to provide meaningful contributions to the shared goals and visions of OR's service provisions within ACTCS.
- 4.4 Supervision is not a forum for personal counselling, formal underperformance management or disciplinary action. These functions are managed by other processes.
- 4.5 This policy outlines OR's commitment to supporting staff in accessing consistent, evidenced-based, and effective supervision, as well as additional and appropriate support mechanisms.
- 4.6 Effective supervision is valued by OR and aims to equip supervisors and supervisees with adequate skills, knowledge, and attributes to meet key initiatives of:
  - a. delivering services that are client-centred, family inclusive, trauma-informed, recovery focused, quality focused, and above all, safe for all.
  - b. providing holistic service provision in response to client's needs.
  - c. supporting employees to excel and remain effective in their role.
  - d. supporting employees to develop their work practices and career objectives.
  - e. providing a regular embedded mechanism to support key deliverables and professional development goals identified in the supervisees Personal Achievement and Development Plan (PADP).
- 4.7 Supervision is a two-way communication process in which feedback is both provided and received in a constructive and supportive manner.
- 4.8 The AMOVITA suite of Supervision models will be adopted as a standard framework and practice for supervision provision across all areas of service delivery that OR staff work across. Supervisors and supervisees of OR have been trained in the AMOVITA suite of supervision models. This training will be available for staff

who have not yet completed the training, and as refreshers for staff who move between supervisee and supervisor roles.

*NOTE: Adoption of AMOVITA models at the time of this policy coming into effect does not in any way constitute a restriction on trade. ACTCS will review contracts for provision of supervision training and supports as and when appropriate and update this policy where required.*

## **5 FREQUENCY**

- 5.1 At a minimum, all staff must participate in individual monthly professional or clinical supervision for a duration of up to 60 minutes, subject to operational requirements.
- 5.2 Line management supervision must be conducted separately from professional/clinical supervision. At a minimum, all staff must engage in line management supervision monthly, with duration of up to 30 minutes, or as negotiated between the employee and line manager.
- 5.3 Where supervision cannot go ahead as scheduled, reasonable efforts must be made to rearrange as practicable and feasible.
- 5.4 If supervision is unable to be rescheduled, the reasons must be documented in the shared file between the supervisee and supervisor on TRIM, as outlined in section 10 *Documentation and Storage*.
- 5.5 Supervision must occur on a day and time suitable and agreed to by both parties, with confirmation of appointments in each parties' Outlook Calendar.
- 5.6 Depending on the employee's role and any additional registration and/or accreditation requirements, supervision may be negotiated between the supervisee and supervisor to occur more frequently.
- 5.7 Group supervision must be facilitated as regularly and as reasonably requested by the program facilitators, noting that supervision needs may differ between staff groups, program types, the content of discussion and group dynamics.
- 5.8 Ad-Hoc supervision in addition to monthly professional/clinical supervision may be accessed as reasonably required and/or indicated at the request of either the supervisor or supervisee.

## 6 TYPES OF SUPERVISION

Definition	Detail
Line Management Supervision	Supervision provided by the employee's direct line manager. Supervision in this context is focused on day-to-day operational and individual/team functioning needs. Discussion focusses on topics including, but not limited to, case load numbers, planning, outputs, outcomes, resourcing, projects, and compliance.
Professional Supervision	Supervision provided either by the employee's line manager, by another appropriate senior staff member in the organisation, or by an externally contracted supervisor with specialised training, to separate the focus between line management and professional supervision. Professional supervision is focused on the supervisee's professional practices, with encouraging and supportive discussions regarding professional growth, reflective practices and enables the supervisee to feel valued and acknowledged in their role.
Clinical Supervision	Supervision provided by a qualified health professional, either from an appropriate internal health professional staff member, or an appropriately appointed external clinical supervisor. Where possible, modality specific supervision should be sourced, to ensure clinical supervision practices are maintained in line with the employee's overarching professional body requirements and/or accreditation requirements. Clinical supervision is valued for individual clinical development and professional growth, utilising modality specific models and theories to apply reflective professional practice and ensuring best-practice, evidence-based interventions and clinically informed practices are applied to the clinical service provision.
Group Supervision	Group supervision completed by multidisciplinary teams or staff groups providing shared service provision or group program facilitation. Supervision can be provided by the team's direct line manager, or by an internal or external professional with skillset specific knowledge, skills and training required to undertake this role. Group supervision encourages group reflection, peer learning

	and development, ensuring best practice with clinical reasoning is applied for clients' service provision needs, and ensuring that treatment planning and interventions are well considered and justified. Group supervision is encouraged for all areas of OR service delivery where clinically informed justification is applied to the intervention provided, including but not limited to group program facilitation and criminogenic focused interventions.
Peer Supervision	Peer supervision usually occurs between a peer cohort or team in the absence of a line manager/supervisor. Peer supervision encourages professional reflection and debriefing of aspects of shared service provisions. Peer supervision is often informal in nature and is encouraged by all areas of OR to foster and build positive workplace culture and professional relationships between teams and business units. Peer supervision is a supportive mechanism between colleagues where they can discuss topics of mutual interest and experiences within the workplace.
Ad hoc Supervision	Ad hoc supervision is usually unplanned and informal and can be at the request of either the supervisor or supervisee. Ad hoc supervision may be accessed as reasonably indicated and as practicably able. Ad-hoc supervision may be accessed to obtain and discuss more immediate and pressing matters and decisions.

## 7 AMOVITA MODELS

- 7.1 There are a range of AMOVITA Supervision Models, all with varying focus topics, which are dependent on the role and service provision that is being supported/supervised.
- 7.2 The below models are to be used across OR business units and for individuals, with negotiation between the supervisee and supervisor to determine the most appropriate model to base the supervision discussions and topics against. Group supervision will be guided by the AMOVITA models, with the appropriate model utilised to be determined by the group and supervisor:
- a. PASE Model – The PASE Supervision model is an evidence informed model developed for professional and clinical staff who work directly

with clients in the health, human/community services or allied health sectors.

- b. LASE Model – The LASE Business Acumen model has been developed for leaders, managers, executives, directors, and CEOs in an executive or leadership role.
- c. FASE Model – The FASE Discussion Guide model is a supervision model designed to support staff in administration, reception, or operational roles.
- d. MASE Model – The MASE Meeting Advisor model has been developed for middle managers and coordinators/team leaders in a supervisory role with staff who may be in a policy or project role, in corporate services, project management or IT.
- e. CASE Model – The CASE Cultural Supervision model ‘Yarn Up Time’ has been developed to support Aboriginal and Torres Strait Islander and non-indigenous staff who work in a cross-cultural context.
- f. GASE Model – The GASE Supervision model has been developed for students undertaking a placement of internship as part of their formal qualification.
- g. CALD Model – The CALD Supervision model has been developed for staff in a cross-cultural role. This model supports the person to discuss their role in the context of their cultural practice and how it aligns to their cultural background.

7.3 A full list of the AMOVITA suite of Supervision Models can be accessed in *Related Documents* below.

## **8 SUPERVISION AGREEMENT**

- 8.1 A *Supervision Agreement* must be signed by both parties, outlining the supervision terms, purpose, confidentiality, and any significant additions that is negotiated and agreed to by both parties.
- 8.2 Minimum requirements of the Supervision Agreement must be met. Additionally, more requirements can be added to the Supervision Agreement, subject to both parties’ consent.
- 8.3 The Supervision Agreement must be reviewed and re-signed annually.



- 8.4 If a new supervisor is enacting a new Supervision Agreement, it must be signed by both parties to reflect the change.
- 8.5 If a supervisor or supervisee does not agree to the Supervision Agreement requirements, they must escalate their concern to the appointed Senior Director, who must determine a reasonable outcome.

## 9 RESPONSIBILITIES

- 9.1 The supervisor, supervisee and ACTCS all have a range of responsibilities, some shared and some individual, that are required for supervision to be successful and effective.

### SUPERVISOR AND SUPERVISEE SHARED RESPONSIBILITIES

- 9.2 Build a trusting, supportive, respectful, collaborative, and transparent professional relationship.
- 9.3 Attend supervision meetings with a positive and professional manner and engaging proactively and respectfully.
- 9.4 Attend supervision meetings with planned agenda items and topics for discussion.
- 9.5 Ensure that supervision is scheduled and occurs. If supervision is unable to occur, the person responsible for the unavailability must ensure a re-schedule is arranged as practicably as able.
- 9.6 Prepare for supervision by ensuring agenda items and follow-up tasks are completed as agreed at the prior meeting.
- 9.7 Evaluate the effectiveness of supervision on a regular basis.
- 9.8 Complete the necessary documents and forms to participate in supervision, including but not limited to the *Supervision Agreement form*, *Intake Questions*, *Interviewing the Supervisor*, and completion and signing of the *Supervision Minutes* following each meeting.
- 9.9 Negotiate and understand the relevant AMOVITA supervision model that should be used for the supervision, dependant on the supervisee's position description, cultural identification and additional qualification and registration requirements.
- 9.10 Seek out and engage in the relevant supervision training as a supervisee or supervisor, or both depending on the individual's role and supervision responsibilities of staff.

## **PEER SUPERVISOR RESPONSIBILITIES**

- 9.11 Peer supervisors hold shared responsibility to raise concerns regarding conduct or performance integrity matters, in accordance with the *ACTPS Code of Conduct 2022* and the *Public Sector Management Act 1994* to the relevant line manager, with best efforts to remain transparent with the peer(s) involved regarding the concerning matter(s).

## **SUPERVISOR RESPONSIBILITIES**

- 9.12 Ensure the supervisee has the adequate skills, knowledge, and access to the appropriate resources to engage effectively and purposefully in supervision.
- 9.13 Ensure the supervisee has sound understanding of the requirements of supervision, including the benefits and purposes of supervision.
- 9.14 Maintain the appropriate competency and skillset to provide supervision.
- 9.15 Complete the *Intake Questions* with the supervisee and recognise and understand the individual needs of the supervisee to engage effectively and meaningfully in supervision.
- 9.16 Recognise, acknowledge, and celebrate the supervisee's accomplishments and achievements.
- 9.17 Foster a productive, reflective, and transparent environment, encourage the supervisee to reflect and evaluate their service provision and work practices as well as identify career and service provision goals to work towards and accomplish.
- 9.18 Provide and encourage guidance, direction, motivation, and constructive feedback.
- 9.19 Provide clear communication and transparency regarding any concerns of the supervisee's professional practices, conduct or behaviours.

## **SUPERVISEE RESPONSIBILITIES**

- 9.20 Understand the requirements, benefits, and purposes of engaging in regular supervision.
- 9.21 Upon commencement of supervision with a new supervisor, complete the *Interviewing the Supervisor* document.
- 9.22 Communicate openly, reflectively, and meaningfully to gain the greatest benefit from supervision and from the supervisor.
- 9.23 Seek and encourage feedback and guidance on areas of service provision to continue to progress and improve in the role and work towards career objectives.
- 9.24 Provide purposeful and constructive feedback to their supervisor regarding the needs you require to engage effectively and meaningfully in supervision.

- 9.25 Come to supervision prepared, and with an agenda for discussion.
- 9.26 If external supervision is sought it is the responsibility of the supervisee to discuss overarching frameworks and relevant evidenced based models with the external supervisor. External supervisors may be referred for consideration at the Programs and Services Committee.

#### **ACTCS RESPONSIBILITIES**

- 9.27 Provide a private, safe, and distraction-free environment for supervision to occur, as practicably and operationally able.
- 9.28 Ensure the supervisor's and supervisee's work timetables and schedules allow for the required time and any associated needs to engage in regular supervision.
- 9.29 Ensure supervisors and supervisees have access and are supported to attend the appropriate training to undertake and participate in supervision.
- 9.30 Value and recognise the importance and purpose of quality supervision for all staff across OR, and for their individual roles and needs.

## **10 DOCUMENTATION AND STORAGE**

- 10.1 The required documents relating to supervision, including but not limited to, the *Supervision Agreement*, *Supervision Minutes* and related resources are all to be kept up to date and maintained in a secure and confidential manner.
- 10.2 Both parties must have access to a copy of the signed *Supervision Agreement* and signed minutes following each Supervision meeting.
- 10.3 *Supervision Minutes* must accurately reflect the professional reflections and topics discussed in each supervision meeting. Any disclosures of sensitive personal matters should remain confidential, and recordings of this information remain discrete unless a significant risk to safety of any kind is identified.
- 10.4 All Supervision related documents are to be stored electronically in a shared folder by both the supervisor and supervisee on the JACS Content Manager (CM aka TRIM), which is an approved Electronic Document and Records Management System (EDRMS) supported by the *JACS Records Management Program*, in accordance with the *Territory Records Act 2002*.
- 10.5 Training for use of the CM is available for JACS employees and staff groups, and a CM user guide is available on the intranet.

## 11 CONFIDENTIALITY

- 11.1 Confidentiality of supervision discussions are to be maintained in accordance with the *Supervision Agreement* document. The maintenance of confidentiality reflects the responsibility of duty of care, in accordance with, but not limited to, the *Information Privacy Act 2014, Freedom of Information Act 2016* and *Territory Records Act 2002*.
- 11.2 Supervision documents are to be stored appropriately to maintain privacy and confidentiality, in accordance with the *Territory Records Act 2002*.
- 11.3 OR and ACTCS hold duty of care responsibilities to ensure employees can maintain their ability to undertake their role safely and effectively.
- 11.4 Any information that is disclosed during supervision that indicates concern for the safety, health or wellbeing of an employee may need to be escalated to more appropriate channels to ensure the rights and needs of OR staff are maintained, in accordance with the *ACT Public Sector Code of Conduct 2022* and *Work Health and Safety Act 2011*.
- 11.5 There may be other limits to confidentiality. What and how this is recorded should be determined in consultation between the supervisor and supervisee.

## 12 QUALITY ASSURANCE AND EVALUATION

- 12.1 The supervisor and supervisee must complete the *Evaluation Form* following each supervision meeting, which allows both parties to reflect on the supervision discussions, areas and topics covered, and the view of the effectiveness of the discussion from both individuals.
- 12.2 OR recognises that supervision must be effective, meaningful, and purposeful for both the supervisee and supervisor.
- 12.3 Quality Assurance activities must be completed by each business unit of OR as a measure to ensure that effective supervision is engaged and participated in across OR.

## 13 RELATED DOCUMENTS

- Offender Reintegration Staff Supervision Document Portfolio (*Supervision Agreement, Supervision Minutes, Intake Questions, Interviewing the Supervisor and Evaluation*)
- AMOVITA – Suite of supervision models
- [Content Manager - Training and User Guides](#)

- [Territory Records Act 2002](#)
- [ACT Public Sector Code of Conduct 2022](#)
- [Work Health and Safety Act 2011](#)

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