



Wynter Street Taree  
PO Box 270 Taree NSW 2430  
Ph: 02 6552 5088  
Email: [tareechildcareservices@ccstd.com.au](mailto:tareechildcareservices@ccstd.com.au)

### **3.15 Child Care Services Taree & Districts Inc.**

#### **Support Worker Support Supervision and Annual Assessment Policy**

**Child Care Services Taree & Districts Inc. (CCSTD) recognises the crucial role that, support, supervision and Annual Assessment 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 and competent Supervision and Annual Assessment is best practice for all Support Workers working within the organisation. As such, all Support Workers will be supported and supervised regularly and assessed annually.

#### **Principles of the Policy**

The following key principles are fundamental to the Support, Supervision and Assessment Policy;

- NDIS Staff are to make contact at least fortnightly with Support Workers to monitor placements and supports either by text, email, phone or in person.
- All contacts and correspondence will be recorded in the Support Workers notes on the software system
- Throughout the year, NDIS staff will collate information which will contribute to an annual appraisal for each Support Worker.
- Support Workers are provided with a mobile number to contact Staff 24 hours a day 7 days per week for support, supervision and assistance.
- 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.
- Each Support Worker will have a personal file, which will hold all relevant records and other information relevant to the individual.
- Support Workers are required to submit a weekly evaluation on all participants, this evaluation will provide staff with relevant up to date information on each placement, what's working, what's not working, any current issues, support that may be required to either the participant or the support worker

#### **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. It is in the interests of both NDIS Staff and Support Worker to work towards establishing a purposeful relationship that develops honesty, trust and the recognition of individual needs.

During Supervision critical reflections is used to identify gaps in training and skills, these are documented and taken to the NDIS Staff Meetings to be added to the Quality Improvement Plan (QIP)

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

## **Annual Assessment**

It is essential that procedures are supportive and that the Support Worker is supported to be involved and empowered in the process.

Support Workers will be provided with Annual Assessment documents which will clearly state what will be required.

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

- Annual Assessment should be set in advance at a time that is convenient for both Staff and Support Worker. The time should be private and free from disruption or distraction.
- Prior to the meeting the Support Worker should reflect on the duties associated with his/her role.
- Support Workers are asked to reflect on their individual performance in relation to the role
- Prior to the Annual Assessment, the Support Worker will be requested to consider any particular points or aspects of his/her practice that would benefit from closer reflection or discussion.

## **Recording**

Information will be recorded in writing. The record will confirm that Annual Assessment 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 Staff and Support Worker are required to sign and date the Annual Assessment 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.

Areas to be covered in Annual Assessment include;

- Review of previous Annual Assessment (if applicable)
- Aims and Objectives of service.
- Policies and procedures
- 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
- 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 contacts and Annual Assessments 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 Support visits and Annual Assessment 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 notes must be stored in a secure and safe area. Support workers are to receive a copy of the records (it is recommended that the supervisor keeps original paperwork).

Records must be kept in the Support Workers 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