



**Title: Supervision Policy**

**Purpose**

This policy provides employees with a clear statement of the various facets of the supervision process at CREATE during an employee’s period of employment, and outlines clear expectations, roles, and responsibilities.

This policy:

1. Provides contextual information about how supervision fits into the broader performance management framework;
2. Provides information to all CREATE employees about their mutual responsibilities in the supervision context;
3. Outlines the recording requirements of Line Managers when supervising direct reports.

**Policy Statement**

Supervision is pivotal to ensuring that an employee’s performance meets organisational requirements and that the employee is supported to achieve the goals outlined in Action Plan and Work Plan goals.

**Authority**

Jobs Australia

**Principles**

- Children and young people’s safety and wellbeing is paramount;
- Employees are valued and supported;
- Supervision is a mutual responsibility between Line Manager and employee;
- Supervision is an interactive supportive process;
- Support that enables employees to succeed is pivotal to the organisation’s success and employees’ wellbeing.

**Definitions**

**Line Manager** refers to a person who is responsible for managing (directing and supervising) designated staff in an organisational unit.

**Direct Report/s** refers to staff members who report to and are supervised by Line Managers.

**Procedures**

The following Supervision cycle is to be adopted with new and existing staff:

1. 3 Month Check-in;
2. 6 Month Formal Probation;
3. Supervision (ongoing);
4. Annual Review.

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## 1. Probation

The formal probation period for new employees is six months. CREATE provides a three-month informal probation check-in to monitor progress. During this initial six-month period regular meetings/catch ups are essential to monitor and support new employees.

CREATE is committed to providing new employees with the necessary support, training, and feedback during the six-month probation period. If issues are identified with performance during this period, they should be discussed with the employee, and a course of action determined to address any areas of concern. This should be documented and HR should be advised.

An informal but documented three month check in is part of the probation process. It is to be conducted by the Line Manager. Forms are available from HR and/or Purple Pages.

At this meeting the Line Manager should check in with the new employee to determine if they are clear about expectations for the role and have what they need to complete their tasks effectively. It is also important to provide feedback to employees about their performance during this initial stage and provide advice about what, if any, corrective action is necessary if performance is identified as an issue. Additionally, the Induction Checklist should be double checked to ensure that all areas are covered off and the Induction Checklist is signed and placed on the employees personnel file.

The formal, documented Probation Review is to be conducted by the employee's Line Manager at six months of employment. If the employee has achieved a standard of work outlined in their Job Description and met their Work Plan goals, the Probation Review should be completed; HR must forward a letter to the employee (using a standard template) to advise that they have successfully completed their six-month probation.

If performance issues are noted prior to the six-month Probation Review and have not been remedied, the Line Manager should consult HR as early as possible (before the three and six-month reviews take place) to discuss performance options. If disciplinary action or termination is a consideration, the rationale and process must be approved by the CEO before a course of action is taken. (Refer to the Performance Development Policy.)

## 2. Supervision

Supervision takes many forms and there is a suite of support activities that enhance the supervisory relationship. The supervisory relationship can encompass individual catch up meetings, team meetings, and formal supervision.

Every employee (with the exception of casuals, short-term contracts of 12 months or less, locums, and consultants) has an entitlement to formal supervision. Supervision is a process where the performance and outcomes for a staff member are monitored against their workplan, and their achievements and areas for improvement are noted. Supervision should ideally occur face to face.

A supervision schedule must be developed by the Line Manager for the calendar year and provided to the employee during the induction period.

Line Managers must use CREATE Foundation's supervision templates that are available from HR and/or Purple Pages.

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Employees should complete the Supervision template at least **four** days before the supervision session is scheduled and forward it to their Line Managers. This allows time for the Line Managers to fill out their section and return the completed form to the employees at least **24 hours** before the supervision session.

Where a staff member is responsible for a budget (State Coordinators, Marketing Manager or other delegated Manager) the Finance Manager is responsible for filling out the financial component of the Supervision documents, and Annual Review documents and forwarding them to the Development and Operations Manager or delegated Manager. Any actions required will be identified by the Finance Manager who will also monitor to ensure they are acted upon.

At the conclusion of the meeting, the Line Manager and employee should sign the Supervision form.

### Frequency of Supervision

**First 12 months of employment.** In the first 12 months of employment, regular “catch ups” with new employees should occur at a minimum of fortnightly. The first substantial review is a probation check-in at three months. This consists of a meeting to see how the employee is adjusting to the new role and to ensure that their Induction Checklist is completed. The formal probation is conducted at six-months duration of employment.

Formal supervision should occur quarterly after the initial six-month probation meeting.

**After 12 months of employment.** Line Managers have discretion to either maintain supervision quarterly if beneficial to the employee and/or Line Manager or can revert to a bi-annual schedule if there are no performance issues noted. For administrative roles, including finance, a minimum of an Annual Review and regular catch ups are required if no issues are noted with performance.

**After three years of employment** the CEO can use discretion for their direct reports for the timing of supervision.

Annual Reviews are part of the supervision process and as such the timing of the Annual Review also needs to be factored into the supervision schedule. For example, if formal supervision is deemed suitable at six monthly intervals the Annual Review forms one of the formal supervisions. Annual Reviews should take place on or as close to an employee’s Anniversary date as possible; the exception to this is Leadership Committee members. Leadership Committee Members’ Annual Reviews are conducted in July of each year.

Note: Supervision can be more frequent if issues with performance and/or behaviour are noted. Line Managers must provide employees with at least one week’s notice of a supervision meeting to allow time for the documentation to be completed by each party (employee and Line Manager).

### 3. Annual Review

Employees are required to undergo an Annual Review each year on or before their anniversary date. HR is responsible for maintaining a register and advising Line Managers, so that Line Managers are aware of the anniversary dates in advance.

Annual Reviews should be conducted for all staff, with the exception of casuals, short-term contractors (of 12 months or less duration), locums, and consultants.

The Annual Review is a trigger for:

- (a) A review of performance throughout the year against Job Description Key Outcomes and the employee’s Work Plan goals;

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- (b) A review of salary where above Award is paid; and Pay Point increment due if on Award;
- (c) A review of the role, for example Job Description requirements against the reality of the role;
- (d) Monitoring security: Police Checks, Blue Cards, Working with Children Checks (WWCC) in accordance with state legislation and/or requirements. (Refer to the Recruitment and Selection Policy.)

**Note:** If a security check (Blue Card, WWCC) has expired the employee cannot continue in their role with children and young people until the renewal is received. All instances will be referred to HR and the employee concerned stood down with no pay until the card is received. It is the responsibility of the employee to ensure that their Security Checks remain current.

### **Record Keeping**

There are Probation, Supervision, and Annual Review Templates available on Purple Pages or from HR. These forms must be used consistently.

It is essential that records be kept for Probation Reviews, Formal Supervision, and Annual Reviews. Once signed by both parties (Line Manager and employee) and dated, the documents should be forwarded to HR and kept on the employee's personnel file.

Catch up meetings between staff and Line Managers should be documented. These notes can be kept by the Line Manager in the state/territory or national offices as a record of the meeting.

### **Access**

Employees are entitled to ask for a copy of supervisory documents; in addition, they can access their personnel file to locate copies of their Probation Review, Supervision and Annual Review Forms.

Employees can request a copy (photocopy) of the records through HR. Original documents remain in the personnel file. However, for confidentiality purposes, if any information on the personnel file relates to a third party it cannot be released.

Failure to abide by this policy may result in disciplinary action. CREATE is committed to ensuring that all employees are provided with supervision as part of its commitment to best practice.

### **Links**

- Performance Development Policy
- Code of Conduct Policy
- Code of Ethics Policy
- Employment Guide
- Privacy Management Policy
- Child Protection Policy
- Recruitment and Selection Policy

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