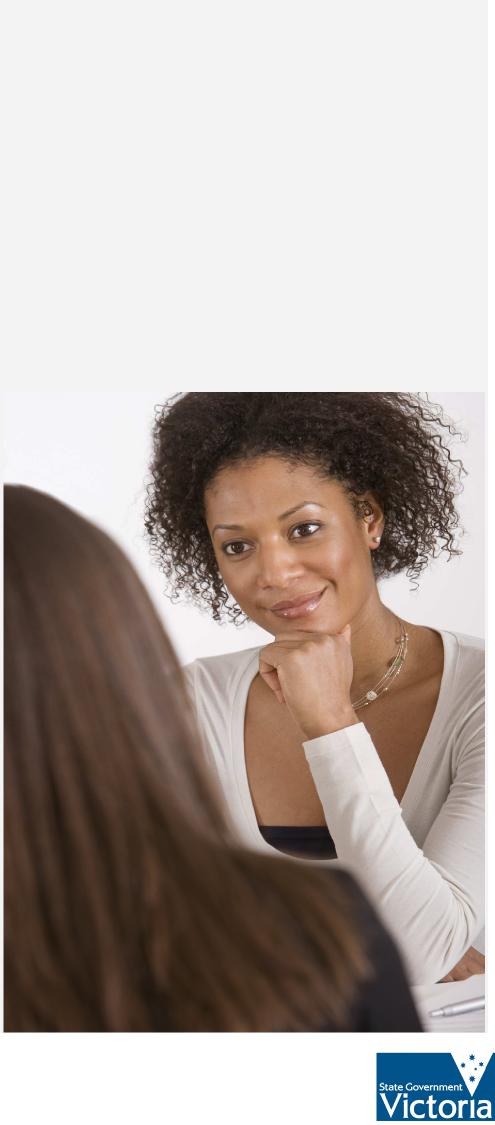
***Review Process***

Child protection is committed to providing a supportive environment for child protection practitioners, so they can concentrate on their important work with vulnerable children, young people and families.



**Effective**

**Supervision**

**within**

**Child**

**Protection**

This supportive environment includes a workload/issues review process for practitioners.

Where a workload or other issue is not quickly and satisfactorily resolved between the supervisor and supervisee, other approaches may include:

* Engaging a peer or more senior practitioner to assist in resolution of the problem
* Involving the supervisor’s manager to facilitate an agreed plan and outcome
* Seeking independent mediation in consultation with the supervisors’ manager.
* Seek advice and support from People and Culture about issues that have not been resolved by the previous options

Issus should not be ignored, minimised or avoided.

**Associated documentation:**

Practice advice 4301 ‘Professional Supervision’

Workload review process for Child Protection Practitioners Regional Child Protection workload management monitoring and review panels: Description and operating guidelines

“Relationships are central

to good practice –

relationships that engage

people in change, build on

strengths and creatively

look for solutions in

partnership with families,

and that are characterised

by respectful

communication and wise

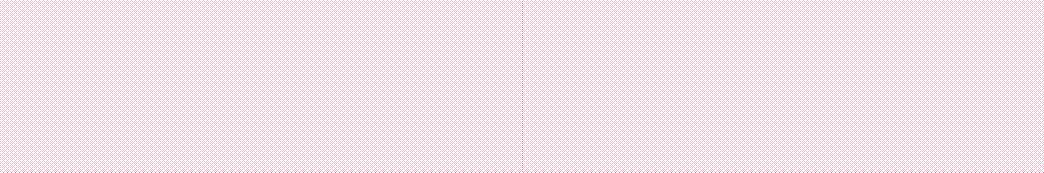
use of authority.”

(Source: Miller, R 2009, ‘*Engagement with families involved in the statutory system*’, in J. Maidment & R. Egan (Eds), Practice Skills in Social Work and Welfare: More than just common sense, 2nd Edition, Allen & Unwin Sydney.)

**Supervision purpose**

**Supervision promotes good practice and effective service provision to vulnerable children and their families.**

Supervision of child protection practitioners promotes effective service provision to vulnerable children and their families by:



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* providing for critical reflection and professional development in child protection practice
* strengthening workforce adherence to child protection policy and promoting use of the Child Protection Practice Manual to guide and clarify legal and procedural practice responsibilities
* clarifying expectations and responsibilities for supervisors and child protection practitioners
* contributing to staff wellbeing and workforce stability – supervision is recognised as a key element of staff satisfaction and therefore critical to a stable workforce.

**Supervision types**

Child protection work is unpredictable, and all staff mayneed unscheduled supervision to address immediate issues.

Some aspects of supervision can also be provided as live supervision or in a group supervision context.

However, effective supervision must also include regular scheduled one-on-one private supervision.

**Supervision minimum requirements and reporting**

The minimum requirements for each role are as follows, and compliance with these minimum requirements is reported on each month.

**CPP 2 Case Practice Support Workers** will receive at least one hour of scheduled supervision per fortnight.

**CPP 3 Child Protection Practitioners** will receive at least two hours of scheduled supervision per fortnight.

**CPP 4 - 5 Child Protection Practitioners** **and Team Managers** will receive at least one hour of scheduled supervision per fortnight.

**CPP5 - 6 Court Officers, Principal Practitioners** will receive at least one hour of scheduled supervision every four weeks.

**Deputy Area Operations Managers  
(CPP 6)** will receive at least one hour of scheduled supervision every four weeks.

Refer to the Professional Supervision Practice Advice 4301 for further information.

***Supervision is a shared   
responsibility.***