

MacKillop Family Services

OHC-P-053: Home Based Carer Supervision and Support

1. PURPOSE

To guide foster care staff in the provision of support and supervision to carers to:

- Promote good practice
- Promote the development and skills of carers
- Provide two-way accountability
- Address administrative issues
- Promote team work within the Foster Care program
- Sanctuary psycho-education

2. SCOPE

All staff and carers in the home based care program.

3. DEFINITIONS

Term	Definition
Supervision	Support, direction and performance monitoring, including teaching, feedback, information provision and accountability functions

4. PROCEDURE

- 4.1 Provide all carers with the Foster Care Supervision and Support Information Sheet upon accreditation and discuss it with them.
- 4.2 Establish an agreed calendar of supervision dates with each carer who has a placement including whether it is face to face or by phone. Supervision will be monthly or more frequently while there are placements, and face to face at least once every three months.
- 4.3 Develop an agenda to guide the supervision that will include but not be limited to:

- Stresses or issues for the carers or family members
 - Training or skill development required
 - Sanctuary Psycho education in relation to carer role
 - Any additional resources required
 - Two way feedback
- 4.4 If applicable invite all members of the carers household to supervision as home based care impacts on all family members.
- 4.5 Record carer supervision on the carer supervision template which the worker and carer will sign. A copy will be given to the carer and a copy stored on their file.
- 4.6 In addition to formal supervision carers a range of other supports may be offered including:
- Telephone support from workers
 - Carer support groups
 - Group supervision and training
 - Forums and workshops
 - Individual training
 - Links to carer peak bodies
- 4.7 If carers are unhappy with the supervision they receive they can make a formal complaint or grievance as per MacKillop's complaints and grievance procedure.

REFERENCES

OHC-F-115 Carer Supervision Template

OHC-F-112 Caregiver Supervision and Support Information Sheet

CO-P-02 Volunteer and Foster Care Complaints