Probation Meetings & Supervision - Frequently Asked Questions (FAQ's)

This FAQ document will support and guide you to answer the questions you may have regarding Probation Meetings and Supervision.

What is the benefit of conducting Probation Meetings and Supervision for team members?
Team members thrive when they receive focused attention from their People Leader. They are able to discuss topics outside of status updates and their task list, which results in a higher level of engagement, motivation, and the sense that they are properly equipped to excel in their role.

What is the benefit of conducting Probation Meetings and Supervision for People Leaders?
The Probation Meetings and Supervision are opportunities to strengthen relationships, develop trust and create a safe environment for your team member to share candidly what matters to them. Further, these conversations are a good opportunity for you to hone your coaching and listening skills and your ability to give clear guidance and feedback.

When is the probation period and purpose of the probation meetings?
The probation period includes the first 6 months of a permanent team member's employment. During the probation period we want to ensue:

1. The new team member feels welcome, supported and psychologically safe within the team
2. The new team member learns the role and shows knowledge and skills progression against role requirements.

What is the frequency and format of probation meetings held?
Formal probation meetings need to be held in week 2, 4, 12 and 20 of a new team members' employment. The summary of discussions are to be recorded and saved in the Probation Discussion Template as the probation period progresses.

Can additional probation meetings take place outside of the recommended timeframes?
Yes, you may schedule additional meetings within the recommended probation period as required.

Where do I save the Probation Discussion template?
After each probation meeting it is good practice to share with the team member what has been recorded during the meeting so that they can review the reflections, comments and feedback captured. Upon completion of the probation period the document is to be saved and uploaded into Workday under the employee's profile.

What is Supervision?
As per the Supervision Policy, Supervision is a formal process of professional support and learning that aligns with best practice standards outlined by Australian professional association bodies and national workforce guidelines to ensure the safe and effective delivery of services. For more information please refer to the Supervision Policy & Procedure

What are the three types of Supervision?
Wellways recognises three distinct types of supervision: Line Management; Clinical; and Lived Experience Discipline Specific. Please refer to the Supervision Policy & Procedure for the definitions for each type of recognised supervision.

What is the frequency and format of Supervision?
Supervision will typically occur in work time. It can be delivered in a variety of modes including face-to face (in-person or via Microsoft Teams), telephone and video conferencing, and in either individual or group format as appropriate. Supervision will occur monthly as a *minimum requirement* for all permanent team members. The frequency can be increased at any time at the request of the supervisee and/or the supervisor.

Why would supervision frequency increase?
Sometimes it is in the best interests of everyone if the frequency of supervision increases. In particular, if the team member is new, has a high workload, is working on a project, is struggling within the role or is taking on extra duties it

can be necessary to check-in with them on a more regular basis to ensure their overall wellbeing and performance is being maintained.

Do casual team members receive supervision?

All of our casual team members are employed in different ways (in terms of hours worked) which makes it difficult to have a hard and fast rule around frequency of supervision. As such, you will determine the most sensible approach to maintaining connection and providing feedback to casual team members. This could be one-on-one meetings, group sessions, check-ins and so on. At a minimum, People Leaders are responsible for ensuring casual team members have an opportunity to reflect, share and receive feedback and coaching.

Should Trainees and Peer Cadets receive supervision and probation meetings?

Yes, as they are usually employed on a minimum 12-month contract.

Should fixed or maximum term team members receive supervision and probation meetings?

Any fixed or maximum term team members employed on a minimum 6-month contract should receive supervision and probation meetings. This establishes good practice and relationship building and also aids in the event the fixed term contract is extended. For any fixed term team member employed on a contract less than 6 months should receive regular support and conversations which are documented via the supervision template and saved into Workday under the employee's personal profile.

Where do I save the Supervision template?

Content discussed and action items from supervision sessions are to be recorded using the [Supervision Discussion Record](). The supervision discussion record is to be completed by the Supervisee and sent to the Supervisor to review within one week of the supervision session. Both parties are to sign and date the document which is to be stored securely in Workday against the supervisee's personal profile.

Does Supervision take place during the team members probation period?
Yes, supervision should occur throughout the probation period in addition to the probation meetings as each meeting has a particular purpose and is guided by the respective discussion template. Probation meetings and supervision can take place one after the other. It is important that you are clear with the team member on the purpose of each meeting.

Any cross over in conversations can be captured in either one of the discussion templates. The important thing is that meaningful conversations take place and the conversation is documented.

When should I contact my People & Culture Business Partner for support?
Please contact your People & Culture Business Partner if you require support and encounter any of the scenarios described below:

- The team member is not meeting the performance expectations of the role and there is no improvement demonstrated. Ideally contact your P&C Business Partner by month 4 or 5 of the team member commencing employment.
- You have on-going concerns about the team members behaviors and/or culture fit.
- The participants'/carers' have provided negative feedback about the team member on a number of occasions.
- The team member is not the right fit for the role and/or the team for a combination of reasons.