



nsw commission for
children & young people

Guide to Monitoring and Supervising Staff, Volunteers and Students

Trial periods

Your organisation can apply a trial period of employment, for example 3 months, at the start of employment. This can also be used for volunteers.

It is an opportunity for the organisation and the worker or volunteer to see if the engagement is suitable.

For the worker or volunteer – it's an opportunity to experience your organisation and position first hand.

It is important the worker or volunteer knows they are on a trial period.

Supervision

You should supervise all workers, volunteers or students who are working with kids.

- You can hold weekly or monthly supervision and support sessions or meetings, to provide open discussion and constructive feedback.
- Different programs or activities require different levels of supervision – those you have assessed as high risk using the 'Finding your Risk Tool' may involve regular meetings with all participants involved. Lower risk activities may involve attendance at the activity by a senior staff member on a monthly basis.
- Supervision can be by a manager, a worker or by a team. You can also involve external supervision where someone from outside the organisation supervises workers, volunteers or students.

Performance appraisal

This is a good practice in the supervision and monitoring of staff, volunteers or students as it formalises the process of supervision and feedback. The key objectives of any appraisal are to:

- improve job satisfaction;
- identify people's training needs;
- assist people with their development; and
- help improve overall communication between managers, workers, volunteers or students.

Use the job description as the basis for measuring their performance.

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