

Clinical Supervision and Reflective Practice Services



TRACK 9

Clinical Services & Consultancy

Date: March 2022

Track9 Clinical Services and Consultancy

Track9 comprises a multidisciplinary team of experienced clinicians who provide psychological treatment services for clients experiencing multiple and complex needs; and deliver a range of professional development services including clinical supervision, reflective practice forums, secondary consultation to enhance evidence-based decision-making and practice; executive coaching, crisis intervention management and debriefing; and training programs to CSV Magistrates' Court employees throughout metropolitan Melbourne and regional Victoria.

Where are we located?

Track9 offices are based in Ringwood North and Melbourne CBD. Services are provided via tele-health; onsite at the employees' work location or via blended-delivery modes.

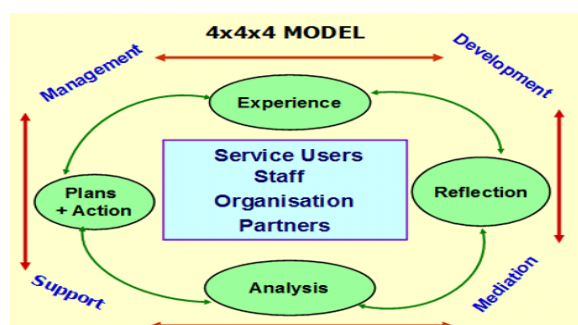
Who are the clinical supervisors and reflective practice facilitators?

Track9 supervisors are registered clinical members and clinical supervisors with Australian Association of Social Workers (AASW), Australian Counselling Association (ACA) and Australian Psychological Society (APS). The supervisors have extensive experience in the delivery of client services including case management with adult and young offenders; dual diagnosis (mental health/substance use), therapeutic counselling interventions with family violence victim/survivors and people who use violence including Men's Behaviour Change Programs. All supervisors have extensive experience in the provision of individual and group clinical supervision, reflective practice forums and professional development training programs for employees working within the justice and allied health sector.

Please see the clinical supervision website www.superviseme.com.au for supervisor bio's.

Clinical supervision model

Track9 supervisors are trained in, and adhere to, the practice principles of the Michael Carroll and Tony Morrison integrated models of supervision. These models take into account the supervisees stage of development as a practitioner and supervisee; and focuses on supervision being a forum for reflection, accountability, and experiential learning – the reflection/action model. The Tony Morrison 4x4x4 integrated model address the limitations of the task-focused approaches and enables all stakeholders needs to be addressed in the supervision process leading to better practice outcomes. These models have been established for, and applied within, the social work case management and counselling therapeutic fields of practice. Please see diagram below.





Clinical supervision process

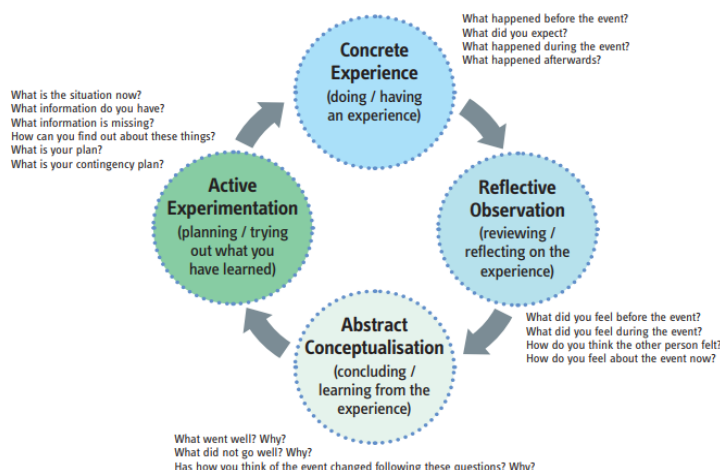
In the first session the clinical supervision contract outlining key roles and responsibilities of each party, the limitations to confidentiality and reporting requirements is completed. Where required, the supervisees manager may attend part of this session to ensure the expectations of the clinical supervision arrangement is understood and aligns with the supervisees job requirements and/or professional development plan.

Post completion of the contract, a supervisee practice needs analysis is completed to determine short and long term clinical supervision goals. After session four, and then on an ongoing quarterly basis, a review session is held to examine the working alliance and progress toward the clinical supervision goals.

Reflective practice model

Below is an overview of the key elements of Kolb's critical reflection cycle and Gibbs reflective practice model utilised by Track9.

1. **Critical Thinking** – Identifying how we know what we know. Through the facilitation process you will explore what happened before the event, during the event, and afterwards.
2. **Reflective Observation** - As we move this this step, we focus on evaluating what you were thinking and feeling, how did the other person feel, and consider how you responded to the experience.
3. **Abstract Conceptualisation**. Focus is concerned with learning from the experience. We explore what went well and why?, what did not go so well and why?, how has your thinking regarding the event changed, if at all, through this process.
4. **Active Experimentation**. In this stage we move to the action plan. What is the situation now? What information do you have? What information is missing and how can you find out more? What is the plan? What is the contingency plan? If the situation arose again what would you do?



Professional development sessions and reflective practice forums

Track9 has developed a series of mini forums to promote knowledge and engagement of CSV Magistrates' Court employees in wellbeing strategies and clinical supervision services. The forums provide the audience with practical tools and strategies that can be implemented and applied to day-to-day work and the development of the personal and professional self. In addition to the suite of programs below, Track9 is available to customise seminars to meet program needs.

Topics on offer include:

- Service delivery in a pandemic: navigating the challenges of remote engagement
- Managing ambiguity and change: strategies for staying focused
- Sharpening the focus: making each clinical supervision session count
- Strategies for critical reflection in practice
- The responsible practitioner: models of intervention, and the ability to foster safety and use authority appropriately
- Feeling blah? Strategies to overcome languishing
- Tips to optimise your energy and motivation
- Widening the lens: mapping your professional development

Topics of relevance to management roles include:

- Having courageous conversations with employees – what works?
- Learning to lead in a pandemic
- Returning to the office: strategies to foster employee connection, belonging and retention

Need more information or want to make a booking?

Contact Lead Clinical Supervisor Charlene Pereira on 0403 099 303 or email charlene@track9.com.au