



Evidence for Assessing Capability – Tip Sheet for Supervisors

There are lots of ways to collect the information you need to assess worker capability. Here are some examples:

Feedback from the worker

Reviewing capability should be a collaborative process between you and the worker. Here are a few examples of how this can work:

- Written or verbal questions to check that they understand not only what to do but also to check that they know why it is important.
- Ask the worker to keep a diary of their observations and practice over time. This can provide valuable information about learning progress and will be useful when reviewing the worker's Performance Agreement, including capability development plans.
- Provide safe and positive opportunities for the worker to ask questions and share their thoughts about the work.

Direct observation

Direct observation is a good way to see how workers are delivering support. Given the personal nature of some types of support and because support often occurs in a participant's home, this requires careful planning.

- Explain to the participant why supervision and assessment is important and ask them when and how they are comfortable for you to directly observe work practice. If it is unrealistic to do this in person, you could explore other options such as observing remotely by joining them on-screen or for a worker to record aspects of their support for you to review.

Participant feedback

Participants are a vital source of feedback about worker capabilities. Capable organisations actively engage and learn from participants, providing opportunities to hear their voices as consumers.

Feedback from others

- Peer feedback, such as information from buddy shifts, can provide useful information.
- Feedback from experts responsible for overseeing support, such as health, allied health professionals and/or positive behaviour support practitioners.
- If you obtain feedback from these sources, it is important that you let the worker know before you collect this information and discuss the key points of feedback with them as part of developing or reviewing progress against their worker's Performance Agreement including capability development plans.

Simulated work situations

- Real work environments are an invaluable source of evidence, but it is not always the most efficient or practical way to explore some aspects of capability. For example, you may want to know that a worker can respond appropriately to emergencies or how they manage unpredictable events. This is where realistic scenarios, case studies and role plays can be useful. Some organisations are exploring virtual options such as augmented reality to simulate complex environments.
- Depending on the nature of support, you could review real cases as part of reflective practice sessions, either in a group or in a two-way discussion between the worker and the supervisor. This involves presenting the situation and asking the worker to discuss how they did/would respond and suggest what they could do differently to improve outcomes. This approach is often used for more complex types of support. If using actual cases, organisations must protect the privacy of those involved.