

# Professional Supervision and Reflective Practice



## TRACK 9

Clinical Services & Consultancy

## Track9 Clinical Services and Consultancy

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

### Experience and knowledge of court-based services.

Track9 has 10 years experience as an external service provider of individual and group professional supervision for practitioners, clinical advisors and management within the following CSV programs:

- Specialist Family Violence Courts
- CISP Court Integrated Services Program – Bail Support
- Assessment and Referral Court (ARC) List
- Drug Court

### Who are the supervisors?

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).

**Areas of specialisation:** The supervisors have specialist clinical knowledge and skills in Alcohol and Other Drugs, Family Violence, Offending Behaviour, Mental Health and Disability, and Crisis Intervention.

You can read the bio's of the principal supervisors below and/or view the website [www.superviseme.com.au](http://www.superviseme.com.au)

### How do I get started?

Contact Lead Clinical Supervisor Charlene Pereira on 0403 099 303 or email [charlene@track9.com.au](mailto:charlene@track9.com.au)

You will be invited to an introductory Teams meeting to learn about your experience of supervision and your preferences for a supervisor based on gender, academic background, work experience and style of supervision.

At completion of this meeting, you will be allocated to a supervisor. If at anytime during the supervisory relationship you would like to change supervisor, you may do so by contacting the Lead Clinical Supervisor.

### What happens in the first session?

In the first session the professional 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 external professional supervision arrangement is understood and aligns with the supervisees job requirements and/or professional development plan.

## Track9 supervision framework

Supervisors are trained in the practice principles of Michael Carroll and Tony Morrison integrated models of supervision that provide a forum for reflection, support to enhance professional wellbeing and performance, accountability, and experiential learning.

The Kolb and Gibbs reflective practice frameworks are applied in the delivery of group reflective practice forums to encourage:

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?
5. **Reflexivity**. Throughout this process you are encouraged to reflect on and identify your impact on a situation in order to improve the quality of decision-making and interventions in the future.

## Principal Supervisors Overview

Supervisor	Summary of relevant skills, experience, and qualifications
<p><b>Charlene Pereira</b></p>	<p><b>Qualifications:</b> Honours degree of BA (Psych&amp; Criminology); MA Counselling; PhD candidature Social Work</p> <p>Charlene has 30 years experience working in the human services, criminal justice and community health sector. Her experience spans case management, counselling, policy and project development, practice management leadership roles, clinical supervision, research and education.</p> <p>Charlene over the past 14 years has been active in the development and delivery of training programs and clinical supervision services for practitioners in the allied health field, post graduate Social Work and Counselling students, and employees within CSV Family Violence and Specialist Courts and Programs, CISP, ARC List and Drug Court.</p> <p>Charlene’s PhD is exploring the relationship between the style of professional supervision and practitioner skill development. To date she has three publications from her research informing best practice in professional supervision.</p> <p><b>Areas of expertise/specialisations:</b></p> <p>Family violence; mental illness, psycho-social disability, substance use; aggressive and violent offender programs; female offenders’, trauma, gender and culturally responsive case management; restorative justice group conferencing, critical incident stress debriefing and defusing, clinical supervision, reflective practice, leadership coaching.</p>

Supervisor	Summary of relevant skills, experience, and qualifications
<p><b>Ruvini Olifent</b></p>	<p><b>Qualifications:</b> Bachelor of Social Work; MA Social Work; Diploma Legal Studies</p> <p>Ruvini has 15 years' experience as a social worker. During this period, she has provided case management and therapeutic supports to Asylum seekers, refugees, international students, adult offenders within the criminal justice system, and family violence respondents within the civil jurisdiction of the courts.</p> <p>Ruvini's work in leadership has included practice lead positions contributing to best practice principles and guidelines for offender programs.</p> <p>As a supervisor Ruvini facilitates sessions informed by the developmental, educative and reflective practice models of supervision in order to develop a sound understanding of the practitioner's skill set, blind spots or unconscious bias impacting on practice and the areas for professional growth.</p> <p><b>Areas of expertise/specialisations:</b></p> <p>Family violence, Culturally and Linguistically Diverse (CALD) communities, offender case management, Victorian court-based programs and systems, alcohol and other drugs, trauma, grief and loss, mental health, clinical supervision, and reflective practice.</p>
Supervisor	Summary of relevant skills, experience, and qualifications
<p><b>Maurice Grant-Drew</b></p>	<p><b>Qualifications:</b> Bachelor Applied Social Science (Counselling); Masters in Social Work; Graduate Certificate Client Assessment and Case Management (Men's Behaviour Change Program); Certificate in Clinical Supervision.</p> <p>Maurice has extensive experience working in family violence, predominantly in the delivery of case management and counselling services, with specialised training and knowledge in therapeutic programs for adult and adolescent Aboriginal clients. Maurice is also a qualified family violence Men's Behaviour Change Program Facilitator.</p> <p>Maurice's work within the dual diagnosis (mental health and substance use) sector led to building and implementing a program to educate clinicians of the intersectionality that exists within their clients lives and build the capacity of clinicians in understanding and recognising clients at risk, and how they can identify and refer clients to the various existing programs.</p> <p>As a clinical supervisor, Maurice works from a strengths-based, collaborative framework encouraging reflective practice as means to assist practitioners identify their strengths and limitations to help facilitate greater self-awareness and increase knowledge and skills to better understand, engage and motivate clients for change.</p> <p><b>Areas of expertise/specialisations:</b></p> <p>Family violence, family safety contact, mental health, alcohol and other drugs, Men's Behaviour Change Programs, indigenous counselling, grief and loss, supporting parents with neurodivergent children, clinical supervision, group reflective practice, and facilitation of resilience and self-care in challenging work environments.</p>



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<p><b>Charity Crandall</b></p>	<p><b>Qualifications:</b> Grad Dip of Counselling; Masters in Applied Social Science; Graduate Certificate in Career Development; Certificate of Attainment in Professional Supervision.</p> <p>Charity has 17 years’ experience working with individuals, couples, and families. She operates from a client centred and solutions focused approach. Charity has a deep understanding of trauma and family violence and applies a trauma informed lens to all her work and social advocacy.</p> <p>In her role as a clinical supervisor Charity focuses on ethical and evidence-based approaches to client work, reflective practice, self-care, and practitioner wellbeing. She has been providing individual and group supervision for CSV Family Violence and Specialist Courts and Programs for nine years.</p> <p>Charity is a tertiary educator and trainer. She has developed and facilitated several workshops for practitioners and managers within the community health and justice sector including CSV Family Violence practitioners and the Multiple and Complex Needs Initiative (MACNI) statewide coordinators.</p> <p><b>Areas of expertise/specialisations:</b> Therapeutic case management for clients experiencing mental health and substance use, family violence, vicarious trauma, group work, family and couples therapy, clinical supervision, reflective practice, critical incident debriefing, career coaching and the development and delivery of training for organisations.</p>
Supervisor	Summary of relevant skills, experience, and qualifications
<p><b>Verity Best</b></p>	<p><b>Qualifications:</b> Bachelor of Applied Social Science (Counselling); Graduate Diploma Family Law – Family Dispute Resolution; ASIST Trainer (Applied Suicide Intervention Skills Training); Certificate of Attainment in Professional Supervision RISE UP model.</p> <p>Verity is an experienced clinical supervisor, counsellor and Family Dispute Resolution Practitioner (FDRP). Her therapeutic work spans the fields of Alcohol and Other Drugs (AOD) counselling and case management, mental health psychosocial assessment and treatment, elder abuse and family violence counselling with women and children.</p> <p>As a supervisor, Verity works from a person-centred, strengths-based framework and encourages professional growth and development of the supervisee within the parameters of organisational and program specific requirements and standards. Verity has extensive experience in the delivery of individual and group supervision for practitioners working within the family violence sector, residential aged care facilities and financial counsellors working on the National Debt helpline.</p> <p><b>Areas of expertise/specialisations:</b> Alcohol and other drug therapeutic treatments, family violence, elder abuse, working with involuntary clients, mediation, Family Law - family dispute resolution, clinical supervision, reflective practice.</p>



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Supervisor	Summary of relevant skills, experience, and qualifications
<p><b>Josette Gardiner</b></p>	<p><b>Qualifications:</b> Bachelor of Applied Social Science (Counselling); ASIST Trainer (Applied Suicide Intervention Skills Training); Certificate of Attainment in Professional Supervision RISE UP model.</p> <p>Josette is an experienced counsellor. Her counselling work has primarily encompassed working with individuals experiencing separation, family violence, navigating transgender and identity, mental health and substance use issues.</p> <p>As a clinical supervisor Josette draws on a collaborative, exploratory, person-centred and systems-based approach in supporting practitioners working with victim survivors and persons using violence within family violence relationships, at-risk young adults experiencing suicide ideation and/or self-harming behaviours, alcohol and other drugs, and mental health.</p> <p><b>Areas of expertise/specialisations:</b></p> <p>Trauma-informed practice, family violence within the LGBTIQ+ community, supporting children and families through separation, self-harm and suicide ideation, mental health, dual diagnosis, reflective practice, clinical supervision.</p>
Supervisor	Summary of relevant skills, experience, and qualifications
<p><b>Kelly Murphy</b></p>	<p><b>Qualifications:</b> Master of Counselling; Bachelor of Behavioural Studies (Psychology); Equine Assisted Psychotherapy; Certificate in Clinical Supervision</p> <p>Kelly has over 15 years' experience working in family violence, predominantly in the delivery of counselling services. Kelly has supported victims of family violence through partner contact programs that work alongside Men's Behaviour Change Programs. Kelly has historically worked in case management and developed a care team model (Murphy's Care Team Model) that supports working holistically with families and clients who experience family violence.</p> <p>Kelly was part of a dual diagnosis (mental health and substance use) pilot program (SHARC) which supports ongoing dual diagnosis treatment and multi-organisational collaboration. The program led to educating clinicians of the intersectionality that exists within their clients lives and providing clients with holistic care. The program led to more awareness of dual diagnosis and the complexities of managing risk. Evidence from this program has supported an increase in clients' access to support when dual diagnosis is present.</p> <p>Kelly currently oversees a team of trauma specialists providing counselling and rehabilitative programs at The Australian Centre of Trauma and Wellness. Kelly has specialised her training to be trauma focused using experiential modalities such as somatic experiencing, nature based and equine assisted psychotherapy to support nervous system repair and regulation.</p> <p>As a clinical supervisor, Kelly works from a strengths-based, collaborative framework encouraging reflective practice as means to assist practitioners identify their strengths and limitations to help facilitate greater self-awareness and increase knowledge and skills to better understand, engage and motivate clients for change.</p> <p><b>Areas of expertise/specialisations:</b></p> <p>Family violence, family safety contact, mental health, alcohol and other drugs, trauma, clinical supervision, group reflective practice, and facilitation of resilience and self-care in challenging work environments.</p>