Strategies for Supervision and Support of Allied Health Professionals and Therapy Assistants working remotely in Disability

# How to use this resource:

This resource provides a range of strategies for supervising and supporting staff working remotely from their supervisors or colleagues. Remote may be interpreted as rural and remote where staff are long distances from supervisors or colleagues or it may be interpreted as remote due to different work locations. A supervisor, for example, may work in a metropolitan head office, whilst the supervisee may work on the road providing services in homes or workplaces in the same metropolitan area.

The list of strategies is not intended to be prescriptive nor exhaustive. It is assumed the reader is a lifelong learner who will seek out further information to interpret and apply the strategies that are appropriate for them and discover other strategies not contained in this resource.

The strategies in this resource may be useful to clinical supervisors, but also to Allied Health Professionals working with and providing support to Allied Health Assistants in separate locations.

# Strategies for supervising and supporting staff working remotely

**Speech Pathologist/ Occupational Therapist/ Physiotherapist and Therapy Assistants**

## Training of Clinical supervisors of Allied Health Professionals (AHPs)

| **Details** | **Links** |
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| * Attend supervision education and training. Often offered through professional associations.
 | * [Occupational Therapy Australia (OTA): www.otaus.com.au](https://www.otaus.com.au/)
* [Australian Physiotherapy Association (APA): www.physiotherapy.asn.au](https://www.physiotherapy.asn.au/)
* [Speech Pathology Australia (SPA): www.speechpathologyaustralia.org.au](https://www.speechpathologyaustralia.org.au/)
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| * Adult learning theory.
 | * [OT University of Queensland (UQ): Adult learning theory: https://otpecq.group.uq.edu.au/resources-publications/clinical-educators-resource-kit/approaches-clinical-education/adult-learning-theory](https://otpecq.group.uq.edu.au/resources-publications/clinical-educators-resource-kit/approaches-clinical-education/adult-learning-theory) (also copied into Appendix 1)
* [Adult Learning Australia: Adult learning principles: https://ala.asn.au/adult-learning/the-principles-of-adult-learning/](https://ala.asn.au/adult-learning/the-principles-of-adult-learning/) (also copied into Appendix 1)
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| * The Superguide
 | * [Health Education and Training (HETI): Clinical Supervision: The Superguide: https://www.heti.nsw.gov.au/education-and-training/our-focus-areas/allied-health/clinical-supervision](https://www.heti.nsw.gov.au/education-and-training/our-focus-areas/allied-health/clinical-supervision) (also copied into Appendix 2)
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| * Rural and Remote specific resources.
 | * [Services for Australian Rural and Remote Allied Health (SARRAH): Supervision: https://sarrah.org.au/content/supervision](https://sarrah.org.au/content/supervision) (also copied into Appendix 1)
* [CRANA Plus: Improving remote health: crana.org.au](https://crana.org.au/)/
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## Consider flexible models of supervision and support

| **Details** | **Links** |
| --- | --- |
| * Supervision of Allied Health Assistants (AHA) and AHPs can be direct, indirect or remote
* Consider peer supervision such as access to colleague of same discipline outside of organisation as part of the supervision plan.
* Consider group supervision which may be telephone, videoconference or online.
* Establish Co-ops: Sole-traders and small providers can work together for purpose of clinical support.
* External AHP not employed by organisation provide supervision in your organisation.
* Consider multiple organisations sharing cost.
 | * [SA Health Allied Health Clinical Supervision Framework: https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/resources/allied+health+clinical+supervision+framework](https://www.sahealth.sa.gov.au/wps/wcm/connect/public%2Bcontent/sa%2Bhealth%2Binternet/resources/allied%2Bhealth%2Bclinical%2Bsupervision%2Bframework) (also copied into Appendix 3)
* [Health Education and Training (HETI): Clinical Supervision: The Superguide: https://www.heti.nsw.gov.au/education-and-training/our-focus-areas/allied-health/clinical-supervision](https://www.heti.nsw.gov.au/education-and-training/our-focus-areas/allied-health/clinical-supervision) (also copied into Appendix 2)
* [NDS: Tasmanian Allied Health Disability Workforce Project 2018: https://www.nds.org.au/images/resources/tas-allied-health/Full-Strategy-and-Action-Plan\_final.pdf](https://www.nds.org.au/images/resources/tas-allied-health/Full-Strategy-and-Action-Plan_final.pdf) (also copied into Appendix 4)
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## Use technology to support and supervise

| **Details** | **Links** |
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| * Ensure process in place to regularly check/update required equipment.
* Consider funding remote AHPs devices.
* In the case of rural or sole/isolated clinicians, one-to-one supervision may be done by telephone, videoconference, holoporting or online.
* Tele-health, tele-supervision and tele-conferencing can be utilized to link AHPs to off-site supervisors.
* Ensure process in place to regularly check/update required equipment.
 | * [HETI: The Superguide: https://www.heti.nsw.gov.au/\_\_data/assets/pdf\_file/0005/424859/Superguide-May-2012.pdf](https://www.heti.nsw.gov.au/__data/assets/pdf_file/0005/424859/Superguide-May-2012.pdf) (also copied into Appendix 2)
* [SARRAH Telehealth: https://sarrah.org.au/content/telehealth](https://sarrah.org.au/content/telehealth) (also copied into Appendix 1)
* [Presentation: Telehealth Enhancing Remote Physiotherapy: https://www.aci.health.nsw.gov.au/resources/rural-health/rural-innovation-changing-healthcare-forums/rich-2017](https://www.aci.health.nsw.gov.au/resources/rural-health/rural-innovation-changing-healthcare-forums/rich-2017)
* Silverchain Holoporting: In real time a doctor located off-site appears as a hologram to a nurse and patient wearing HoloLens headset at the patient’s home. Consider application opportunities for this technology in staff supervision and collaboration (eg. Remote supervisor attending a therapy session as a hologram as AHP works with an individual with a disability). Watch [Holoporting Doctors to patient homes with Hololens: https://www.youtube.com/watch?v=6\_bKgk3jfyk](https://www.youtube.com/watch?v=6_bKgk3jfyk)
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## Use Technology for training

| **Details** | **Links** |
| --- | --- |
| * Consider simulation-based learning.
* Consider observation or collaboration through holoporting.
 | * Simulation-Based Learning Special Interest Group: [Simulation Australasia: https://simaust.com/](https://simaust.com/)
* For students but can be considered for staff training: [Going Rural Health: https://goingruralhealth.com.au/](https://goingruralhealth.com.au/)
* Resources and information on Clinical simulation: [ClinSim WA: https://ww2.clinsim.health.wa.gov.au/](https://ww2.clinsim.health.wa.gov.au/)
* Silverchain Holoporting: video of doctor working with remote nurse at patient’s home, but application opportunities for technology in staff supervision and collaboration (eg. Remote AHP working with AHA, remote supervisor): [Holoporting Doctors to patient homes with Hololens video: https://www.youtube.com/watch?v=6\_bKgk3jfyk](https://www.youtube.com/watch?v=6_bKgk3jfyk)
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## Utilise existing mentoring programs and networks

| **Details** | **Links** |
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| * Staff or Clinical supervisors could benefit from mentoring programs
* Rural Health Networks
 | * [National Disability Practitioners (NDP): Mentoring Programs: https://www.ndp.org.au/connections/mentoring-programs](https://www.ndp.org.au/connections/mentoring-programs)
* [SARRAH: Mentoring: https://sarrah.org.au/content/mentoring](https://sarrah.org.au/content/mentoring) (also copied into Appendix 1)
* [CRANAplus LINKS Mentoring Program: https://crana.org.au/workforce-support/other-support/mentoring-program/](https://crana.org.au/workforce-support/other-support/mentoring-program/)
* Mentorlink available for OTs who are members of OT Australia: [Occupational Therapy Australia: https://www.otaus.com.au/](https://www.otaus.com.au/)
* Speech Pathology Australia members can request to be linked as mentors or mentees. [Speech Pathology Australia: speechpathologyaustralia.org.au](http://speechpathologyaustralia.org.au/)
* NSW Rural Health Network: [Agency for Clinical Innovation: Join the Network: https://www.aci.health.nsw.gov.au/networks/rural-health/join-a-network](https://www.aci.health.nsw.gov.au/networks/rural-health/join-a-network)
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## Training for collaborative working relationships of AHPs and AHAs

| **Details** | **Links** |
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| * Clear roles and responsibilities in relation to working with people with disabilities (providing services).
* Utilise delegation framework tool to ensure tasks and supervision match expertise of AHA.
* Difference between Supervision, Line management and mentoring.
* Clear Supervision responsibilities. (eg. AHP working with AHA may not also be AHAs supervisor)
* Supervisory Agreement
* Supervision and delegation framework for AHAs and the support workforce in disability. Developed by Victorian Government following their development of Victorian Assistant Workforce Model (VAWM) which is health specific. Very detailed framework and tools for working with AHAs. Includes a Supervision and Delegation tASK app.
* Appendix includes: considerations for delegation, handover template, Pre-training preparation for APHs, a guide for accepting tasks for AHAs and support workers, and participant information.
 | * [SARRAH: Allied Health Assistants: https://sarrah.org.au/content/allied-health-assistants](https://sarrah.org.au/content/allied-health-assistants) (also copied into Appendix 1)
* AHAs in Rural Disability Service Anglicare: [NDS: Developing Allied Health Assistants in a rural area using a hub and spoke model: https://workforce.nds.org.au/project/developing-allied-health-assistants-rural-area-using-hub-and-spoke-model/](https://workforce.nds.org.au/project/developing-allied-health-assistants-rural-area-using-hub-and-spoke-model/) (also copied into Appendix 5)
* [SA Allied Health Assistants Translation Guide: http://www.cpsu.asn.au/upload/2018-Info-Updates/Att-1-2018-AHA-Pathway.pdf](http://www.cpsu.asn.au/upload/2018-Info-Updates/Att-1-2018-AHA-Pathway.pdf) (also copied into Appendix 6)
* SPA position statement on AHAs (Working with support workers): [Speech Pathology Australia: Become an Allied Health Assistant: https://www.speechpathologyaustralia.org.au/SPAweb/Resources\_for\_the\_Public/Become\_an\_Allied\_Health\_Assistant/SPAweb/Resources\_for\_the\_Public/Become\_an\_Allied\_Health\_Assistant/Become\_an\_Allied\_Health\_Assistant.aspx?hkey=a177611d-77aa-45a4-a623-08be92822c7f](https://www.speechpathologyaustralia.org.au/SPAweb/Resources_for_the_Public/Become_an_Allied_Health_Assistant/SPAweb/Resources_for_the_Public/Become_an_Allied_Health_Assistant/Become_an_Allied_Health_Assistant.aspx?hkey=a177611d-77aa-45a4-a623-08be92822c7f) (also copied into Appendix 7)
* OTA Position statement: <http://www.otaus.com.au/sitebuilder/advocacy/knowledge/asset/files/21/positionpaper-theroleofahasinsupportingoccupationaltherapypractice%5Boctober2015%5D.pdf> (also copied into Appendix 8)
* APA Position statement: [Australian Physiotherapy Association: Position statement: https://www.physiotherapy.asn.au/DocumentsFolder/Advocacy\_Position\_Physio\_Assistant\_2008.pdf](https://www.physiotherapy.asn.au/DocumentsFolder/Advocacy_Position_Physio_Assistant_2008.pdf) (also copied into Appendix 9)
* [South Australia (SA) health Allied Health Clinical Supervision Framework (Page 9): https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/resources/allied+health+clinical+supervision+framework](South%20Australia%20%28SA%29%20health%20Allied%20Health%20Clinical%20Supervision%20Framework%20%28Page%209%29%3A%20https%3A//www.sahealth.sa.gov.au/wps/wcm/connect/public%2Bcontent/sa%2Bhealth%2Binternet/resources/allied%2Bhealth%2Bclinical%2Bsupervision%2Bframework) (also copied into Appendix 3)
* Supervision and delegation framework for allied health assistants and the support workforce in disability: [health.vic: Allied health assistant workforce: https://www2.health.vic.gov.au/health-workforce/allied-health-workforce/victorian-assistant-workforce-model](https://www2.health.vic.gov.au/health-workforce/allied-health-workforce/victorian-assistant-workforce-model%20) (also copied into Appendix 10)
* Video of Victorian Assistant Workforce Model (VAWM): [Developing a Flexible and Sustainable Workforce - Alfred Health: https://vimeo.com/141104865](https://vimeo.com/141104865)
* tASK App: [health.vic: Allied health assistant workforce: Supervision and Delegation TASK app: https://www2.health.vic.gov.au/health-workforce/allied-health-workforce/victorian-assistant-workforce-model](https://www2.health.vic.gov.au/health-workforce/allied-health-workforce/victorian-assistant-workforce-model)
* Training for supervision and delegation to AHAs including Disability specific material: [Wodonga TAFE: Delegation Framework: https://delegationframework.wodongatafe.edu.au/](https://delegationframework.wodongatafe.edu.au/)
* Video: Do’s and Donts of delegation to AHAs: [Allied Health Assistant Delegation - Dos and Don'ts: https://www.youtube.com/watch?v=ubyri39HuRQ](https://www.youtube.com/watch?v=ubyri39HuRQ)
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## Utilise efficient processes and resources

| **Details** | **Links** |
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| * Documents/template: Supervision agreements, logs, checklists, evaluation of supervision
* Consider documents and processes that can be HR’s responsibility or responsibility of learning and development officer, staff mentor or another role.
 | * [SA health Allied Health Clinical Supervision Framework-(Appendices): https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/resources/allied+health+clinical+supervision+framework](https://www.sahealth.sa.gov.au/wps/wcm/connect/public%2Bcontent/sa%2Bhealth%2Binternet/resources/allied%2Bhealth%2Bclinical%2Bsupervision%2Bframework)(also copied into Appendix 3 and key forms in Appendix 1)
* HETI Allied Health Supervision: [HETI: Clinical Supervision: https://www.heti.nsw.gov.au/education-and-training/our-focus-areas/allied-health/clinical-supervision](https://www.heti.nsw.gov.au/education-and-training/our-focus-areas/allied-health/clinical-supervision%20) (also copied into Appendix 2)
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## Use technologies to link AHPs and AHAs to disability communities of practice

| **Details** | **Links** |
| --- | --- |
| * Occupational Therapy specific resources
* Physiotherapy specific resources
* Speech Pathology specific resources
 | * OTA members in WA can join Special Interest Groups for:
	+ NDIS
* Australian Physiotherapy Association members can join the:
	+ National Disability Physiotherapy Group
* AGOSCI – Australian Group on Severe Communication Impairment. Open to people with disabilities, family members, carers, therapists, teachers: [AGOSCI: www.agosci.org.au](https://www.agosci.org.au/)
* Online journal club/ hub/ community of practice – NDS/NDP (TBA - current project deliverable)
* SPA members can join closed member communities for:
	+ Disability - Mental Health
	+ Early Careers - Private Practice
	+ Rural and Remote - WA Branch
* SPA members can join Special Interest Groups for:
	+ Speech Pathologists in Adult Disability
	+ Speech Pathologists in Vision Impairment Network
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## Utilise existing resources on working with people with disabilities

| **Details** | **Links** |
| --- | --- |
| * WHO ICF
 | * International Classification of Functioning, Disability and Health (ICF) resources including e-learning, WHODAS 2.0 and Practical Manual with guidance on how to apply the ICF concepts and framework in practice. [World Health Organization: International Classification of Functioning, Disability and Health (ICF): http://www.who.int/classifications/icf/en/](http://www.who.int/classifications/icf/en/) (also copied into Appendix 11)
 |
| * NDIS
 | * Videos of people with disability and carers discussing services and supports through NDIS: [NDIS: Examples of services and support: https://www.ndis.gov.au/people-disability/examples-services-and-support.html](https://www.ndis.gov.au/people-disability/examples-services-and-support.html)
* NDIS Provider toolkit includes measuring outcomes and reporting. [NDIS: For providers: https://www.ndis.gov.au/providers.html](https://www.ndis.gov.au/providers.html)
 |
| * ID health education
 | * Learning in intellectual disability mental health: [IDMH e-learning: www.idhealtheducation.edu.au](http://www.idhealtheducation.edu.au/)
 |
| * Disability and Mental Health
* Metro South Mental Health
 | * Disability and mental health: [St Vincent's Hospital Melbourne: Mental Health in People with a Dual Disability: http://co28yo.magix.net/DualDisabilityWebModule/introduction.htm](http://co28yo.magix.net/DualDisabilityWebModule/introduction.htm)
* Resource to support practitioners to provide services to people who are deaf or hard of hearing, focus on mental health system: [Metro South Health: Deafness and Mental Health](https://metrosouth.health.qld.gov.au/mental-health/services/deafness-and-mental-health)
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| * Speech Pathology Australia members on Restrictive Practices
 | * [Speech Pathology Australia: www.speechpathologyaustralia.org.au](https://www.speechpathologyaustralia.org.au/)
 |
| * Royal Institute for Deaf and Blind Children (RIDBC)
 | * Royal Institute for Deaf and Blind Children (RIDBC) online modules and webinars: [RIDBC: CPE Short Courses: https://shortcourses.ridbc.org.au](https://shortcourses.ridbc.org.au/)/
 |
| * Dementia information
 | * Online training modules for health professionals working with people living with dementia: [Dementia Information and Education: https://trello.com/b/9DR10CYG/dementia-information-and-education](https://trello.com/b/9DR10CYG/dementia-information-and-education)
* Manual for health professionals working with people living with dementia focusing on behavioural and psychological symptoms: [NSW Government: Assessment and Management of People with Behavioural and Psychological Symptoms of Dementia: https://www.health.nsw.gov.au/mentalhealth/programs/mh/Pages/assessment-mgmt-people-bpsd.aspx](https://www.health.nsw.gov.au/mentalhealth/programs/mh/Pages/assessment-mgmt-people-bpsd.aspx) (also copied into Appendix 12)
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| * Children with Disability
 | * [Raising Children Network: Children with disability: https://raisingchildren.net.au/disability](https://raisingchildren.net.au/disability)
 |
| * General information and E-Learning
* Planning and goal setting
 | * E-Learning on disability: [Disability Matters: www.disabilitymatters.org.uk](https://www.disabilitymatters.org.uk/)
* Planning and goal setting: [Picture My Future: http://picturemyfuture.com/](http://picturemyfuture.com/)
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## Utilise existing student resources

| **Details** | **Links** |
| --- | --- |
| * Resources that may be appropriate to both students and AHP and AHA supervision.
 | * [National Rural Health Student Network: www.nrhsn.org.au](https://www.nrhsn.org.au/)
* [Going Rural Health: https://goingruralhealth.com.au/](https://goingruralhealth.com.au/)
	+ [Online Introduction To Rural Health: https://goingruralhealth.com.au/events/introduction-to-rural-health/](https://goingruralhealth.com.au/events/introduction-to-rural-health/)
* Videos on supervision of Rural and Remote Students: [Government of Western Australia Department of Health: WA Clinical Training Network: http://www.health.wa.gov.au/wactn/home/wachs\_resources.cfm](http://www.health.wa.gov.au/wactn/home/wachs_resources.cfm)
* Rural and remote student supervision: [ClinEdAus: Rural and Remote: http://www.clinedaus.org.au/topics-category/rural-and-remote-14](http://www.clinedaus.org.au/topics-category/rural-and-remote-14)
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# Notes/Additional Items

Enter note and additional items.