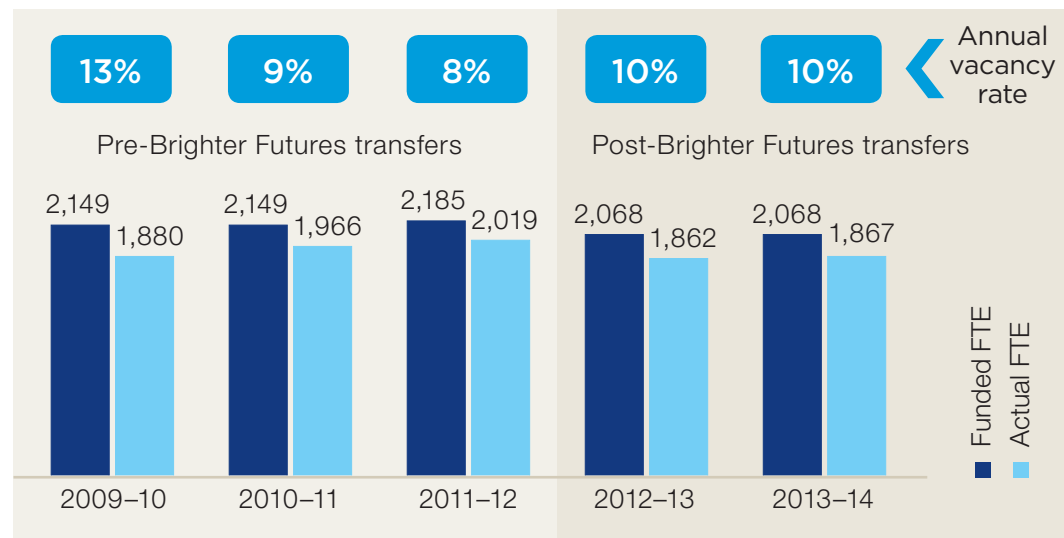
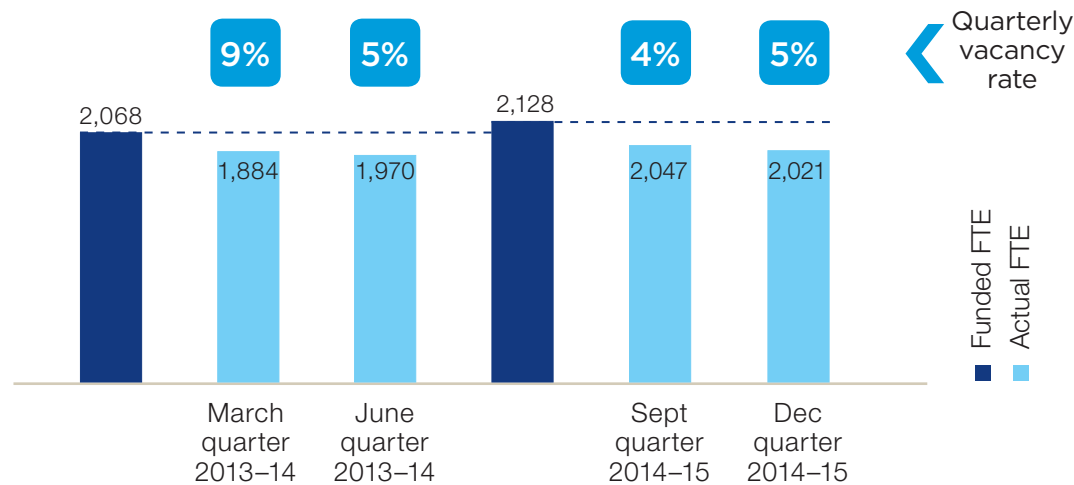


# Community Services Caseworker Dashboard – December 2014 quarter

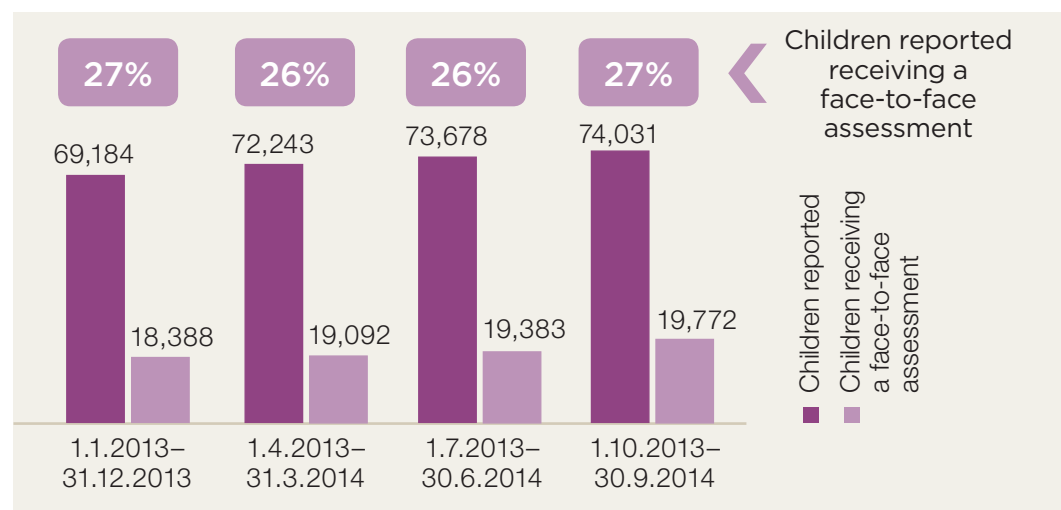
## Annual data FTE Community Services caseworkers



## Quarterly data FTE Community Services caseworkers



## Annual data Children & young people at risk of significant harm



## Quarterly data FTE Community Services caseworkers

	December quarter 2014-15				1.10.13 – 30.9.14		
	Funded FTE	Actual FTE	Vacancies (number)	Vacancies (%)	No. of children and young people (CYP) in risk of significant harm (ROSH) reports	No. of CYP receiving completed face-to-face child protection response assessment	% of CYP in ROSH reports receiving completed face-to-face child protection response assessment
<b>FACS caseworkers working in districts<sup>1</sup></b>							
Central Coast	96	95	1	1	4,036	937	23
Far West	18	15	3	17	686	275	40
Hunter New England	304	288	16	5	13,154	3,798	29
Illawarra Shoalhaven	107	110	-3	-3	4,594	930	20
Mid North Coast	76	74	2	3	3,061	786	26
Murrumbidgee	103	98	5	5	4,533	1,310	29
Nepean Blue Mountains	126	125	1	1	4,935	797	16
Northern NSW	110	116	-6	-5	4,238	1,213	29
Northern Sydney	62	53	9	15	2,073	404	19
South Eastern Sydney	84	78	6	7	3,049	742	24
South Western Sydney	223	210	13	6	8,973	1,686	19
Southern NSW	66	56	10	15	2,218	838	38
Sydney	69	67	2	3	2,534	781	31
Western NSW	146	127	19	13	6,132	1,767	29
Western Sydney	159	164	-5	-3	6,559	1,306	20
<b>Subtotal</b>	<b>1,749</b>	<b>1,676</b>	<b>73</b>	<b>4</b>			
<b>FACS caseworkers in statewide services</b>							
Helpline (CS and DV)	195	195	0	0			
JIRT <sup>2</sup>	95	76	19	20			
Other <sup>3</sup>	89	74	15	17			
<b>Subtotal</b>	<b>379</b>	<b>345</b>	<b>34</b>	<b>9</b>			
<b>Total<sup>4</sup></b>	<b>2,128</b>	<b>2,021</b>	<b>107</b>	<b>5</b>	<b>74,031</b>	<b>19,772</b>	<b>27</b>
NGO caseworkers (estimated) <sup>5</sup>	1,100						
<b>Total funded caseworkers</b>	<b>3,228</b>						

Key changes since the last dashboard

5% caseworker vacancy rate

An extra 389 children received a face-to-face assessment

Notes on page 2

## Explanatory notes

**1 FACS caseworkers working in districts**  
– district reflects where the child’s case plan is held at the end of the period.

**2 Joint Investigation Response Team**  
– numbers refer only to FACS caseworkers, not to NSW Health or NSW Police.

**3 Other** – includes FACS caseworkers working in Intensive Family Based Services, Metro Intensive Support Specialists, Adoption and Permanent Care Services Branch, Records Access Branch, Integrated Domestic and Family Violence program, Brighter Futures Assessment Unit, KTS Interstate Liaison, and Adoptions and Information Exchange.

**4 Totals** – for reports and assessment data includes statewide services such as Joint Investigation Response Team.

**5 NGO caseworkers (estimated)** – FACS funds NGOs for a number of services requiring caseworkers for service delivery. The data presented here is based on a calculation of the implied number of caseworkers in the NGO sector based on FACS funding to selected programs. Information from a sector survey will be available at a later date.

- Caseworker numbers reflect frontline caseworkers across all components of the community services spectrum including those working in statutory child protection and out-of-home care. The figures also include casework specialists. The figures do not include management staff associated with caseworkers.

- Figures presented in the dashboard are rounded and this may result in discrepancies between the sums of component items and their totals.

- An additional pool of up to 50 caseworker FTE is available to districts to address short term volatility in demand and local issues that affect workload complexity. These can be accessed by districts as needed, and as such may vary the total funded level of caseworkers from quarter to quarter. These are not reported in the main table of the dashboard. Additional resources are currently allocated to Central Coast, Illawarra Shoalhaven and Northern NSW districts.

## Glossary of terms

**Actual FTE**  
The actual FTE refers to the number of full-time equivalent (FTE) employees working as caseworkers for a given reference period excluding those on extended or parental leave or occupying positions funded by specific time limited funding. This is also referred to as the reference FTE (funding) and can be compared to the funded FTE to calculate a vacancy rate.

Actual caseworker FTE as presented on the dashboard includes general frontline caseworkers and casework specialists. The figures do not include management staff associated with caseworkers or caseworkers funded for specific time-limited programs/projects (such as Keep Them Safe).

Actual FTE is an averaged FTE across the reference period (i.e. year, quarter or month). The annual actual FTE is averaged over the full financial year.

### Casework specialists

Casework specialists provide direct practice-based professional support and development to casework managers and caseworkers. This includes:

- providing specialist advice on case practice matters
- working with caseworkers and managers to develop case practice skills
- undertaking practice and complex case reviews to develop the overall caseworker skill base
- providing expert assistance in aspects of case management in complex or sensitive cases
- acting as a conduit between FACS, community partners and other agencies in respect to FACS directions, current practice, professional support, development and policy.

### Caseworkers

Caseworkers provide community care and protection services by:

- investigating and assessing reports of risk of harm to children
- providing assistance to vulnerable families via prevention and intervention services
- supporting and monitoring children in out-of-home care
- managing crisis situations
- promoting the safe and adequate care and protection of children through appropriate interventions as legislated through the *Children and Young Persons (Care and Protection) Act 1988* and departmental policy and procedures.

### CYP

Children and young people

**Children and young people in ROSH reports**  
This is a count of the number of children and young people involved in the ROSH reports received during a period. Where a child or young person receives multiple reports during a period, they are counted only once.

### CSC

There are 82 Community Services Centres (CSCs) across NSW grouped into 15 districts.

### FACS funded NGO caseworkers

FACS funds non-government organisations (NGOs) for a number of services requiring caseworkers for service delivery. The estimated number of FACS-funded NGO caseworkers presented here is based on a calculation of the implied number of caseworkers in the NGO sector based on FACS funding levels.

The figure is calculated for programs where an agreed unit cost exists with the NGO sector or for programs where the service model is similar to a program with an agreed unit cost. The caseworker component of the unit cost together with the actual spend on the program in 2012–13 is used to estimate the component of actual spend that is attributable to funding caseworkers. This amount is then divided by the caseworker cost included in the unit cost to arrive at the number of estimated caseworkers funded by FACS. The programs included in the estimate are: Child Youth and Family Support, Intensive Family Preservation, Intensive Family Support, Brighter Futures and out-of-home care. In estimating the caseworkers funded for out-of-home care, non-placement payments are excluded from the actual spend.

Note that the figure included is an estimate only. Service providers are likely to differ in their operating models and as such the actual number in the sector can vary from the estimated amount. FACS is currently working with the non-government sector to obtain actual figures from the sector and this will be available at a later date.

### District

FACS works across NSW through 15 districts which align with NSW local health districts. Districts came into effect from 9 September 2013, when the department moved from seven regions to the district structure to enable more localised planning and decision-making, and improved links between service delivery management and frontline staff. Since September 2013, all caseworker data released is based on a district level.

**DV**  
Domestic violence

**Face-to-face child protection assessment**  
This includes completed safety and risk assessments (SARA), risk reassessments, and secondary assessments stage 2 (SAS2).

**FACS**  
Department of Family and Community Services

**FTE**  
FTE or full-time equivalent is defined as the equivalent of one position, continuously filled, full-time for the reference period. Total FTE combines all full-time and part-time positions so that a caseworker who works full-time counts as 1 FTE, a person who works half-time is 0.5 FTE, someone who works two days per week is 0.4 FTE and so on.

**Funded FTE**  
This is the number of FTE caseworkers funded in the FACS budget.

Total funded FTE as presented on the dashboard includes general frontline caseworkers and casework specialists. The figures do not include management staff associated with caseworkers or caseworkers funded for specific time-limited programs or projects.

**IFBS**  
Intensive Family Based Services – crisis intervention services aimed at reducing the risk to Aboriginal and Torres Strait Islander children and young people in high-risk families.

**JIRT**  
Joint Investigation Response Team – respond to serious child protection reports of children and young people which may involve a criminal offence. It comprises three equal partners, NSW Police, NSW Health and FACS and operates throughout NSW. Only FACS caseworkers are reflected in the dashboard.

**NGO**  
Non-government organisation

**ROSH**  
Risk of significant harm

**ROSH reports**  
These are reports received by FACS that meet the risk of significant harm threshold.

**Safety and risk assessment (SARA) and risk reassessment**  
Safety, risk and risk reassessment are three distinct tools used at Community Services Centres by caseworkers. The safety assessment tool is used to determine whether there are any immediate dangers of significant harm to a child and what interventions should be put in place to provide immediate protection. The risk assessment is used to classify families into low, moderate, high and very high risk groups to determine the likelihood of future abuse or neglect to a child. This information is used to guide decisions about whether cases should be opened for ongoing services or not. The risk reassessment is used periodically to assess any changes to the family’s risk level in order to guide decisions about whether the case can be closed or if services should continue.

**Secondary assessment**  
Procedurally, secondary assessment follows an initial assessment where the outcome is that a child or young person is believed to be at risk of harm and may be in need of care and protection. The secondary assessment employs the Secondary Assessment Framework. Secondary assessment is usually conducted by the local Community Services Centre or the Joint Investigation Response Team.

**Vacancies**  
The number of vacancies represents the difference between the funded FTE and actual FTE during the reference period.

**Vacancy rate**  
The vacancy rate shows the proportion of the funded FTE that are vacant for a given reference period.

$$\text{Vacancy rate} = \frac{\text{Funded FTE less Actual FTE}}{\text{Funded FTE}} \times 100$$
  
The vacancy rates presented in the dashboard may differ from rates published by other sources, including the Auditor-General’s Office, due to the use of different methodologies.