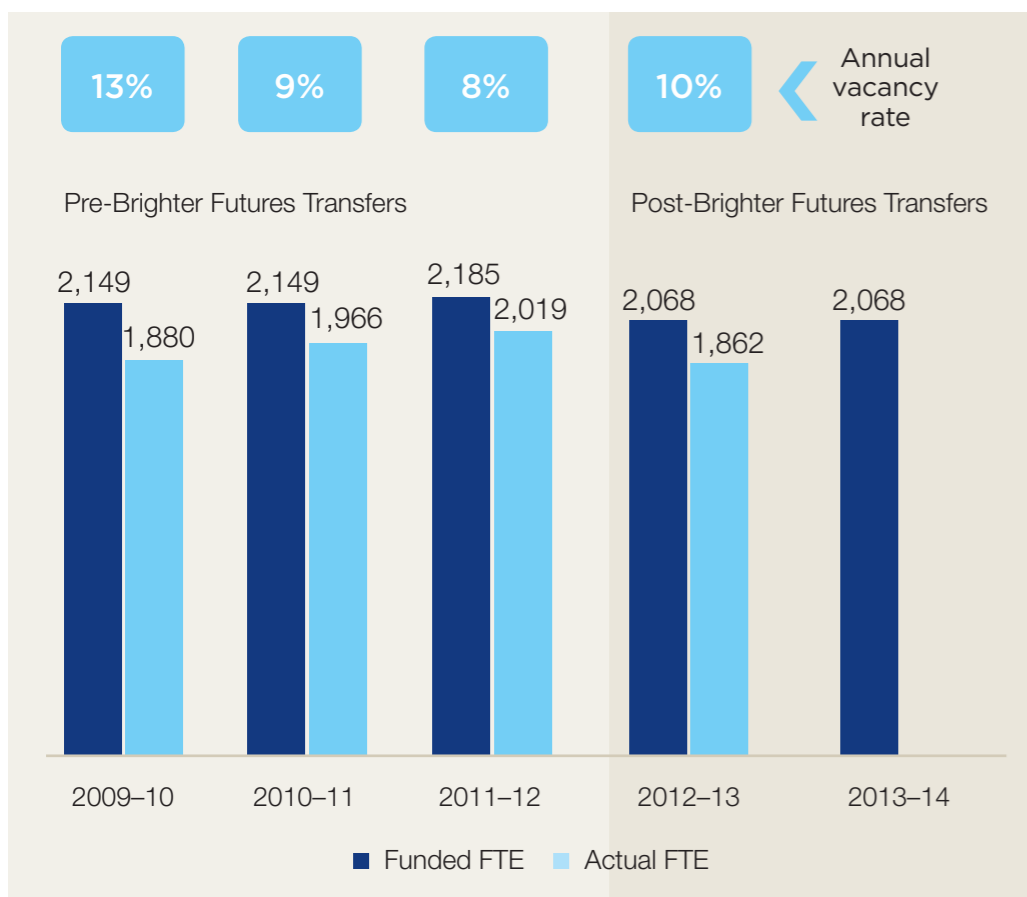


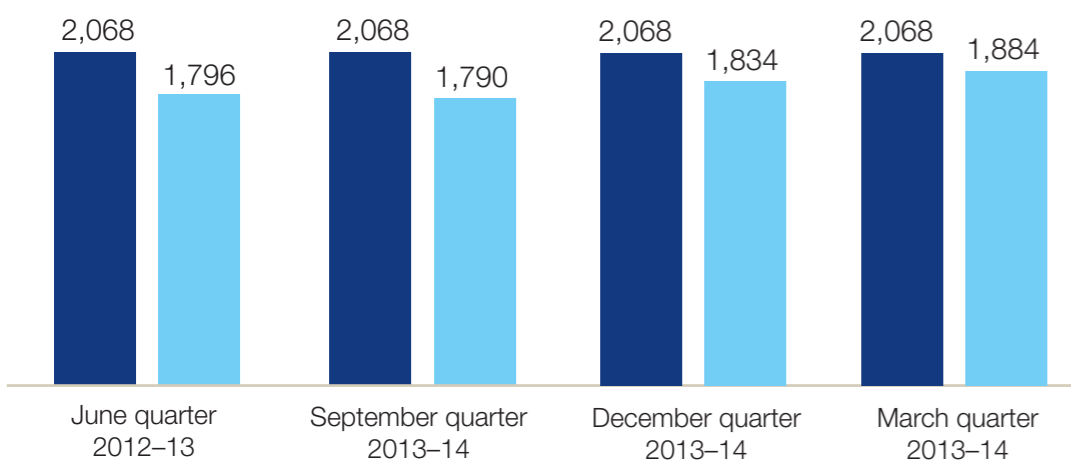
# Community Services Caseworker Dashboard - March 2014 quarter

## Annual data FTE Community Services caseworkers – funded and actual



## Quarterly data FTE Community Services caseworkers – funded and actual

■ Funded FTE ■ Actual FTE



## Quarterly data FTE Community Services caseworkers – funded and actual

	March quarter 2013-14				1.1.13 – 31.12.13	
	Funded FTE	Actual FTE	Vacancies (number)	Vacancies (%)	No. of children and young people (CYP) in risk of significant harm (ROSH) reports	% of CYP in ROSH reports receiving completed face-to-face child protection response assessment
<b>Community Services caseworkers working in districts<sup>1</sup></b>						
Central Coast	95	99	-4	-4	4,081	23
Far West	18	15	3	17	686	38
Hunter New England	301	269	32	11	12,202	30
Illawarra Shoalhaven	107	109	-2	-2	4,341	20
Mid North Coast	76	69	7	9	2,770	26
Murrumbidgee	101	89	12	12	4,112	28
Nepean Blue Mountains	124	111	13	10	4,464	16
Northern NSW	109	108	1	1	4,126	26
Northern Sydney	61	56	5	8	2,010	16
South Eastern Sydney	83	78	5	6	2,908	27
South Western Sydney	220	200	20	9	8,326	19
Southern NSW	65	46	19	29	2,027	38
Sydney	67	75	-8	-12	2,420	26
Western NSW	144	120	24	17	5,359	34
Western Sydney	157	145	12	8	5,969	17
<b>Total<sup>2</sup></b>	<b>1,728</b>	<b>1,589</b>	<b>139</b>	<b>8</b>	<b>69,184</b>	<b>27</b>
<b>Community Services caseworkers in statewide services</b>						
Helpline (CS and DV)	195	171	24	12		
Joint Investigation Response Team <sup>3</sup>	81	69	12	15		
Other <sup>4</sup>	64	55	9	14		
<b>Total</b>	<b>340</b>	<b>295</b>	<b>45</b>	<b>13</b>		
<b>Total Community Services caseworkers</b>	<b>2,068</b>	<b>1,884</b>	<b>184</b>	<b>9</b>		
<b>NGO caseworkers (estimated)<sup>5</sup></b>	<b>1,100</b>					
<b>Total funded caseworkers</b>	<b>3,168</b>					

Key changes since the last report

Decrease to 9% in the caseworker vacancy rate

An extra 50 FTE caseworkers employed

## Explanatory notes

- 1 Community Services caseworkers working in districts – district reflects where the child’s case plan is held at the end of the period.
- 2 Totals – for reports and assessment data includes statewide services such as Joint Investigation Response Teams.
- 3 Joint Investigation Response Team – numbers refer only to Community Services caseworkers, not to NSW Health or NSW Police.
- 4 Other – includes Community Services caseworkers working in Intensive Family Based Services, Metro Intensive Support Specialists, Adoption and Permanent Care Services Branch and Records Access Branch.
- 5 NGO caseworkers (estimated) – Community Services 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 Community Services 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 the Strengthening Families program, 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 Community Services, community partners and other agencies in respect to Community Services 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. 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. The 15 districts align with the NSW Local Health Districts.
- Community Services funded NGO caseworkers
- Community Services funds non-government organisations (NGOs) for a number of services requiring caseworkers for service delivery. The estimated number of Community Services-funded NGO caseworkers presented here is based on a calculation of the implied number of caseworkers in the NGO sector based on Community Services 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 Community Services. 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 the 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. Community Services is currently working with the non-government sector to obtain actual figures from the sector and this will ultimately replace the estimated figure.
- District
- The Department of Family and Community Services 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).
- 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 Community Services 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 (such as Keep Them Safe).
- The funded FTE increased from 2,149 in 2009–10 and 2010–11 to 2,185 in 2011–12 as a result of supplementation for the Helpline of 36 FTE. Following the transfer of Brighter Futures resources (117 FTE) to the NGO sector, the funded FTE decreased to the current 2,068 in 2012–13.
- Funded FTE move between functions and districts over time depending on need.
- 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 Teams – 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 Community Services and operates throughout NSW. Only Community Services caseworkers are reflected in the dashboard.
- NGO
- Non-government organisation
- ROSH
- Risk of significant harm

- ROSH reports
- These are reports received by Community Services 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.