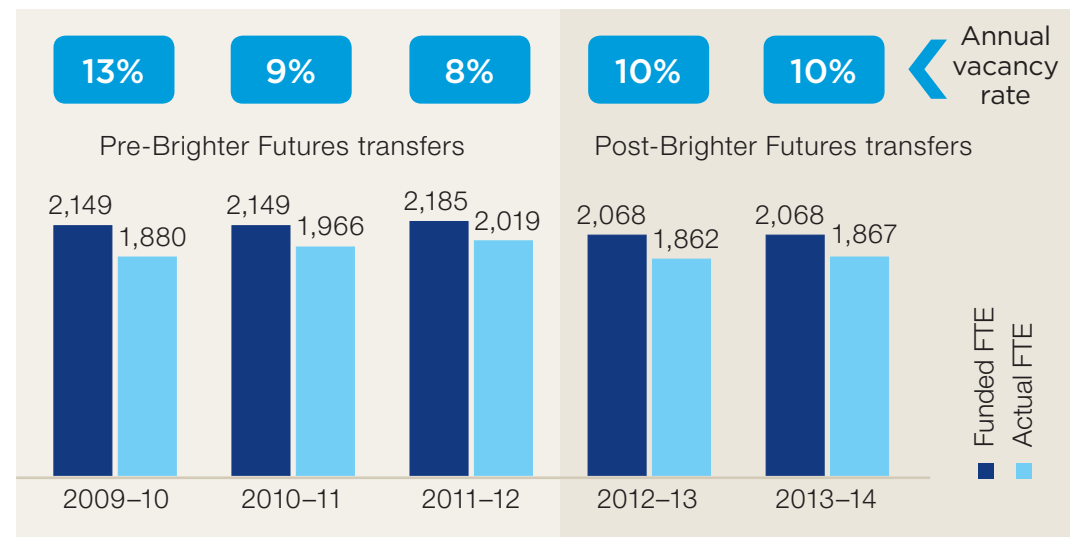
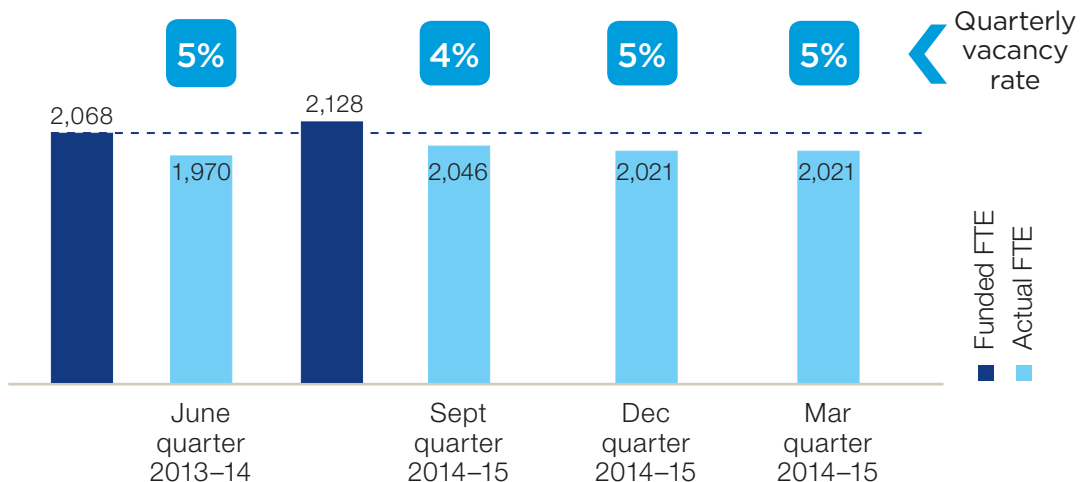


Community Services Caseworker Dashboard – March 2015 quarter

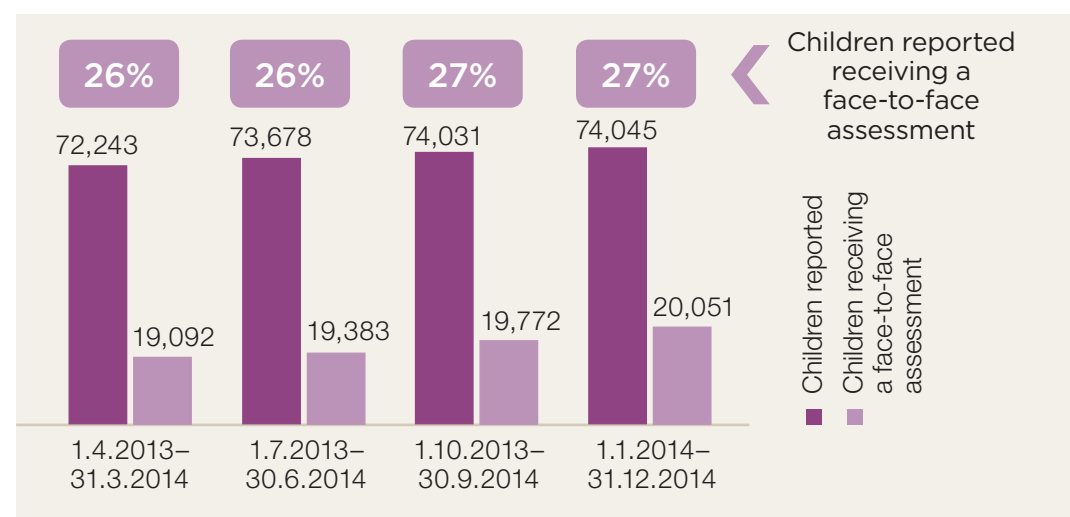
Annual data FTE Community Services caseworkers



Quarterly data FTE Community Services caseworkers



Annual data Children & young people at risk of significant harm



Quarterly data FTE Community Services caseworkers

	March quarter 2014/15				1.1.14 – 30.12.14		
	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
FACS caseworkers working in districts¹							
Central Coast	96	93	3	3	4,070	916	23
Far West	18	15	3	17	715	256	36
Hunter New England	304	305	-1	-1	13,142	3,738	28
Illawarra Shoalhaven	107	102	5	5	4,564	969	21
Mid North Coast	76	74	2	3	3,183	849	27
Murrumbidgee	103	101	2	2	4,471	1,336	30
Nepean Blue Mountains	126	116	10	8	4,943	819	17
Northern NSW	110	113	-3	-3	4,217	1,279	30
Northern Sydney	62	51	11	18	2,094	440	21
South Eastern Sydney	84	78	6	7	3,080	764	25
South Western Sydney	223	212	11	5	8,976	1,676	19
Southern NSW	66	60	6	9	2,232	838	38
Sydney	69	66	3	4	2,534	872	34
Western NSW	146	136	10	7	6,169	1,786	29
Western Sydney	159	158	1	1	6,520	1,522	23
Subtotal	1,749	1,680	69	4			
FACS caseworkers in statewide services							
Helpline (CS and DV)	195	189	6	3			
JIRT ²	95	79	16	17			
Other ³	89	73	16	18			
Subtotal	379	341	38	10			
Total^{4 + 5}	2,128	2,021	107	5	74,045	20,051	27

Key changes since the last dashboard

The caseworker vacancy rate remains unchanged at 5%

An extra 279 children received a face-to-face assessment

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 The dashboard excludes NGO caseworker numbers.

- 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.

Previous dashboards included an estimate of the number of FACS funded NGO caseworkers, but this has been removed as it is no longer considered a current estimate.

FACS will work with the non-government sector to obtain improved estimates of caseworker numbers from the NGO sector and these 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.