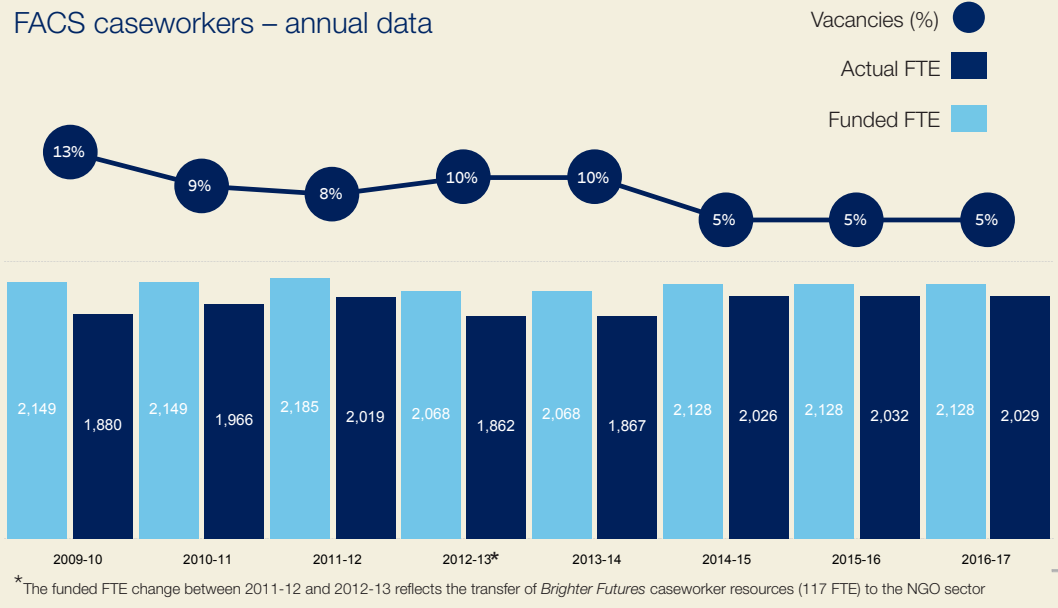


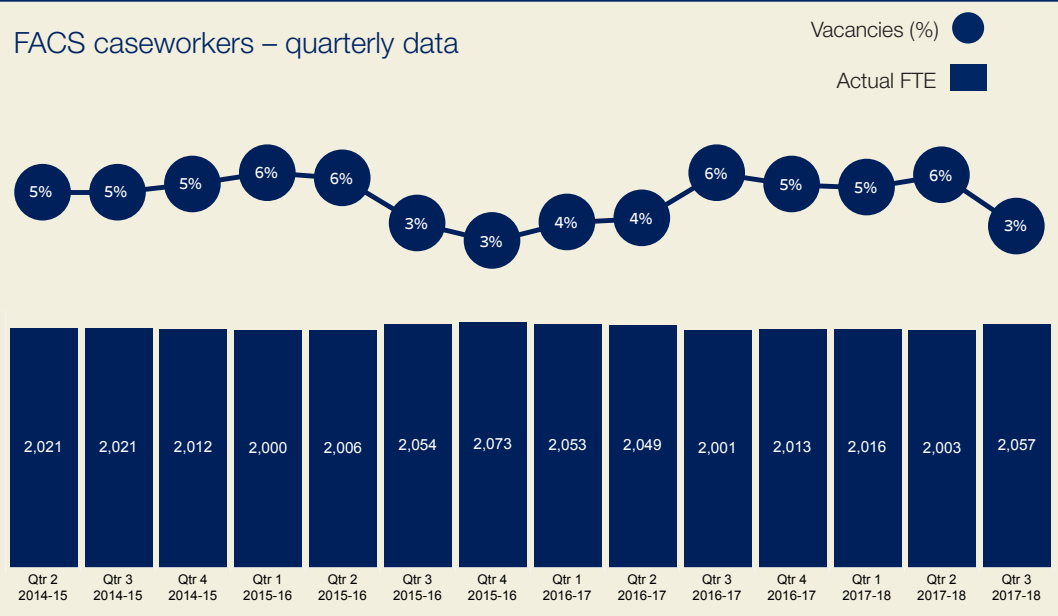
# FACS Caseworker Dashboard

## March 2018 quarter

FACS caseworkers – annual data



FACS caseworkers – quarterly data



FACS district	March quarter 2018			
	Funded FTE	Actual FTE	Vacancies FTE	Vacancies (%)
Explanatory notes on page 2				
Central Coast	92	97	-5	-5%
Far West	18	17	1	6%
Hunter New England	306	317	-11	-4%
Illawarra Shoalhaven	123	109	14	11%
Mid North Coast	76	65	11	14%
Murrumbidgee	118	110	8	7%
Nepean Blue Mountains	125	126	-1	-1%
Northern NSW	103	99	4	4%
Northern Sydney	63	57	6	10%
South Eastern Sydney	83	85	-2	-2%
South Western Sydney	209	206	3	1%
Southern NSW	55	49	6	11%
Sydney	73	75	-2	-3%
Western NSW	148	131	17	11%
Western Sydney	157	158	-1	-1%
<b>District subtotal</b>	<b>1,749</b>	<b>1,701</b>	<b>48</b>	<b>3%</b>
Helpline	195	190	5	3%
JIRT	95	90	5	5%
Other	89	76	13	15%
<b>Statewide subtotal</b>	<b>379</b>	<b>356</b>	<b>23</b>	<b>6%</b>
<b>Total</b>	<b>2,128</b>	<b>2,057</b>	<b>71</b>	<b>3%</b>
<b>New funded caseworker positions</b>	<b>Funded</b>	<b>Filled</b>		
Districts caseworkers	42	42		
Helpline	23	22 *		
JIRT	10	*		

### Key findings

The caseworker vacancy reduced to 3%

64 of the 75 new caseworker positions filled



\* Recruitment to the newly funded positions for 2017-18 continues with employees commencing in the fourth quarter

### FACS caseworker

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

**Caseworkers** provide protection and support services by:

- assessing and investigating 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.

**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 current practice, professional support, service development and policy.

### Funded FTE

This is the number of full-time equivalent caseworkers funded in the FACS Budget.

### Actual FTE

Actual FTE refers to the number of full-time equivalent caseworkers working in a given reference period, excluding those on extended or parental leave or occupying positions funded by specific time-limited funding.

### Vacancies

The number of vacancies represents the difference between the funded FTE and actual FTE during the reference period. The vacancy rates presented on the dashboard may differ from rates published by other sources due to the use of different methodologies.

### FACS districts

FACS works across NSW through 15 districts to enable more localised planning and decision making, and improved links between service delivery management and frontline staff. FACS districts align with NSW Local Health Districts.

A child may receive services from multiple districts. Data reflects the district where the child's case plan is held at their first ROSH report of highest level of child protection assessment in the period.

### Statewide services

Services that are provided statewide include:

- FACS Helpline, which includes the Domestic Violence Line
- Joint Investigation Response Teams (JIRT) – these teams respond to serious child protection reports of children which may involve a criminal offence. JIRT comprises three equal partners – NSW Police, NSW Health and FACS – and operates throughout NSW. Only FACS caseworkers are reflected in the dashboard
- other – this 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, Interstate Liaison, and Adoptions and Information Exchange.

### Rounding

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

### FTE

FTE or full-time equivalent is defined as the equivalent of one position, filled continuously, 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 and so on. Actual FTE is an averaged FTE across the reference period (i.e. quarter or financial year).