#### C1024

# **LEGISLATIVE COUNCIL Question Without Notice**

#### Thursday 13 October 2022

## Hon Nick Goiran to the Leader of the House representing the Minister for Child Protection

I refer to the 'point in time' case load management reporting that is run the first Friday of every month, and I ask:

- 1. On what dates in August, September and October were the case load reporting data generated?
- 2. Further to 1, on what dates were those three 'point in time report' results finalised?
- 3. Will you table those three reports?

#### **Answer**

I thank the honourable member for some notice of the question.

The case load management reporting is a point in time report that is run on the first Friday of each month.

- 1. 5 August 2022, 2 September 2022 and 10 October 2022. The report to be run on 7 October 2022 had a technical issue, therefore was re-run on 10 October 2022.
- 2. The results were finalised on 19 August 2022, 19 September 2022 and the October report is expected to be finalised on 21 October 2022.
- 3. Yes. I table the attached reports for August and September.

MMEN-

# Allocated and Monitored Report 5-Aug-22

				Distr	ict Summary R	leport			
Directorate / District / Team Group	FTE Available for casework	Allocated CIC	Allocated Other	Allocated Total	Monitored CIC	Monitored Other	Monitored Total Average (		I Caseload Total open >18 Cases
COUNTRY SERVICES	257.26	1,450.5	860.0	2,310.5	220.5	196.0	416.5	8.98 2	3 27
EAST KIMBERLEY Child Safety Team	<b>24.10</b> 3.60	125.0	<b>119.0</b> 36.0	<b>244.0</b> 36.0	19.5	<b>58.0</b> 15.0	<b>77.5</b> 15.0	<b>10.12</b> 10.00	
Intensive Family Support Team	2.00	-	25.0	25.0	1.0	4.0	5.0		0 0 30
Care Team	8.00	90.0	6.0	96.0	16.0	1.0	17.0	12.00	
Other WEST KIMBERLEY	10.50 <b>31.57</b>	35.0 <b>177.0</b>	52.0 <b>158.0</b>	87.0 <b>335.0</b>	2.5 <b>46.0</b>	38.0 <b>44.0</b>	40.5 <b>90.0</b>	8.29 <b>10.61</b>	0 0 127 9 1 4
Child Safety Team	2.70	- 177.0	42.0	42.0	40.0	14.0	14.0		2 0 56
Intensive Family Support Team	5.51	5.0	29.0	34.0	-	-	-	6.17	0 0 34
Care Team	12.75	132.0	13.0	145.0	21.0	1.0	22.0		5 1 167
Other PILBARA	10.60 <b>36.45</b>	40.0 <b>177.5</b>	74.0 <b>143.0</b>	114.0 <b>320.5</b>	25.0 <b>13.0</b>	29.0 <b>11.0</b>	54.0 <b>24.0</b>		2 0 168 2 1 34
Child Safety Team	9.85	4.0	67.0	71.0	-	3.0	3.0	7.21	1 0 74
Intensive Family Support Team	8.00	10.0	35.0	45.0	-	1.0	1.0		0 1 46
Care Team Other	9.80 8.80	105.5 58.0	10.0 31.0	115.5 89.0	9.0 4.0	7.0	9.0 11.0	11.79 10.11	1 0 124 0 0 100
MIDWEST GASCOYNE	32.10	212.0	88.0	300.0	26.0	41.0	67.0	9.35	
Child Safety Team	5.50	-	39.0	39.0	-	28.0	28.0		0 0 67
Intensive Family Support Team	3.00	3.0	18.0	21.0	-	2.0	2.0	7.00	
Care Team Other	17.20 6.40	167.0 42.0	12.0 19.0	179.0 61.0	18.0 8.0	11.0	18.0 19.0	10.41 9.53	2 <u>0</u> 197 1 0 80
GOLDFIELDS	38.31	150.5	62.0	212.5	1.0	3.0	4.0	5.55	1 0 210
Child Safety Team	7.50	-	18.0	18.0	-	-	-	2.40	
Care Team Other	14.00	94.0 56.5	5.0	99.0 95.5	1.0	1.0 2.0	2.0 2.0	7.07 5.68	
Other WHEATBELT	16.81 <b>28.04</b>	56.5 <b>181.0</b>	39.0 <b>87.0</b>	95.5 <b>268.0</b>	- 9.5	2.0 <b>8.0</b>	2.0 <b>17.5</b>	5.68 <b>9.56</b>	1 0 97 1 1 28
Child Safety Team	4.00	-	39.0	39.0	-	4.0	4.0	9.75	1 0 43
Intensive Family Support Team	4.00	1.0	21.0	22.0	-	1.0	1.0		0 1 23
Care Team Other	12.44 7.60	114.0 66.0	6.0 21.0	120.0 87.0	9.5	3.0	9.5 3.0	9.65 11.45	$\begin{array}{cccc} 0 & 0 & 129 \\ 0 & 0 & 90 \end{array}$
SOUTHWEST	45.15	306.5	138.0	444.5	99.5	<b>25.0</b>	124.5		6 0 5
Child Safety Team	12.35	6.0	95.0	101.0	1.0	9.0	10.0	8.18	1 0 111
Intensive Family Support Team	4.00	2.0	21.0	23.0	-	-	-		0 0 23
Care Team Other	21.30 7.50	251.5 47.0	9.0 13.0	260.5 60.0	82.5 16.0	6.0 10.0	88.5 26.0		5 <u>0</u> 349 0 0 86
GREAT SOUTHERN	21.54	121.0	<b>65.0</b>	186.0	6.0	6.0	12.0		2 0 1
Child Safety Team	4.00	-	30.0	30.0	-	3.0	3.0	7.50	
Intensive Family Support Team	4.00	-	13.0	13.0	-	-	-		0 0 13
Care Team Other	9.54 4.00	98.5 22.5	4.0 18.0	102.5 40.5	3.0 3.0	3.0	3.0 6.0	10.74 10.13	1 0 105 1 0 46
METROPOLITAN SERVICES	467.46	2,988.5	1,320.0	4,308.5	354.0	132.0	486.0	9.22 5	• •
JOONDALUP	44.40	320.0	117.0	437.0	39.0	13.0	52.0	9.84 1	
Child Safety Team	9.20 9.00	4.0	64.0 38.0	68.0	1.0	8.0	8.0		$\frac{1}{0}$ $\frac{1}{0}$ $\frac{76}{49}$
Intensive Family Support Team Care Team	26.20	6.5 309.5	15.0	44.5 324.5	38.0	4.0 1.0	5.0 39.0	4.94 ( 12.39 1	
Other	0.00	-	-	-	-	-	-		0 0 -
MIRRABOOKA	45.80	321.5	121.0	442.5	21.5	5.0	26.5	9.66	
Child Safety Team Intensive Family Support Team	9.30 9.60	1.0 7.0	49.0 44.0	50.0 51.0		3.0	3.0		0 0 53 0 0 51
Care Team	23.50	309.0	16.0	325.0	21.5	2.0	23.5	13.83	
Other	3.40	4.5	12.0	16.5	-	-	-	4.85	
PERTH	34.31	225.5	135.0	360.5	15.5	43.0	58.5		5 0 4
Child Safety Team Intensive Family Support Team	5.61 8.60		53.0 71.0	53.0 71.0	-	30.0 9.0	30.0 9.0		0 0 83 0 0 80
Care Team	19.10	225.5	11.0	236.5	15.5	4.0	19.5	12.38	
Other	1.00	-	-	-	-	-	-		0 -
MIDLAND	59.58	474.0	186.0	660.0	121.5	31.0	152.5	11.08 13	
Child Safety Team Intensive Family Support Team	8.30 11.00		70.0 88.0	70.0 88.0		14.0 5.0	14.0 5.0		0 <u>1</u> 84 0 0 93
Care Team	40.27	474.0	28.0	502.0	59.5	8.0	67.5	12.47	
Other	0.00	-	-	-	62.0	4.0	66.0	0.00	0 66
ARMADALE Child Safety Team	<b>54.11</b> 12.60	<b>430.0</b> 2.0	<b>200.0</b> 99.0	<b>630.0</b> 101.0	92.0	<b>11.0</b> 5.0	<b>103.0</b> 5.0	<b>11.64</b> 8.02	3 0 7 0 0 106
Intensive Family Support Team	7.20	3.0	68.0	71.0	-	5.0	5.0		0 0 71
Care Team	34.31	425.0	33.0	458.0	91.0	6.0	97.0	13.35	
Other	0.00	-	-	-	1.0	-	1.0		0 0 1
CANNINGTON Child Safety Team	<b>78.90</b> 14.10	403.5	<b>175.0</b> 57.0	<b>578.5</b> 57.0	21.5	1.0 1.0	<b>22.5</b> 1.0	<b>7.33</b> 4.04	1 0 6 0 58
Intensive Family Support Team	13.80	<u>-</u>	89.0	89.0	<u> </u>	-	-	6.45	
Care Team	47.00	403.5	29.0	432.5	21.5	-	21.5	9.20	1 0 454
Other	4.00	-	-	-	-	-	-		0 -
CRISIS CARE Child Safety Team	<b>34.20</b> 34.20	-	<b>34.0</b> 34.0	<b>34.0</b> 34.0	-	<u>-</u>	<u>.</u>	<b>0.99</b> 0.99	0 0 0 34
FREMANTLE	34.51	262.0	109.0	371.0	3.0	18.0	21.0		3 1 3
Child Safety Team	4.50	8.0	47.0	55.0	-	8.0	8.0	12.22	1 0 63
Intensive Family Support Team	3.80	2.0	33.0	35.0	2.0	8.0	10.0		0 1 45
Care Team Other	26.20 0.00	252.0	29.0	281.0	1.0	2.0	3.0		2 <u>0</u> 284 0 -
ROCKINGHAM	0.00 <b>45.35</b>	244.5	168.0	412.5	33.0	- 8.0	- 41.0		0 - <b>0</b> 0 450
Child Safety Team	12.40	-	115.0	115.0	-	4.0	4.0		0 119
Intensive Family Support Team	8.50	-	32.0	32.0	-	1.0	1.0		0 0 33
Care Team	24.45	244.5	21.0	265.5	33.0	3.0	36.0		0 0 301
Other PEEL	0.00 <b>36.30</b>	307.5	- 75.0	382.5	- 7.0	2.0	- 9.0	0.00 <b>10.54</b>	0 - <b>3</b> 0 39
Child Safety Team	4.60	4.0	38.0	42.0	-	1.0	1.0	9.13	1 0 43
Intensive Family Support Team	2.40	1.0	20.0	21.0		-	-		0 0 21
Care Team	29.30	302.5	17.0	319.5	7.0	1.0	8.0		2 0 327
Other Grand Total	0.00 <b>724.72</b>	4,439.0	2,180.0	6,619.0	574.5	328.0	902.5	0.00 9.13 8	0 0 - 0 6 752°
Granu rotal	124.12	7,403.0	2,100.0	0,013.0	374.3	320.0	302.3	3.13	152

Note: 'Other' refers to cases not involving children in the care of the CEO. Casework provision for these cases is for the whole family, irrespective of the number of children in the family. For example, Initial Inquiry, Child Safety Investigation, Family Support, Parent Support Service, Intensive Family Support, Support, Support, Parent Support, P

			Wor	kload Mana	agement Mo	onthly Com	ipariso	n Repor	rt					
		January	February	March	April	May	June	Ju	uly	August	September	October	November	December
	Open Cases Total	Date			TA		1	1.				Tours	Diameter 1	In
Total Cases Open	Directorate COUNTRY SERVICES METROPOLITAN SER		2752.00	2761.50				2686.00	2725.50	2727.00		October	November	December
	(blank)	0.00	0.00	0.00	0.00	0.0	00	4746.00 0.00	4806.50 0.00	4794.50 0.00				
	Grand Total	7743.50	7598.00	7598.50	7620.50	7543.5	U	7432.00	7532.00	7521.50				
	Sum of Total Cases M		[Fabruary	Manah	A!!	Mari	luma			A	Comtomban	Ostobou	Navamban	December
Total Monitored Cases	Directorate COUNTRY SERVICES		455.5	March 468				525	492.5	August 416.5		October	November	December
	METROPOLITAN SER (blank)			432.5				468.5	542	486				
	Grand Total	855.5	5 925	900.5	899.5	913.	5	993.5	1034.5	902.5				
	Sum of Total Cases A						1.							
Total Allocated Cases	Directorate COUNTRY SERVICES		2296.5	March 2293.5	<b>April</b> 2321			2161	2233	August 2310.5	September	October	November	December
	METROPOLITAN SER (blank)		4376.5	4404.5				4277.5	4264.5	4308.5				
	Grand Total	6888	6673	6698	6721	663	0	6438.5	6497.5	6619				
	Monitored Cases as %													
Monitored as % of Open Cases	Directorate COUNTRY SERVICES		17%	March 17%				20%	18%	August 15%	September	October	November	December
monitored do /o or open edges	METROPOLITAN SER (blank)			9%				10%	11%	10%				
	Grand Total	11%	12%	12%	12%	129	6	13%	14%	12%				
	Sum of CIC Allocated													
CIC Allocated	Directorate COUNTRY SERVICES		1455.5	March 1465.5	<b>April</b> 1470			1385	1414	August 1450.5	September	October	November	December
Olo Allocated	METROPOLITAN SER (blank)		3080.5	3066.5	3051			2910.5	2930.5	2988.5		<u> </u>		
	Grand Total	4639	4536	4532	4521	449	3	4295.5	4344.5	4439				
	Sum of CIC Monitored													
CIC Monitored	Directorate COUNTRY SERVICES	January 202	2 212.5	March 215				275	251.5	August 220.5	September	October	November	December
CIC Monitored	METROPOLITAN SER (blank)	287.5	315.5	314.5	327	334.	5	349.5	385	354				
	Grand Total	489.5	528	529.5	533.5	576.	5	624.5	636.5	574.5				
	'Other' Allocated Case	d Date												
	Directorate COUNTRY SERVICES	January 890.00				<b>May</b> 853.0	June 0	776.00	uly 819.00	August 860.00	September	October	November	December
Other' Cases Allocated	METROPOLITAN SER (blank)							1367.00	1334.00	1320.00				
	Grand Total	2249.00	2137.00	2166.00	2200.00	2137.0	0 :	2143.00	2153.00	2180.00				
	'Other 'Monitored Cas	s Date	_				_							
	Directorate COUNTRY SERVICES	January		March 253.00	April 251.00	<b>May</b> 220.0	June	250.00	uly 241.00	August 196.00	September	October	November	December
Other' Cases Monitored	METROPOLITAN SER (blank)							119.00	157.00	132.00				
	Grand Total	366.00	397.00	371.00	366.00	337.0	0	369.00	398.00	328.00				
	FTE Available	Date	1		1							1	1	
	Directorate COUNTRY SERVICES	January		March 245.55	<b>April</b> 239.64	<b>May</b> 249.7	June	<b>Ju</b> 240.04	<b>uly</b> 248.09	August 257.26	September	October	November	December
FTE 'Available' for Casework	METROPOLITAN SER (blank)							474.30	469.01	467.46				
	Grand Total	701.41	709.75	720.82	725.66	737.8	4	714.34	717.10	724.72				
	Caseload above 15	Month												
	Directorate Country	January 40		March 24	April 27	May	June 27	<b>J</b> u 25	uly 20	August 28	September	October	November	December
Caseload above 15	Metropolitan	48					4	44	55					
	(blank) Grand Total	88	3 75	74	80	7	'1	69	75	80				
	Pro-Rata Case Load	(Multiple Items)	7											
	Caseload Up To 18	Month	<u> </u>											
Caseload Up To 18	Directorate Country	January 32		March 23	April 25	May	June 25	<b>J</b> u	uly 20	August 24				
	Metropolitan  Grand Total	43 <b>75</b>	3 43	42	38	3	5 60	34 58	48 <b>68</b>	49				
	Grand Total		g 63	65	53	, 6	<u>~  </u>	36	68	/3		1		1
	Pro-Rata Case Load	(Multiple Items)	)											
Constant Above 40	Caseload Over 18	Month	Eobrus	Moreh	April	Mov	lige-		ulv	August				
Caseload Above 18	Directorate Country	January 8	3 11	March 1	April 2		June 2	1		August 3		<b></b>		<u> </u>
	Metropolitan Grand Total	5 13		8 9			9	9 <b>10</b>	7 <b>7</b>	3 6				
	Capaland A	Data												
	Caseload Average Directorate	Date January		March	April	May	June			August	September	October	November	December
Average Caseload	COUNTRY SERVICES METROPOLITAN SER							9.00 9.02	9.00 9.09	8.98 9.22				
	(blank) Grand Total	9.82	9.40	9.29	9.26	8.9	9	9.01	9.06	9.13				
	Family Community	JDet-												
Allerend Pro M. O. C.	Pamily Support Allocation	January		March	April	May	June			August	September	October	November	December
Allocated Family Support	COUNTRY SERVICES METROPOLITAN SER	108	102		118	12		49 131	40 111	112				
	Grand Total	153	3 143	154	165	17	3	180	151	161		1		
	Initial Inquiry Allocate													
Allocated Initial Inquiry	Directorate COUNTRY SERVICES		67				June 60	31	38			October	November	December
	METROPOLITAN SER Grand Total	R 34 109					30 30	51 <b>82</b>	47 <b>85</b>					

	Supervision Order All	Date											
	Directorate	January	February	March	April	May	June	July		September	October	November	December
	COUNTRY SERVICES												
	METROPOLITAN SER												
	Grand Total	18	20	24	27	28	27	28	25				
	Protection Application	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES		2	3	2	2		4	3				
	METROPOLITAN SER		1	1	3	3			0				
	Grand Total	5	J 3	4	5	5	4	5	3				
	Parent Support Service	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES		3	2	1	0		0	0				
	METROPOLITAN SER	1 8			7	5			4				
	Grand Total	13	10	<u> </u>	8	5	5	4	4				
	Intervention Allocated	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
Allocated Intervention	COUNTRY SERVICES		1	1					0				
	METROPOLITAN SER	VICES	0						1				
	Grand Total		1	1					1				
	CSI Allocated	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	570	540	537	547	556	503	545	566				
-	METROPOLITAN SER	852	798	826		777	845		795	<u> </u>			
	Grand Total	1422	1338	1363	1375	1333	1348	1367	1361				
	Intensive Family Supp	Date											
		January	February	March	April	May	June	July	August	September	October	November	December
Allocated Intensive Family Support	COUNTRY SERVICES			179					189				
	METROPOLITAN SER			343	341	327	318		342				
	Grand Total	529	519	522	527	512	498	512	531				
	Family Support Monit	Data	1		l		l	1					
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
Monitored Family Support	COUNTRY SERVICES									Сертеньсь	Cotobei	November	Becomber
	METROPOLITAN SER												
	Grand Total	57	56	55	55	52	50	61					
	Initial Inquiry Monitor	Data	1	1	I	1	I	1				1	
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
Monitored Initial Inquiry	COUNTRY SERVICES									Сортоннос	0010001		200000.
	METROPOLITAN SER	18	3	5	4	. 2							
	Grand Total	35	35	34	24	19	20	16	5				
	Supervision Order Mo	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES		2			1	1	2		Сортоннос	0010001		
	METROPOLITAN SER				C	0	1	1	1				
	Grand Total	1	2	2	2	1	2	3	2				
	Protection Application	r Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES			0		0			3.5.				75201
	METROPOLITAN SER		1	1		1	C						
				- 4	1	1	1						
	Grand Total	1	2	1		<u> </u>							
			] 2	1				•					
	Grand Total	1	2	1									
	Grand Total  Parent Support Service	Date			April		June	July	August	September	October	November	Decembe
	Grand Total	Date January	February	March 0	April	May	June	July 0	August	September	October	November	December
Monitored Parent Support	Grand Total  Parent Support Service  Directorate	Date January 0	February	March 0	April C	May		<b>July</b> 0		September	October	November	December
Monitored Parent Support	Parent Support Service Directorate COUNTRY SERVICES	Date January 0	February 0		1	<b>May</b> 0		0		September	October	November	December
Monitored Parent Support	Grand Total  Parent Support Service Directorate COUNTRY SERVICES METROPOLITAN SER	Date January  1	February 0		1	<b>May</b> 0		0		September	October	November	December
Monitored Parent Support	Parent Support Service Directorate COUNTRY SERVICES METROPOLITAN SER Grand Total	Date January 0 1 1	February 0		1	<b>May</b> 0		0		September	October	November	December
Monitored Parent Support	Grand Total  Parent Support Service Directorate COUNTRY SERVICES METROPOLITAN SER Grand Total  CSI Monitored	Date January  1 1 1 1 1 Date	February 0	March 0 1 1	1	May 0 1 1 1		0 1 1					
Monitored Parent Support	Grand Total  Parent Support Servic Directorate COUNTRY SERVICES METROPOLITAN SER Grand Total  CSI Monitored Directorate	Date January  0 1 1 Date January	February  0 1 1 February	March 0 1 1 1	April	May 0 1 1 1 1 May	June	0 1 1 1	August	September September	October October		
Monitored Parent Support  Monitored Child Safety Investigation	Grand Total  Parent Support Service Directorate COUNTRY SERVICES METROPOLITAN SER Grand Total  CSI Monitored	Date January  Date January  Date January  Date January	February  February  1172	March 0 1 1 1 March 190	1 1 1 April 194	May 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	June 189	0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1					
Monitored Parent Support  Monitored Child Safety Investigation	Grand Total  Parent Support Service Directorate COUNTRY SERVICES METROPOLITAN SER Grand Total  CSI Monitored Directorate COUNTRY SERVICES	Date January  Date January  Date January  Date January	February  1  February  172  96	March 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	April 194	May 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	<b>June</b> 189	0 1 1 1 July 177 107	August 145 87				
Monitored Parent Support  Monitored Child Safety Investigation	Parent Support Service Directorate COUNTRY SERVICES METROPOLITAN SER Grand Total  CSI Monitored Directorate COUNTRY SERVICES METROPOLITAN SER	Date  Date  January  1  Date  January  1  1  Date  January  145  99	February  1  February  172  96	March 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	April 194	May 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	June 189	0 1 1 1 July 177 107	August 145 87				
Monitored Parent Support  Monitored Child Safety Investigation	Parent Support Servic Directorate COUNTRY SERVICES METROPOLITAN SER Grand Total  CSI Monitored Directorate COUNTRY SERVICES METROPOLITAN SER Grand Total	Date January  Date January  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	February  1  February  172  96	March 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	April 194	May 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	June 189	0 1 1 1 July 177 107	August 145 87				
Monitored Parent Support  Monitored Child Safety Investigation	Parent Support Service Directorate COUNTRY SERVICES METROPOLITAN SER Grand Total  CSI Monitored Directorate COUNTRY SERVICES METROPOLITAN SER Grand Total  Sum of Intensive Fam	Date January Date January 1 1 Date January 99 244	February  February  11  February  172  968	March 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	April 194 73 267	May 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	June 189 80 269	0 1 1 1 July 177 107 284	August 145 87 232	September	October	November	December
Monitored Parent Support  Monitored Child Safety Investigation	Grand Total  Parent Support Service Directorate COUNTRY SERVICES METROPOLITAN SER Grand Total  CSI Monitored Directorate COUNTRY SERVICES METROPOLITAN SER Grand Total  Sum of Intensive Fam Directorate	Date January Date January 1 Date January 244 Date January January January January January January January	February  February  172 96 268	March 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	April 194 73 267	May 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	June 189 80 269	0 1 1 1 July 177 107 284	August 145 87 232 August	September			December
Monitored Parent Support  Monitored Child Safety Investigation	Parent Support Service Directorate COUNTRY SERVICES METROPOLITAN SER Grand Total  CSI Monitored Directorate COUNTRY SERVICES METROPOLITAN SER Grand Total  Sum of Intensive Fam Directorate COUNTRY SERVICES	Date January  Date January  1  Date January  145 199 244  Date January  99	February  11  February  172  96  268  February	March 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	April 194 April 267 April 11	May 0 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	June 189 80 269 June 17	0 1 1 1 July 177 107 284 July 18	August 145 87 232 August 18	September	October	November	December
Monitored Parent Support  Monitored Child Safety Investigation  Monitored Intensive Family Support	Grand Total  Parent Support Service Directorate COUNTRY SERVICES METROPOLITAN SER Grand Total  CSI Monitored Directorate COUNTRY SERVICES METROPOLITAN SER Grand Total  Sum of Intensive Fam Directorate	Date January  Date January  1  Date January  145 199 244  Date January  99	February	March 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	April 194 April 194 April 195	May 0 11 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	June 189 80 269 June 17 10	July 177 107 284 July 18 15	August 145 87 232 August 18	September	October	November	December December

#### Workload Management Trends

21/22 Comparison

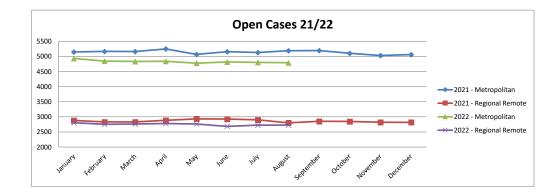
		Total (	Cases			
	2021		2021 Total	2022		2022 Total
	Metropolitan	Regional Remote		Metropolitan	Regional Remote	
January	5146.5	2877	8023.5	4937	2806.5	7743.5
February	5169.5	2831	8000.5	4846	2752	7598
March	5166	2833.5	7999.5	4837	2761.5	7598.5
April	5253.5	2884	8137.5	4842	2778.5	7620.5
May	5070	2935.5	8005.5	4779.5	2764	7543.5
June	5156.5	2925.5	8082	4819	2686	7505
July	5133.5	2901.5	8035	4805.5	2725.5	7531
August	5189.5	2803.5	7993	4793.5	2727	7520.5
September	5195.5	2852.5	8048			
October	5105	2846.5	7951.5			
November	5032	2823	7855			
December	5062.5	2818.5	7881			
Grand Total	61680	34332	96012	38659.5	22001	60660.5

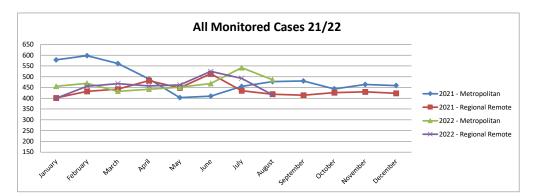
		Monitore	ed Total			
	2021		2021 Total	2022		2022 Total
	Metropolitan	Regional Remote		Metropolitan	Regional Remote	
January	578.5	401.5	980	455.5	400	855.5
February	597.5	432	1029.5	469.5	455.5	925
March	561	442.5	1003.5	432.5	468	900.5
April	490	481.5	971.5	442	457.5	899.5
May	403	448.5	851.5	451.5	462	913.5
June	409.5	514	923.5	468.5	525	993.5
July	455	435	890	542	492.5	1034.5
August	477	419	896	486	416.5	902.5
September	480	414	894			
October	443.5	426	869.5			
November	464	429.5	893.5			
December	459	423	882			
Grand Total	5818	5266.5	11084.5	3747.5	3677	7424.5

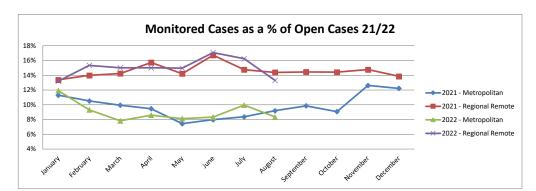
		Monitored Cases as	a % of oper	n cases		
	2021		2021 Total	2022		2022 Total
	Metropolitan	Regional Remote		Metropolitan	Regional Remote	
January	11%	13%	12%	12%	13%	12%
February	11%	14%	12%	9%	15%	12%
March	10%	14%	12%	8%	15%	11%
April	9%	16%	12%	9%	15%	11%
May	7%	14%	10%	8%	15%	11%
June	8%	17%	12%	8%	17%	12%
July	8%	15%	11%	10%	16%	13%
August	9%	14%	11%	8%	13%	
September	10%	14%	12%			
October	9%	14%	11%			
November	13%	15%	14%			
December	12%	14%	13%			
Grand Total	10%	15%	12%			

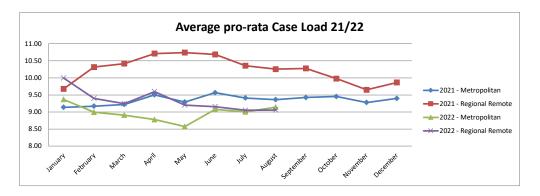
		Average pro-r	ata caseload	t		
	2021		2021 Total	2022		2022 Total
	Metropolitan	Regional Remote		Metropolitan	Regional Remote	
January	9.14	9.68	9.38	9.37	10.00	9.65
February	9.17	10.32	9.68	8.99	9.40	9.17
March	9.22	10.42	9.75	8.91	9.24	9.06
April	9.50	10.71	10.04	8.78	9.60	9.14
May	9.29	10.74	9.94	8.57	9.20	8.85
June	9.57	10.69	10.06	9.08	9.16	9.11
July	9.41	10.36	9.83	9.00	9.05	9.02
August	9.36	10.26	9.76	9.14	9.06	9.11
September	9.43	10.28	9.80			
October	9.45	9.98	9.69			
November	9.28	9.65	9.44			
December	9.40	9.86	9.60			
Grand Total	9.35	10.24	9.75	8.98	9.34	9.14

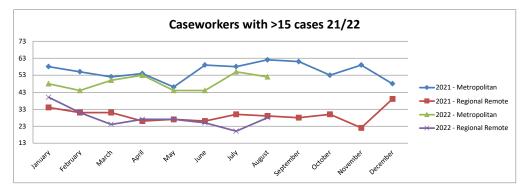
		Caseworkers v	vith >15 case	es		
	2021		2021 Total	2022		2022 Total
	Metropolitan	Regional Remote		Metropolitan	Regional Remote	
January	58	34	92	48	40	88
February	55	31	86	44	31	75
March	52	31	83	50	24	74
April	54	26	80	53	27	80
May	46	27	73	44	27	71
June	59	26	85	44	25	69
July	58	30	88	55	20	75
August	62	29	91	52	28	80
September	61	28	89			
October	53	30	83			
November	59	22	81			
December	48	39	87			
Grand Total	665	353	1018	390	222	612











### Monitored Cases 5/08/2022

- Figures are adjusted for co-working.
- •Co-worked cases receive 0.5 case allocation for the primary caseworker and 0.5 case allocation for the co-worker.
- •As the co-worker has no decision-making responsibility, often co-worked cases are allocated to the team leader (monitored list) and tasks assigned to workers with capacity (case workers or non-caseworkers).

Total Monitored Cases	
CIC	(AII)
Sum of Case Count	
District	Total
ARMADALE DISTRICT	103
CANNINGTON DISTRICT	22.5
EAST KIMBERLEY DISTRICT	77.5
FREMANTLE DISTRICT	21
GOLDFIELDS DISTRICT	4
GREAT SOUTHERN DISTRICT	12
JOONDALUP DISTRICT	52
MIDLAND DISTRICT	152.5
MIDWEST GASCOYNE DISTRICT	68
MIRRABOOKA DISTRICT	26.5
PEEL DISTRICT	9
PERTH DISTRICT	58.5
PILBARA DISTRICT	25
ROCKINGHAM DISTRICT	41
SOUTHWEST DISTRICT	124.5
WEST KIMBERLEY	90
WHEATBELT DISTRICT	17.5
(blank)	
Grand Total	904.5

Total Children NOT in Care	
CIC	No
Sum of Case Count	
District	Total
ARMADALE DISTRICT	1
CANNINGTON DISTRICT	
EAST KIMBERLEY DISTRICT	5
FREMANTLE DISTRICT	18
GOLDFIELDS DISTRICT	
GREAT SOUTHERN DISTRICT	
JOONDALUP DISTRICT	1
MIDLAND DISTRICT	3
MIDWEST GASCOYNE DISTRICT	4
MIRRABOOKA DISTRICT	
PEEL DISTRICT	
PERTH DISTRICT	4
PILBARA DISTRICT	1
ROCKINGHAM DISTRICT	
SOUTHWEST DISTRICT	2
WEST KIMBERLEY	4
WHEATBELT DISTRICT	:
Grand Total	33

CIC	Yes
Sum of Case Count	
District	Total
ARMADALE DISTRICT	92
CANNINGTON DISTRICT	21.
EAST KIMBERLEY DISTRICT	19.
FREMANTLE DISTRICT	3
GOLDFIELDS DISTRICT	:
GREAT SOUTHERN DISTRICT	(
IOONDALUP DISTRICT	39
MIDLAND DISTRICT	121.
MIDWEST GASCOYNE DISTRICT	26
MIRRABOOKA DISTRICT	21.
PEEL DISTRICT	
PERTH DISTRICT	15.5
PILBARA DISTRICT	13
ROCKINGHAM DISTRICT	33
SOUTHWEST DISTRICT	99.
WEST KIMBERLEY	40
WHEATBELT DISTRICT	9.5
Grand Total	574.

CIC aged 5 and under		
CIC	Yes	
Age of Child	(Multiple Items)	
Sum of Case Count		
District	Total	
ARMADALE DISTRICT		ç
CANNINGTON DISTRICT		2
EAST KIMBERLEY DISTRICT		
GREAT SOUTHERN DISTRICT		
MIDLAND DISTRICT		-
SOUTHWEST DISTRICT		8.
WEST KIMBERLEY		9
Grand Total		37.

CIC aged 2 and under							
CIC	Yes						
Age of Child	1						
Sum of Case Count							
District	Total						
ARMADALE DISTRICT	1						
Grand Total	1						

Monitored Cases as % of Open Cases		Date								
Directorate	District	January	February	March	April	May	June	July	August	Grand Total
COUNTRY SERVICES	EAST KIMBERLEY	23%	27%	27%	31%	39%	38%	33%	24%	31%
	GOLDFIELDS	9%	10%	7%	4%	2%	2%	3%	2%	5%
	GREAT SOUTHERN	5%	10%	9%	12%	8%	8%	11%	6%	9%
	MIDWEST GASCOYNE	14%	17%	13%	20%	21%	24%	22%	18%	19%
	PILBARA	6%	1%	2%	4%	3%	5%	7%	7%	4%
	SOUTHWEST	19%	20%	26%	21%	22%	26%	24%	22%	22%
	WEST KIMBERLEY	23%	30%	27%	23%	19%	24%	17%	21%	23%
	WHEATBELT	7%	7%	10%	6%	8%	11%	13%	6%	8%
COUNTRY SERVICES Total		14%	17%	17%	16%	17%	20%	18%	15%	17%
METROPOLITAN SERVICES	ARMADALE	7%	8%	11%	12%	12%	13%	13%	14%	11%
	CANNINGTON	2%	4%	3%	4%	7%		0%	4%	3%
	CRISIS CARE	40%	8%	4%	10%	7%	4%	3%	0%	10%
	FREMANTLE	12%	12%	9%	13%	8%	8%	10%	5%	10%
	JOONDALUP	13%	13%	11%	8%	3%	9%	13%	11%	10%
	MIDLAND	14%	14%	16%	17%	20%	22%	22%	19%	18%
	MIRRABOOKA	6%	4%	3%	3%	2%	1%	3%	6%	3%
	PEEL	6%	8%	5%	4%	4%	6%	9%	2%	6%
	PERTH	16%	18%	12%	12%			16%	14%	
	ROCKINGHAM	4%	4%	3%	3%	3%				
METROPOLITAN SERVICES Total		9%	10%	9%	9%	9%	10%	11%	10%	10%
Grand Total		11%	12%	12%	12%	12%	13%	14%	12%	12%

#### Staff Carrying > 15 cases 5/8/2022

•In order to calculate caseworker caseloads and for the system to determine if a case is allocated to a 'caseworker' or is 'monitored' by a team leader, workforce information needs to be manually entered into the client application system by the team leader. As a consequence, human error can and does occur.

Caseloads are calculated pro rata based on the FTE a caseworker has available to manage child protection cases. This could be their full employment FTE (i.e. 1 FTE) or reflect a reduction to their availability based on them undertaking non-casework related activities (e.g., Duty Officer, resulting in a case work allocation of 0.8 FTE).

•The expanded report provided to districts as part of the centralised monthly quality assurance function serves to highlight errors and is a prompt to rectify them in the client information system so the data is as accurate as possible.

•The data is not changed or adjusted as part of this process, and may not be comparable with data reported elsewhere.

#### **Caseload Above 15**

Pro-Rata Case Load

Count of Worker	
District	Total
EAST KIMBERLEY DISTRIC	4
WEST KIMBERLEY	g
PILBARA DISTRICT	2
MIDWEST GASCOYNE DIS	3
GOLDFIELDS DISTRICT	1
WHEATBELT DISTRICT	1
SOUTHWEST DISTRICT	6
GREAT SOUTHERN DISTR	2
JOONDALUP DISTRICT	11
MIRRABOOKA DISTRICT	8
PERTH DISTRICT	5
MIDLAND DISTRICT	13
ARMADALE DISTRICT	8
CANNINGTON DISTRICT	1
FREMANTLE DISTRICT	3
PEEL DISTRICT	3
Grand Total	80

#### Pro-Rata Case Load (Multiple Items)

Count of Worker		
District	Total	
WEST KIMBERLEY		1
PILBARA DISTRICT		1
WHEATBELT DISTRICT		1
JOONDALUP DISTRICT		1
MIDLAND DISTRICT		1
FREMANTLE DISTRICT		1
<b>Grand Total</b>		6

#### Caseload Up to 18 (Multiple Items) Pro-Rata Case Load

Count of Worker	
District	Total
EAST KIMBERLEY DISTRICT	4
WEST KIMBERLEY	8
PILBARA DISTRICT	1
MIDWEST GASCOYNE DISTRICT	3
GOLDFIELDS DISTRICT	1
SOUTHWEST DISTRICT	6
GREAT SOUTHERN DISTRICT	2
JOONDALUP DISTRICT	10
MIRRABOOKA DISTRICT	8
PERTH DISTRICT	5
MIDLAND DISTRICT	12
ARMADALE DISTRICT	8
CANNINGTON DISTRICT	1
FREMANTLE DISTRICT	2
PEEL DISTRICT	3
Grand Total	74

#### **Caseload Above 15 Country**

Pro-Rata Case Load (Multiple Items)

Count of Worker	
District	Total
EAST KIMBERLEY DISTRICT	4
WEST KIMBERLEY	9
PILBARA DISTRICT	2
MIDWEST GASCOYNE DISTRICT	3
GOLDFIELDS DISTRICT	1
WHEATBELT DISTRICT	1
SOUTHWEST DISTRICT	6
GREAT SOUTHERN DISTRICT	2
Grand Total	28

#### **Caseload Above 15 Metro**

(AII) Pro-Rata Case Load

Count of Worker	
District	Total
JOONDALUP DISTRICT	11
MIRRABOOKA DISTRICT	8
PERTH DISTRICT	5
MIDLAND DISTRICT	13
ARMADALE DISTRICT	8
CANNINGTON DISTRICT	1
FREMANTLE DISTRICT	3
PEEL DISTRICT	3
Grand Total	52

### Exception Report 5/08/2022

- •In order to calculate caseworker caseloads and for the system to determine if a case is allocated to a 'caseworker' or is 'monitored' by a team leader, workforce information needs to be manually entered into the client application system by the team leader. As a consequence, human error can and does occur.
- •The Exception report contains a list of cases that the client information system is unable to determine qualify for WLM reporting. For instance, these cases might be open for activities that do not require a statutory worker to undertake, and therefore the district has allocated the activity to a non-caseworker (ie payment of invoices related to case support cost, bereavement assistance or financial assistance). Alternatively, they may be appearing due to a recording error associated with the manual entry of workforce information.
- •The expanded report provided to districts as part of the centralised monthly quality assurance function serves to highlight errors and is a prompt to rectify them in the client information system so the data is as accurate as possible.
- •The data is not changed or adjusted as part of this process, and may not be comparable with data reported elsewhere.

Total cases not counted for WI	_M
District	Total
ARMADALE DISTRICT	9.0
CANNINGTON DISTRICT	1.0
COUNTRY SERVICES SUPPORT	38.5
CRISIS CARE DISTRICT	25.0
EAST KIMBERLEY DISTRICT	15.0
GOLDFIELDS DISTRICT	6.0
JOONDALUP DISTRICT	1.0
METROPOLITAN SERVICES SUPPORT	8.0
MIDLAND DISTRICT	4.0
ROCKINGHAM DISTRICT	1.0
THERAPEUTIC CARE SERVICES	1.0
WEST KIMBERLEY	6.0
FREMANTLE DISTRICT	13.0
Grand Total	128.5



# Caseload Management Reporting Summary September 2022

Date report run: 2 September 2022

Date report circulated: 19 September 2022

Category	Finalised September data	Amendments made
Staff carrying 15+ cases	1 staff with 18+ cases	4 staff with 18+cases removed due to data entry and allocation errors.
	85 staff with 15+ cases	
Monitored List (cases allocated	883 cases	3 children aged 2 years or under allocated.
to NLO)	533.5 are children in care	
	38 are children aged 5 years or under	
	0 are children aged 2 years or under	
Exception report	9 cases	96.5 cases on the exception report were determined to be cases which are not counted as part of the WLM process.

#### Notes:

- The WLM project team is focussed on compliance and data integrity in relation to WLM reporting. Specifically, the team is targeting staff carrying 18+ cases, children aged 2 or under on the monitored list and cases on the exception report that should be part of WLM reporting.
- The number of cases on the monitored list is trending downwards, with the average over the last 12 months being 916 and this month's total being 883.

# Allocated and Monitored Report 2-Sep-22

				Distr	ict Summary R	eport				
Directorate / District / Team Group	FTE Available for casework	Allocated CIC	Allocated Other	Allocated Total	Monitored CIC	Monitored Other	Monitored Total Average (		ad Caseload >18	Total open Cases
COUNTRY SERVICES	254.26	1,470.0	843.0	2,313.0	215.5	240.0	455.5	9.10	26 0	2768.5
EAST KIMBERLEY Child Safety Team	<b>24.30</b> 4.30	125.0	<b>122.0</b> 37.0	<b>247.0</b> 37.0	28.5	<b>67.0</b> 13.0	<b>95.5</b> 13.0	<b>10.16</b> 8.60	5 0 4 0	342.5 50.0
Intensive Family Support Team	2.00	4.0	28.0	37.0	1.0	8.0	9.0	15.98	0 0	41.0
Care Team	7.00	87.0	7.0	94.0	25.0	2.0	27.0	13.43	0 0	121.0
Other WEST KIMBERLEY	11.00 <b>30.66</b>	34.0 <b>184.0</b>	50.0 <b>128.0</b>	84.0 <b>312.0</b>	2.5 <b>37.0</b>	44.0 <b>68.0</b>	46.5 <b>105.0</b>	7.64 <b>10.17</b>	1 0 10 0	130.5 417
Child Safety Team	2.70	104.0	35.0	35.0	- 37.0	18.0	18.0	12.95	7 0	53.0
Intensive Family Support Team	5.51	5.0	30.0	35.0	-	-	-	6.35	0 0	35.0
Care Team Other	12.75	139.0	14.0	153.0	15.0	-	15.0	12.00	3 0	168.0
PILBARA	9.70 <b>36.05</b>	40.0 <b>189.5</b>	49.0 <b>145.0</b>	89.0 <b>334.5</b>	22.0 <b>4.0</b>	50.0 <b>4.0</b>	72.0 <b>8.0</b>	9.18 <b>9.28</b>	0 0 2	161.0 342.5
Child Safety Team	9.75	9.0	63.0	72.0	-	1.0	1.0	7.38	0 0	73.0
Intensive Family Support Team	8.00	12.0	37.0	49.0	-	-	-	6.13	1 0	49.0
Care Team Other	9.80 8.50	109.0 59.5	7.0 38.0	116.0 97.5	2.0 2.0	3.0	2.0 5.0	11.84 11.47	0 0	118.0 102.5
MIDWEST GASCOYNE	31.60	210.0	95.0	305.0	29.0	40.0	69.0	9.65	3 0	374
Child Safety Team	3.50	1.0	41.0	42.0	-	25.0	25.0	12.00	2 0	67.0
Intensive Family Support Team Care Team	3.00 17.20	3.0 156.0	18.0 14.0	21.0 170.0	- 19.0		- 19.0	7.00 9.88	0 0	21.0 189.0
Other	7.90	50.0	22.0	72.0	10.0	15.0	25.0	9.00	0 0	97.0
GOLDFIELDS	35.71	146.0	58.0	204.0	6.5	15.0	21.5	5.71	0 0	225.5
Child Safety Team	7.50	-	21.0	21.0	-	-	-	2.80	0 0	21.0
Care Team Other	14.00 14.21	91.5 54.5	6.0 31.0	97.5 85.5	6.5	15.0	21.5	6.96 6.02	0 0	97.5 107.0
WHEATBELT	30.14	183.5	96.0	279.5	8.5	9.0	17.5	9.27	1 0	297
Child Safety Team	5.50	-	46.0	46.0	-	3.0	3.0	8.36	1 0	49.0
Intensive Family Support Team Care Team	4.00 13.04	- 113.5	25.0 6.0	25.0 119.5	- 8.5	1.0	1.0 8.5	6.25 9.16	0 0	26.0 128.0
Other	7.60	70.0	19.0	89.0	-	5.0	5.0	11.71	0 0	94.0
SOUTHWEST	46.05	314.5	128.0	442.5	100.0	31.0	131.0	9.61	4 0	573.5
Child Safety Team	7.85	2.0	65.0	67.0	1.0	20.0	21.0	8.54	0 0	88.0
Intensive Family Support Team Care Team	7.00 24.40	7.0 250.0	32.0 11.0	39.0 261.0	93.0	3.0 6.0	3.0 99.0	5.57 10.70	0 0	42.0 360.0
Other	6.80	55.5	20.0	75.5	6.0	2.0	8.0	11.10	0 0	83.5
GREAT SOUTHERN	19.74	117.5	71.0	188.5	2.0	6.0	8.0	9.55	1 0	196.5
Child Safety Team Intensive Family Support Team	3.50 4.00	-	28.0 19.0	28.0 19.0	-	4.0	4.0	8.00 4.75	0 0	32.0 19.0
Care Team	9.24	95.0	6.0	101.0	-	-	<u>-</u>	10.93	0 0	101.0
Other	3.00	22.5	18.0	40.5	2.0	2.0	4.0	13.50	0 0	44.5
METROPOLITAN SERVICES	468.63	3,039.0	1,450.0	4,489.0	315.5	112.0	427.5		60 0	4916.5
JOONDALUP Child Safety Team	<b>44.00</b> 7.20	<b>332.0</b> 6.5	<b>137.0</b> 77.0	<b>469.0</b> 83.5	24.0	1.0	25.0 -		13 0 12 0	494 83.5
Intensive Family Support Team	9.00	1.0	44.0	45.0	-	-	-	5.00	1 0	45.0
Care Team	27.80	324.5	16.0	340.5	24.0	1.0	25.0	12.25	0 0	365.5
Other MIRRABOOKA	0.00 <b>44.80</b>	330.5	- 137.0	467.5	- 14.0	4.0	- 18.0	0.00 <b>10.44</b>	0 0 14 0	485.5
Child Safety Team	9.30	-	60.0	60.0	- 14.0	4.0	4.0		14 0	64.0
Intensive Family Support Team	9.60	5.0	42.0	47.0	-	-	-	4.90	0 0	47.0
Care Team	22.50	321.0	22.0	343.0	14.0	-	14.0	15.24	0 0	357.0
Other PERTH	3.40 <b>35.11</b>	4.5 <b>230.0</b>	13.0 <b>145.0</b>	17.5 <b>375.0</b>	- 16.0	- 41.0	- 57.0	5.15 <b>10.68</b>	0 0	17.5 432
Child Safety Team	7.41	-	62.0	62.0	1.0	27.0	28.0	8.37	5 0	90.0
Intensive Family Support Team	8.60	-	73.0	73.0	-	8.0	8.0	8.48	1 0	81.0
Care Team Other	18.10 1.00	230.0	10.0	240.0	15.0	6.0	21.0	13.26 0.00	0 1 0	261.0
MIDLAND	66.55	454.5	207.0	661.5	133.5	28.0	161.5		11 0	823
Child Safety Team	8.90	-	70.0	70.0	-	16.0	16.0		10 0	86.0
Intensive Family Support Team	14.00 43.65	4.0 450.5	104.0	108.0 483.5	- 74.5	- 8.0	- 82.5	7.71 11.08	0 0	108.0
Care Team Other	0.00	450.5	33.0	403.5	59.0	4.0	63.0	0.00	0 0	566.0 63.0
ARMADALE	56.11	467.0	209.0	676.0	53.0	12.0	65.0	12.05	10 0	741
Child Safety Team	12.60	3.0	108.0	111.0	-	6.0	6.0		10 0	117.0
Intensive Family Support Team Care Team	7.20 36.31	3.0 461.0	68.0 33.0	71.0 494.0	- 52.0	1.0 4.0	1.0 56.0	9.86 13.61	0 0	72.0 550.0
Other	0.00	-	-	-	1.0	1.0	2.0	0.00	0 0	2.0
CANNINGTON	77.90	409.5	189.0	598.5	22.0	1.0	23.0	7.68	2 0	621.5
Child Safety Team Intensive Family Support Team	14.10 13.80	1.0	73.0 91.0	73.0 92.0	-	-	<u>-</u>	5.18 6.67	0 0	73.0 92.0
Care Team	46.00	408.5	25.0	433.5	14.0	<u>-</u>	14.0	9.42	0 0	447.5
Other	4.00	-	-	-	8.0	1.0	9.0	0.00	0 0	9.0
CRISIS CARE	34.20	-	23.0	23.0	-	-	-	0.67	0 0	23
Child Safety Team FREMANTLE	34.20 <b>33.71</b>	265.0	23.0 <b>120.0</b>	23.0 <b>385.0</b>	9.0	- 17.0	26.0	0.67 <b>11.42</b>	0 0 2	23.0 411
Child Safety Team	4.50	8.0	52.0	60.0		12.0	12.0	13.33	2 0	72.0
Intensive Family Support Team	3.80	1.0	39.0	40.0	2.0	3.0	5.0	10.53	0 0	45.0
Care Team	25.41	256.0	29.0	285.0	7.0	2.0	9.0	11.22	0 0	294.0
Other ROCKINGHAM	0.00 <b>42.75</b>	250.5	191.0	- 441.5	- 31.0	- 5.0	- 36.0	0.00 <b>10.33</b>	0 0	- 477.5
Child Safety Team	12.40	1.0	135.0	136.0	-	1.0	1.0	10.97	0 0	137.0
Intensive Family Support Team	8.50	5.0	35.0	40.0	-	2.0	2.0	4.71	0 0	42.0
Care Team Other	21.85 0.00	244.5	21.0	265.5	31.0	2.0	33.0	12.15 0.00	0 0	298.5
PEEL	33.50	300.0	92.0	392.0	13.0	3.0	16.0	11.70	2 0	408
Child Safety Team	4.60	-	52.0	52.0	-	2.0	2.0	11.30	2 0	54.0
			05.0	25.0	_		<u>-</u>	10.10	0 0	25.0
Intensive Family Support Team	2.40	-	25.0			- 1.0		10.42		
	2.40 26.50 0.00	300.0	15.0 -	315.0	13.0	1.0	- 14.0 -	11.89 0.00	0 0 0	329.0

Note: 'Other' refers to cases not involving children in the care of the CEO. Casework provision for these cases is for the whole family, irrespective of the number of children in the family. For example, Initial Inquiry, Child Safety Investigation, Family Support, Parent Support Service, Intensive Family Support, Support, Support, Parent Support, P

		Work	load Mana	igement N	Ionthly Co	mparison	Report						
		Januarv	February	March	April	May	June	July	August	September	Octobor	November	December
			rebluary	March	April	iviay	Julie	July	August	September	Octobel	November	December
	Open Cases Total Directorate	Date January	February	March	April	May	June	July	August	September	October	November	December
Total Cases Open	COUNTRY SERVICES METROPOLITAN SERVICES	2808.50 4937.00	2752.00	2761.50 4837.00		2764.00	2686.00	2725.50		2768.50	)		
	(blank)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	)		
	Grand Total	7745.50	7598.00	7598.50	7620.50	7543.50	7432.00	7532.00	7521.50	7685.00	)		
	Sum of Total Cases Monitored	Date								1	I		_
	Directorate	January		March	April		June	July	August	September	October	November	December
<b>Total Monitored Cases</b>	COUNTRY SERVICES METROPOLITAN SERVICES	399 455.5		468 432.5	457.5 442		525 468.5		416.5 486		5		+
	(blank) Grand Total	854.5	925	900.5	899.5	913.5	993.5	1034.5	902.5	5 883	R.		
	Grand Total	004.0	323	300.3	033.3	310.0	330.3	1004.0	302.3	<u>,                                      </u>	4	_	-
	Sum of Total Cases Allocated	Date											
Total Allowated Occasi	Directorate COUNTRY SERVICES	January 2409.5		March 2293.5	April 2321		<b>June</b> 2161	July 2233	August 2310.5	September 2313	October	November	December
Total Allocated Cases	METROPOLITAN SERVICES (blank)	4481.5		4404.5	4400		4277.5						
	Grand Total	6891	6673	6698	6721	6630	6438.5	6497.5	6619	6802	2		
	Monitored Cases as % of Open Cas Directorate	Date January	February	March	April	May	June	July	August	September	October	November	December
Monitored as % of Open Cases	COUNTRY SERVICES	14%	17%	17%	16%	17%	20%	18%	15%	6 16%		November	December
	METROPOLITAN SERVICES (blank)	9%	10%	9%	9%	9%	10%	11%	10%	6 9%			<u> </u>
	Grand Total	11%	12%	12%	12%	12%	13%	14%	12%	11%			
	Cum of CIO Allocated	Deta											
	Sum of CIC Allocated Directorate			March	April	May	June	July	August	September	October	November	December
CIC Allocated	COUNTRY SERVICES METROPOLITAN SERVICES	1519.5 3122.5	1455.5	1465.5 3066.5	1470 3051	1449 3044	1385 2910.5	1414	1450.5 2988.5	1470	)		
	(blank)												1
	Grand Total	4642	4536	4532	4521	4493	4295.5	4344.5	4439	4509	'	1	
	Sum of CIC Monitored	Date											
	Directorate	January		March	April	May	June 275	July 251.5	August	September	October	November	December
CIC Monitored	COUNTRY SERVICES METROPOLITAN SERVICES	201 287.5		215 314.5	206.5 327		275 349.5		220.5 354				<u> </u>
	(blank) Grand Total	488.5	528	529.5	533.5	576.5	624.5	636.5	574.5	5 531			
											1		
	'Other' Allocated Cases	Date											
Other Oses Allegated	Directorate COUNTRY SERVICES	January 890.00	_	March 828.00	<b>April</b> 851.00				August 860.00	September 843.00		November	December
Other' Cases Allocated	METROPOLITAN SERVICES (blank)	1359.00	1296.00	1338.00	1349.00	1284.00	1367.00	1334.00	1320.00	1450.00	)		
	Grand Total	2249.00	2137.00	2166.00	2200.00	2137.00	2143.00	2153.00	2180.00	2293.00	)		
	'Other 'Monitored Cases Directorate	Date January	February	March	April	May	June	July	August	September	October	November	December
Other' Cases Monitored	COUNTRY SERVICES	198.00	243.00	253.00	251.00	220.00	250.00	241.00	196.00	240.00	)	November	December
	METROPOLITAN SERVICES (blank)	168.00	154.00	118.00	115.00	117.00	119.00	157.00	132.00	112.00	)		+
	Grand Total	366.00	397.00	371.00	366.00	337.00	369.00	398.00	328.00	352.00	)		
		To .							1	1	I		1
	FTE Available Directorate	Date January		March	April	May	June	July	August	September	October	November	December
FTE 'Available' for Casework	COUNTRY SERVICES METROPOLITAN SERVICES	238.57 462.84				249.74 488.10	240.04 474.30		257.26 467.46				
	(blank)												
	Grand Total	701.41	709.75	720.82	725.66	737.84	714.34	717.10	724.72	722.90	<u>' </u>		
	Caseload above 15	Month											
	Directorate Country	January 40	_	March 24	April 27		June 25	July 20	August 28			November	December
Caseload above 15	Metropolitan	40											
	(blank) Grand Total	88	75	74	80	71	69	75	80	D 85	j		
	Pro-Rata Case Load	(Multiple Item	is)										
_	Caseload Up To 18	Month											
Caseload Up To 18	Directorate Country	January 32		March 23	April 25	May 25	June 24	July 20	August 24	September 24	ı	+	
	Metropolitan  Grand Total	43	43	42	38	35	34	48	49	57	7		
	MIGHU IUlai	/5	53	65	63	60	58	68	/3	<u>'l</u> 81			
	Pro-Rata Case Load	(Multiple Item	is)										
	Caseload Over 18	Month						T					
Caseload Above 18	Directorate	January	_	March	April		June	July	August	September			
	Country Metropolitan	5	1	8		9	9		3	3 1		<u> </u>	<u> </u>
	September	13	12	9	17	11	10	7	6	j <u> </u>			
	Casaland Average	Data											
	Caseload Average Directorate	Date January	_	March	April	May	June	July	August	September	October	November	December
Average Caseload	COUNTRY SERVICES METROPOLITAN SERVICES	10.10 9.68		9.34 9.27	9.69 9.05		9.00 9.02						
	(blank)												1
	Grand Total	9.82	9.40	9.29	9.26	8.99	9.01	9.06	9.13	9.41			
	Family Support Allocated	Date											
Allocated Family Comment	Directorate	January		March	April		June	July	August	September	October	November	December
Allocated Family Support	COUNTRY SERVICES METROPOLITAN SERVICES	45 108	102	112	118	125	131	111	112	2 129	)		
	Grand Total	153	143	154	165	173	180	151	161	1 170	)		
	Initial Inc. in All	Deta											
	Initial Inquiry Allocated Directorate	Date January	February	March	April		June		August		October	November	December
Allocated Initial Inquiry													1
Allocated illitial inquiry	COUNTRY SERVICES METROPOLITAN SERVICES	75 34											+
Anocated initial inquiry	COUNTRY SERVICES	75 34 109	36	34	35	30	51	47	50	44	Į.		

Allocated Intensive Family Support Monitored   Date   Technology   September   October   November   December	Allocated Property Growth Character   Section 1997   Section 199														
Absoluted Expertation Or of International Processors (Control of Processors Approximate Management of Processors Approximate Management (Control of Processors Approximate Approximate Management (Control of Processors Approximate Appro	Allocated Property Growth Character   Section 1997   Section 199		Supervision Order Allocated	Date											
Accorded Protection Application (Allocander Chairs September (Allocander C	Allocated Protection Application And Conference				February	March	April	May	June	July	August	September	October	November	December
Allocated Protection Agent across Agent acro	Allocated Protection Agolication   Section	Allocated Supervision Order										•	00.000.		
Production Application Application   16   16   17   17   18   17   18   17   18   18	Processor Application Allocated Power Opport   Processor Application Application Allocated Power Opport   Processor Application Applicatio	Allocated Supervision Graci													
Allocated Protection Application Absoluted Green States (1997)  Allocated Protect Green States (1997)  Allocated Information Absoluted Green Absoluted Green States (1997)  Alloca	Protection Applications   Displace   September   Sep														
Allocated Intervention  Allocated Parent Eugent Service Alloca	## Description Application   Descriptions   Descrip		Grand Total	10	20				20  27	20	23	24			
Allocated Intervention  Allocated Parent Eugent Service Alloca	## Description Application   Descriptions   Descrip		_												
Allocated Prevet Support  Allocated Prevet Support  Figure Stories Anabaside State State Support  Allocated Intervention  Allo	Allocated Protection Application    Control Fig.   Control Fig.   Control Fig.   Control Fig.   Control Fig.   Control Fig.											<u> </u>	<b>A</b>		
Allocated Placer Support	Comparison   Com										_	September	October	November	December
Allocated Intervention  Alloca	Parent Support Service Albertant   S   S   4   5   5   4   5   5   4	Allocated Protection Application										2			
Allocated Purent Support    Parent Support Services Allocated Claip   Concession Provinces	Allocated Power1 Support						1			·					
Associated Parent Support	## Associated Parent Support    Associated Parent Support   Control Co		Grand Total	5	i  3	4		5	5 4	5	3	4			
Associated Parent Support	## Associated Parent Support    Associated Parent Support   Control Co														
Associated Parent Support	## Associated Parent Support    Associated Parent Support   Control Co		Parent Support Service Allocate	Date											
Allocated Parent Support  CELEPTIC SERVICES  S	Allocated Parent Support    Column Front Services   1   2   2   1   0   0   1   0   0   0   0   0   0				February	March	April	Mav	June	July	August	September	October	November	December
Petrophysics   3   7   7   7   7   7   7   7   7   7		Allocated Parent Support						1				0			
Principle   13   10   8   8   3   5   4   4   4   4	Cented Total   13   10   9   8   5   8   4   4   4			_	_			7	5 5	4		4			
Allocated Intervention   COUNTY CHROCKS   COUNTY CHROCKS	Allocated Intervention							3	5 5	4	4	4			
Allocated Intervention   COUNTY CHROCKS   COUNTY CHROCKS	Allocated Intervention			•			•	•		•				•	•
Allocated Intervention   COUNTY CHROCKS   COUNTY CHROCKS	Allocated Intervention		II	In .	ı	1									ı
Allocated Child Safety Investigation    Committee   Co	Allocated Child Safety Investigation   County				Fabruary.	Manak	Amuil	Mari	lum a	leder	A	Camtamban	Ostabar	Nevember	Dagambar
	Control   Cont			January	February	warch	Aprii	iviay	June	July		September	October	November	December
Carl Allocated Child Safety Investigation   Carl Allocated Child	Cost Accounted   Cost Accounted   Cost Accounted   Cost Accounted   Cost Accounted   Cost Cost Cost Cost Cost Cost Cost Cost	Allocated Intervention		<u> </u>	1	1									
Column   C	Allocated Child Safety investigation   Safety					_	1								
Allocated Child Safety Investigation   Control of Child Investigation   Contro	Allocated Child Safety Investigation   Directorate   Sanuary   February   March   April   May   June   July   August   September   October   November   December		Grand Total		1	1					1				
Allocated Child Safety Investigation   Control of Child Investigation   Contro	Allocated Child Safety Investigation   Directorate   Sanuary   February   March   April   May   June   July   August   September   October   November   December														
Allocated Child Safety Investigation   Control of Child Investigation   Contro	Allocated Child Safety Investigation   Directorate   Sanuary   February   March   April   May   June   July   August   September   October   November   December		CSI Allocated	Date											
Allocated Interalive Family Support   Allocated Interalive Family Su	Allocated Child Safety Investigation    Country SERVICES   570   570   550   500   540   552   570   560   560   575   570   577   560   577   560   577   560   577   560   577   560   577   577   560   577   577   570   577   577   570   577   577   570   577   577   570   577   577   570   577   577   570   577   577   570   577   577   570   577   577   570   577   577   570   577   577   570   577   577   570   577   577   570   577   577   570   577   5				February	March	April	May	June	July	August	September	October	November	December
Memorare	March   Marc	Allocated Child Safety Investigation									_	•			
Internative Family Support Microsoft Earning Support Allocated Intensive Family Support Microsoft Earning Support Allocated Intensive Family Support Microsoft Earning Support Earning Support Microsoft Earning Support Earning Suppo	Commonweigness   Comm													t	
Internative Family Support Allocaled Intensive Family Support Allocaled Intensive Family Support Allocaled Intensive Family Support Allocaled Intensive Family Support Southern Services   340   342   340   341   347   348   349   340	Internative Family Support Allocated Intensive Family Support Monitored Date														
Allocated Intensive Family Support    Directorate   Allocated Intensive Family Support   Directorate   Support   Sup	Allocated Intensive Family Support    March   April   March   April   May   June   July   August   September   October   November   Decentary		Grand Total	1 1722	., 1000	1000	1 .07.	<u>'</u>	1010	1007	1001	1470			
Allocated Intensive Family Support    Directorate   Allocated Intensive Family Support   Directorate   Support   Sup	Allocated Intensive Family Support    March   April   March   April   May   June   July   August   September   October   November   Decentary														
Allocated Intensive Family Support   COLUMENT SERVICES   160   177   179   180   180   180   180   170   180   170   170   180   180   170   170   180   180   170   170   180   180   170   170   180   180   170   170   180   180   170   170   180   180   180   170   170   180   180   170   170   180   180   170   170   180   180   170   170   180   180   170   170   180   180   170   180   170   180   180   170   180   1	Allocated Intensive Family Support   COUNTRY SERVICES   163   177   179   180   186   180   102   186   179   185   180   303   304   355   180   18				F. L.	N4 1	A	1.0	1.	Luk	A	O	0-1-1	NI	D
Monitored Family Support Monitored   Date   Directorate   Directorate   Date   Directorate   Direc	Monitored Family Support Monitored   September   October   November   Decentary   Support Monitored   Directorate   September   October   November   Decentary   September   October   November   Decen												October	November	December
Amonitored Family Support   Support Monitored   Supervision Order   Supervision Orde	Monitored Family Support Monitored   Date   December	Allocated Intensive Family Support													
Family Support Monitored   Date   Date   Directorials   Date   Directorials   D	Family Support Monitored   Date   Directorial   Date   Date   Directorial   Date   Directorial   Date   Date   Directorial   Date   Date   Date   Directorial   Date   Date   Directorial   Date   Directorial   Date   Date   Date   Date   Directorial   Directorial   Date   Date   Date   Date   Date   Directorial   Date   D														
Monitored Family Support   Directorate   January   February   March   April   May   June   July   August   September   October   November   December   October	Monitored Family Support   Monitored Family Su		Grand Total	529	519	522	52	7 .	512 498	512	531	533			
Monitored Family Support   Directorate   January   February   March   April   May   June   July   August   September   October   November   December   October	Monitored Family Support   Monitored Family Su														
Monitored Family Support   Directorate   January   February   March   April   May   June   July   August   September   October   November   December   October	Monitored Family Support   Monitored Family Su		Family Support Monitored	Date											
Monitored Family Support   COUNTRY SERVICES   28   26   25   24   22   25   30   27   28	Monitored Family Support   COUNTRY SERVICES   26   26   25   24   22   25   30   27   28			_	February	March	April	Mav	June	July	August	September	October	November	December
METROPOLUTAN SERVICES   31   30   30   31   30   26   31   20   26	Metropocultary Services	Monitored Family Support													
Initial Inquiry Monitored   Date   Directorate   January   February   March   April   May   June   July   August   September   October   November   December   Countries   September   October   November   December   Countries   September   October   November   December   October   November   October	Initial Inquiry Monitored   Date   Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendent   Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendent   Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendent   Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendent   Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendent   Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendent   Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendent   Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendent   Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendent   Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendent   January	monitorou runni, cupport													
Monitored Initial Inquiry Monitored   Date   Directorate   January   February   March   April   May   June   July   August   September   October   November   December   October   November   October	Initial Inquiry Monitored   Date   Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendant   Directorate   Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendant   Directorate   Directora														
Directorate   January   February   March   April   May   June   July   August   September   October   November   December   Decemb	Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendent   Decendent   November   Decendent			,	*	!	•	•	*	•				•	
Directorate   January   February   March   April   May   June   July   August   September   October   November   December   Decemb	Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendent   Decendent   November   Decendent					ı									ı
Monitored Initial Inquiry	Monitored Initial Inquiry				Fabruary.	Mayab	Amuil	Mari	lum a	le de c	A	Camtambau	Ostobou	Nevember	Dagambar
Memoral Supervision Order Monitored Oate Outline Supervision Order Monitored Oate Outline Supervision Order Oate Oate Oate Oate Oate Oate Oate Oate	Monitored Supervision Order Monitored Oate	Manitaged Initial Inspring									_	September	October	November	December
Supervision Order   Supe	Supervision Order Monitored   Date   Directorate   Direc	Monitored Initial Inquiry													
Supervision Order   Supe	Supervision Order Monitored   Date   Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendent   Directorate   Direct							-							
Monitored Supervision Order   Monitored Intensive Family Support Supervision Order   Monitored Order   Monitored Intensive Family Support Supervision Order   Monitored Order   Mo	Monitored Supervision Order   Monitored Order		G. a a a a.	1 33		<u> </u>	_	•							
Monitored Supervision Order   Monitored Intensive Family Support Supervision Order   Monitored Order   Monitored Intensive Family Support Supervision Order   Monitored Order   Mo	Monitored Supervision Order   Monitored Order		_												
Monitored Supervision Order	Monitored Supervision Order			_					_		_	_			
Monitored Protection Application   Date   Date   Directorate   Danuary   February   March   April   May   June   July   August   September   October   November   December   October   November   December   October	METROPOLITAN SERVICES   0   0   0   0   1   1   1   1			January	February				June			September	October	November	December
Protection Application Monitored Date   Directorate   January   February   March   April   May   June   July   August   September   October   November   December   COUNTRY SERVICES   1   1   1   1   1   1   1   1   1	Protection Application Monitored Date   Directorate   January   February   March   April   May   June   July   August   September   October   November   Decer   COUNTRY SERVICES   1   1   1   1   1   1   1   1   1	Monitored Supervision Order		1	2			_	1 1	2					
Protection Application Monitored Date   January   February   March   April   May   June   July   August   September   October   November   December   October   November   December   October   November   December   October   November   December   October   November   October   October   November   October   Octob	Protection Application Monitored Date   January   February   March   April   May   June   July   August   September   October   November   Decendant								<u> </u>	1					
Directorate   January   February   March   April   May   June   July   August   September   October   November   December   Country SERVICES   1   1   1   1   1   1   1   1   1	Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendence   Decende		Grand Total	1	2	2		2	1 2	3	2				
Directorate   January   February   March   April   May   June   July   August   September   October   November   December   Country SERVICES   1   1   1   1   1   1   1   1   1	Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendence   Decende		10.0.0.0												
Directorate   January   February   March   April   May   June   July   August   September   October   November   December   Country SERVICES   1   1   1   1   1   1   1   1   1	Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendence   Decende														
COUNTRY SERVICES   0	COUNTRY SERVICES   0			Date	<u> </u>					<u></u> _					
METROPOLITAN SERVICES	METROPOLITAN SERVICES		Protection Application Monitored Directorate		February	March	April	May	June	July	August	September	October	November	December
Parent Support Service Monitore   Date	Monitored Parent Support   Service Monitore   Date	Monitored Protection Application	Protection Application Monitored Directorate COUNTRY SERVICES	January					June 0	July	August	September	October	November	December
Directorate   January   February   March   April   May   June   July   August   September   October   November   December	Monitored Parent Support   Directorate	Monitored Protection Application	Protection Application Monitored Directorate COUNTRY SERVICES	<b>January</b>	1	0	(	)	0 1		August	September	October	November	December
Directorate   January   February   March   April   May   June   July   August   September   October   November   December	Monitored Parent Support   Directorate	Monitored Protection Application	Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES	<b>January</b>	1	0	(	1	0 1		August	September	October	November	December
Directorate   January   February   March   April   May   June   July   August   September   October   November   December	Monitored Parent Support   Directorate	Monitored Protection Application	Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES	<b>January</b>	1	0	(	1	0 1		August	September	October	November	December
Monitored Parent Support   COUNTRY SERVICES   0   0   0   0   0   0   0   0   0	Monitored Parent Support	Monitored Protection Application	Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total	January	1	0	(	1	0 1		August	September	October	November	December
METROPOLITAN SERVICES   1	METROPOLITAN SERVICES	Monitored Protection Application	Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  Parent Support Service Monitore	January 0 1 1	1 1 2	0 1 1			0 1 0 1 1 1			•			
CSI Monitored   Date	CSI Monitored   Date   Directorate   Date   Directorate		Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  Parent Support Service Monitored Directorate	January  0 1 1 2 Date January	1 1 2 2 February	1 1 March	April	May	0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	July		September			December
CSI Monitored   Date   Date   Directorate	CSI Monitored   Date		Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  Parent Support Service Monitored Directorate COUNTRY SERVICES	January  0 1 1 2 Date January	1 1 2 2 February	1 1 March	April	May	0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	July		September 6			
Directorate   January   February   March   April   May   June   July   August   September   October   November   December	Directorate   January   February   March   April   May   June   July   August   September   October   November   December		Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  Parent Support Service Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES	January  1  Date January  0  1  1  January  0  1	1	0 1 1 1 1 March 0 1 1	April	May	0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	July 0		September 6	October		
Directorate   January   February   March   April   May   June   July   August   September   October   November   December	Directorate   January   February   March   April   May   June   July   August   September   October   November   December		Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  Parent Support Service Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES	January  1  Date January  0  1  1  January  0  1	1	0 1 1 1 1 March 0 1 1	April	May	0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	July 0		September 6	October		
COUNTRY SERVICES   145   172   190   194   165   189   177   145   186	Monitored Child Safety Investigation   COUNTRY SERVICES   145   172   190   194   165   189   177   145   186		Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  Parent Support Service Monitore Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total	January  0 1 1 2 Date January  0 1 1 1	1	0 1 1 1 1 March 0 1 1	April	May	0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	July 0		September 6	October		
METROPOLITAN SERVICES   99   96   72   73   75   80   107   87   77	METROPOLITAN SERVICES   99   96   72   73   75   80   107   87   77		Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  Parent Support Service Monitore Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  CSI Monitored	January  0 1 1 2 Date January 0 1 1 1 Date	February 0 1 1	0 1 1 1 1 March 0 1 1	April	May	0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	July 0 1 1	August	September 6 0 6	October	November	December
Grand Total   244   268   262   267   240   269   284   232   263	Country Services   18   23   24   26   26   26   26   26   26   26	Monitored Parent Support	Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  Parent Support Service Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  CSI Monitored Directorate	Date Date January  Date January  Date January	February  1 1 2 February  1 1 February	March 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	April	May	0 1 1 (1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	July 0 1 1 1 July	August	September 6 0 6	October	November	
Sum of Intensive Family Support   Date	Sum of Intensive Family Support   Date		Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  Parent Support Service Monitore Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  CSI Monitored Directorate COUNTRY SERVICES	Date Date January  Date January  Date January  1	February 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	March 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	April April 19	May  May	0 1 1 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	July 0 1 1 1 1 July 177	August  August  145	September	October	November	December
Monitored Intensive Family Support    Directorate   January   February   March   April   May   June   July   August   September   October   November   December	Monitored Intensive Family Support    Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendent   Directorate   COUNTRY SERVICES   9   10   7   11   15   17   18   18   20     Unit   Directorate   COUNTRY SERVICES   18   23   9   5   8   10   15   15   9   Unit   Directorate   Directorate   Country Services   Directorate   Dire	Monitored Parent Support	Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  Parent Support Service Monitore Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  CSI Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES METROPOLITAN SERVICES	Date Date January  Date January  Date January  Date January  0 1 1 99	February 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	March	April April 19	May  May  May	0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	July 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	August  August  145 87	September 6 0 6 September 186 77	October  October	November	December
Monitored Intensive Family Support    Directorate   January   February   March   April   May   June   July   August   September   October   November   December	Monitored Intensive Family Support    Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendent   Directorate   COUNTRY SERVICES   9   10   7   11   15   17   18   18   20     Unit   Directorate   COUNTRY SERVICES   18   23   9   5   8   10   15   15   9   Unit   Directorate   Directorate   Country Services   Directorate   Dire	Monitored Parent Support	Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  Parent Support Service Monitore Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  CSI Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES METROPOLITAN SERVICES	Date Date January  Date January  Date January  Date January  0 1 1 99	February 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	March	April April 19	May  May  May	0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	July 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	August  August  145 87	September 6 0 6 September 186 77	October  October	November	December
Monitored Intensive Family Support    Directorate   January   February   March   April   May   June   July   August   September   October   November   December	Monitored Intensive Family Support    Directorate   January   February   March   April   May   June   July   August   September   October   November   Decendent   Directorate   COUNTRY SERVICES   9   10   7   11   15   17   18   18   20     Unit   Directorate   COUNTRY SERVICES   18   23   9   5   8   10   15   15   9   Unit   Directorate   Directorate   Country Services   Directorate   Dire	Monitored Parent Support	Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  Parent Support Service Monitore Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  CSI Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES METROPOLITAN SERVICES	Date Date January  Date January  Date January  Date January  0 1 1 99	February 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	March	April April 19	May  May  May	0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	July 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	August  August  145 87	September 6 0 6 September 186 77	October  October	November	December
Monitored Intensive Family Support         COUNTRY SERVICES         9         10         7         11         15         17         18         18         20           METROPOLITAN SERVICES         18         23         9         5         8         10         15         15         9	Monitored Intensive Family Support         COUNTRY SERVICES         9         10         7         11         15         17         18         18         20           METROPOLITAN SERVICES         18         23         9         5         8         10         15         15         9	Monitored Parent Support	Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  Parent Support Service Monitore Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  CSI Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total	January	February 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	March	April April 19	May  May  May	0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	July 0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	August  August  145 87	September 6 0 6 September 186 77	October  October	November	December
METROPOLITAN SERVICES 18 23 9 5 8 10 15 15 9	METROPOLITAN SERVICES 18 23 9 5 8 10 15 15 9	Monitored Parent Support	Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  Parent Support Service Monitore Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  CSI Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES METROPOLITAN SERVICES METROPOLITAN SERVICES METROPOLITAN SERVICES METROPOLITAN SERVICES Grand Total  Sum of Intensive Family Support Directorate	January	February  1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	March  1  March  1  March  1  2 262	April April 19 7:	May  May  May  May  May  May  May  May	0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	July 0 177 107 284	August  August  145 87 232	September 6 0 6 September 186 77 263	October	November	December
		Monitored Parent Support  Monitored Child Safety Investigation	Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  Parent Support Service Monitore Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  CSI Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES METROPOLITAN SERVICES METROPOLITAN SERVICES METROPOLITAN SERVICES METROPOLITAN SERVICES Grand Total  Sum of Intensive Family Support Directorate COUNTRY SERVICES	Date January  Date January  Date January  145 99 244  t Date January	February 0 172 96 268	March 190 72 262 March 7	April 19 7: 26	May  May  May  May  May  May  May  May	0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	July 0 177 107 284	August  August  145 87 232  August  August  18	September	October	November	December
		Monitored Parent Support  Monitored Child Safety Investigation	Protection Application Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  Parent Support Service Monitore Directorate COUNTRY SERVICES METROPOLITAN SERVICES Grand Total  CSI Monitored Directorate COUNTRY SERVICES METROPOLITAN SERVICES METROPOLITAN SERVICES METROPOLITAN SERVICES METROPOLITAN SERVICES METROPOLITAN SERVICES Grand Total  Sum of Intensive Family Support Directorate COUNTRY SERVICES	January  Date January  Date January  145 99 244  t Date January	February  1  February  1  1  1  7  1  1  1  February  172  96  268  February  10  23	March	April  April  19  7: 26  April  19  7: 19  7: 10  10  11  11  11  11	May  May  May  May  May  May  May	0 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	July 0 177 107 284 July 18	August  August  145 87 232  August  18 15	September	October  October	November	December

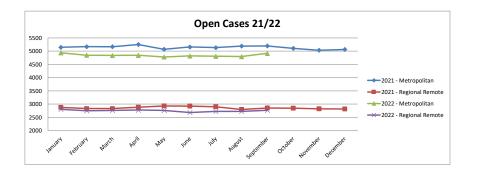
	21/22 Co	mparison				
	Total	Cases				
	2021		2021 Total	2022		2022 Total
	Metropolitan	Regional Remote	,	Metropolitan	Regional Remote	•
January	5146.5	2877	8023.5	4937	2806.5	7743.5
February	5169.5	2831	8000.5	4846	2752	7598
March	5166	2833.5	7999.5	4837	2761.5	7598.5
April	5253.5	2884	8137.5	4842	2778.5	7620.5
May	5070	2935.5	8005.5	4779.5	2764	7543.5
June	5156.5	2925.5	8082	4819	2686	7505
July	5133.5	2901.5	8035	4805.5	2725.5	7531
August	5189.5	2803.5	7993	4793.5	2727	7520.5
September	5195.5	2852.5	8048	4915.5	2768.5	7684
October	5105	2846.5	7951.5			
November	5032	2823	7855			
December	5062.5	2818.5	7881			
Grand Total	61680	34332	96012	43575	24769.5	68344.5

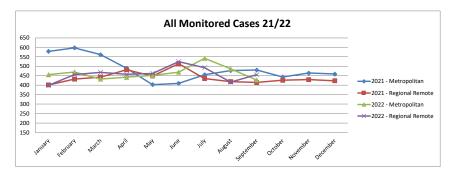
Monitored Total											
	2021		2021 Total	2022		2022 Total					
	Metropolitan	Regional Remote		Metropolitan	Regional Remote						
January	578.5	401.5	980	455.5	400	855.5					
February	597.5	432	1029.5	469.5	455.5	925					
March	561	442.5	1003.5	432.5	468	900.5					
April	490	481.5	971.5	442	457.5	899.5					
May	403	448.5	851.5	451.5	462	913.5					
June	409.5	514	923.5	468.5	525	993.5					
July	455	435	890	542	492.5	1034.5					
August	477	419	896	486	416.5	902.5					
September	480	414	894	427.5	455.5	883					
October	443.5	426	869.5								
November	464	429.5	893.5								
December	459	423	882								
Grand Total	5818	5266.5	11084.5	4175	4132.5	8307.5					

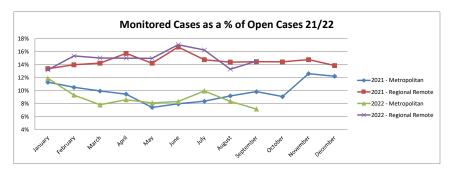
Monitored Cases as a % of open cases											
	202		2021 Total	2022		2022 Total					
	Metropolitan	Regional Remote		Metropolitan	Regional Remote						
January	119	13%	12%	12%	13%	12%					
February	119	5 14%	12%	9%	15%	12%					
March	10%	14%	12%	8%	15%	11%					
April	9%	16%	12%	9%	15%	11%					
May	7%	5 14%	10%	8%	15%	11%					
June	89	5 17%	12%	8%	17%	12%					
July	8%	5 15%	11%	10%	16%	13%					
August	9%	5 14%	11%	8%	13%	11%					
September	10%	5 14%	12%								
October	9%	5 14%	11%								
November	13%	5 15%	14%								
December	12%	14%	13%								
Grand Total	10%	6 15%	12%								

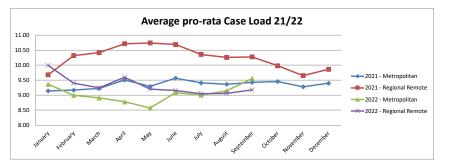
Average pro-rata caseload											
	2	)21	2021 Total	2022		2022 Total					
	Metropolitan	Regional Remote		Metropolitan	Regional Remote						
January		.14 9.	9.38	9.37	10.00	9.65					
February	9	.17 10.3	9.68	8.99	9.40	9.17					
March	9	.22 10.	12 9.75	8.91	9.24	9.06					
April	9	.50 10.	71 10.04	8.78	9.60	9.14					
May	9	.29 10.	74 9.94	8.57	9.20	8.85					
June	9	.57 10.	10.06	9.08	9.16	9.11					
July	9	.41 10.	9.83	9.00	9.05	9.02					
August	9	.36 10.:	26 9.76	9.14	9.06	9.11					
September	9	.43 10.	28 9.80	9.56	9.18	9.39					
October	9	.45 9.	9.69	)							
November	9	.28 9.	9.44	l .							
December	9	.40 9.	9.60	)							
Grand Total	9	.35 10.	24 9.75	9.04	9.32	9.17					

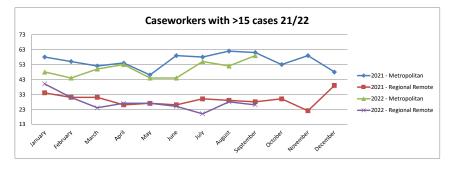
Caseworkers with >15 cases										
	2021		2021 Total	2022		2022 Total				
	Metropolitan	Regional Remote		Metropolitan	Regional Remote					
January	58	34	92	48	40	88				
February	55	31	86	44	31	75				
March	52	2 31	83	50	24	74				
April	54	26	80	53	27	80				
May	46	27	73	44	27	71				
June	59	26	85	44	25	69				
July	58	30	88	55	20	75				
August	62	29	91	52	28	80				
September	61	28	89	59	26	85				
October	53	30	83							
November	59	22	81							
December	48	39	87							
Grand Total	665	353	1018	449	248	697				











### Monitored Cases 2/09/2022

- Figures are adjusted for co-working.
- •Co-worked cases receive 0.5 case allocation for the primary caseworker and 0.5 case allocation for the co-worker.
- As the co-worker has no decision-making responsibility, often co-worked cases are allocated to the team leader (monitored list) and tasks assigned to workers with capacity (case workers or non-caseworkers).

Total Monitored Cases	
CIC	(All)
Sum of Case Count	
District	Total
ARMADALE DISTRICT	65
CANNINGTON DISTRICT	23
EAST KIMBERLEY DISTRICT	95.5
FREMANTLE DISTRICT	26
GOLDFIELDS DISTRICT	21.5
GREAT SOUTHERN DISTRICT	8
JOONDALUP DISTRICT	25
MIDLAND DISTRICT	161.5
MIDWEST GASCOYNE DISTRICT	70
MIRRABOOKA DISTRICT	18
PEEL DISTRICT	16
PERTH DISTRICT	57
PILBARA DISTRICT	8
ROCKINGHAM DISTRICT	36
SOUTHWEST DISTRICT	131
WEST KIMBERLEY	105
WHEATBELT DISTRICT	17.5
(blank)	
Grand Total	884

CIC	No
Sum of Case Count	
District	Total
ARMADALE DISTRICT	12
CANNINGTON DISTRICT	12
FAST KIMBERI FY DISTRICT	67
FREMANTI F DISTRICT	17
GOLDFIELDS DISTRICT	15
GREAT SOLITHERN DISTRICT	6
IOONDALUP DISTRICT	1
MIDLAND DISTRICT	28
MIDWEST GASCOYNE DISTRICT	41
MIRRABOOKA DISTRICT	41
PEEL DISTRICT	3
PERTH DISTRICT	41
PILBARA DISTRICT	41
ROCKINGHAM DISTRICT	5
SOLITHWEST DISTRICT	31
WEST KIMBERI FY	68
WEST KINDERLET	9
Grand Total	353

CIC	Yes
Sum of Case Count	
District	Total
ARMADALE DISTRICT	53
CANNINGTON DISTRICT	22
AST KIMBERLEY DISTRICT	28.5
REMANTLE DISTRICT	9
GOLDFIELDS DISTRICT	6.5
GREAT SOUTHERN DISTRICT	2
OONDALUP DISTRICT	24
MIDLAND DISTRICT	133.5
MIDWEST GASCOYNE DISTRICT	29
MIRRABOOKA DISTRICT	14
PEEL DISTRICT	13
PERTH DISTRICT	16
PILBARA DISTRICT	4
ROCKINGHAM DISTRICT	31
SOUTHWEST DISTRICT	100
WEST KIMBERLEY	37
WHEATBELT DISTRICT	8.5
Grand Total	531

CIC aged 5 and under	er	
CIC	Yes	
Age of Child	(Multiple Items)	
Sum of Case Count		
District	Total	
ARMADALE DISTRICT		
CANNINGTON DISTRICT		
FREMANTLE DISTRICT		
GOLDFIELDS DISTRICT		
JOONDALUP DISTRICT		
MIDLAND DISTRICT		
MIRRABOOKA DISTRICT		
PERTH DISTRICT		
SOUTHWEST DISTRICT		
WEST KIMBERLEY		
Grand Total		

CIC aged 2 and under							
CIC Age of Child	Yes (Multiple Items)						
Sum of Case Count District	Total						
Grand Total							

Monitored Cases as % of Open Cases		Date								
Directorate	District	January	February	March	April	May	June	July	August	September
COUNTRY SERVICES	EAST KIMBERLEY	23%	27%	27%	31%	39%	38%	33%	24%	28%
	GOLDFIELDS	9%	10%	7%	4%	2%	2%	3%	2%	10%
	GREAT SOUTHERN	5%	10%	9%	12%	8%	8%	11%	6%	4%
	MIDWEST GASCOYNE	14%	17%	13%	20%	21%	24%	22%	18%	
	PILBARA	6%	1%	2%	4%	3%	5%	7%	7%	
	SOUTHWEST	18%	20%	26%	21%	22%	26%	24%	22%	23%
	WEST KIMBERLEY	23%	30%	27%	23%	19%	24%	17%	21%	
	WHEATBELT	7%	7%	10%	6%	8%	11%	13%	6%	6%
COUNTRY SERVICES Total		14%	17%	17%	16%	17%	20%	18%	15%	
METROPOLITAN SERVICES	ARMADALE	7%	8%	11%	12%	12%	13%	13%	14%	9%
	CANNINGTON	2%	4%	3%	4%	7%	3%	0%	4%	
	CRISIS CARE	40%	8%	4%	10%	7%	4%	3%	0%	
	FREMANTLE	12%	12%	9%	13%	8%	8%	10%	5%	
	JOONDALUP	13%	13%	11%	8%	3%	9%	13%	11%	5%
	MIDLAND	14%	14%	16%	17%	20%	22%	22%	19%	20%
	MIRRABOOKA	6%	4%	3%	3%	2%	1%	3%	6%	4%
	PEEL	6%	8%	5%	4%	4%	6%	9%	2%	4%
	PERTH	16%	18%	12%	12%	14%	16%	16%	14%	13%
	ROCKINGHAM	4%	4%	3%	3%	3%	4%	10%	9%	
METROPOLITAN SERVICES Total		9%	10%	9%	9%	9%	10%	11%	10%	
Grand Total		11%	12%	12%	12%	12%	13%	14%	12%	12%

## Staff Carrying > 15 cases 2/9/2022

- In order to calculate caseworker caseloads and for the system to determine if a case is allocated to a 'caseworker' or
  is 'monitored' by a team leader, workforce information needs to be manually entered into the client application system
  by the team leader. As a consequence, human error can and does occur.
- Caseloads are calculated pro rata based on the FTE a caseworker has available to manage child protection cases. This could be their full employment FTE (i.e. 1 FTE) or reflect a reduction to their availability based on them undertaking non-casework related activities (e.g., Duty Officer, resulting in a case work allocation of 0.8 FTE).
- •The expanded report provided to districts as part of the centralised monthly quality assurance function serves to highlight errors and is a prompt to rectify them in the client information system so the data is as accurate as possible.
- The data may not be comparable with data reported elsewhere.

## Caseload Above 15 Pro-Rata Case Load (All)

Count of Worker	
District	Total
EAST KIMBERLEY DISTRICT	5
WEST KIMBERLEY	10
PILBARA DISTRICT	2
MIDWEST GASCOYNE DISTRICT	3
WHEATBELT DISTRICT	1
SOUTHWEST DISTRICT	4
GREAT SOUTHERN DISTRICT	1
JOONDALUP DISTRICT	13
MIRRABOOKA DISTRICT	14
PERTH DISTRICT	5
MIDLAND DISTRICT	11
ARMADALE DISTRICT	10
CANNINGTON DISTRICT	2
FREMANTLE DISTRICT	2
PEEL DISTRICT	2
Grand Total	85

Caseload Above 18	
Pro-Rata Case Load	20.00
Count of Worker	
District	Total
PERTH DISTRICT	1
<b>Grand Total</b>	1

<b>Caseload Above 15 Countr</b>	у
Pro-Rata Case Load	(Multiple Items)

Count of Worker	
District	Total
EAST KIMBERLEY DISTRICT	5
WEST KIMBERLEY	10
PILBARA DISTRICT	2
MIDWEST GASCOYNE DISTRICT	3
WHEATBELT DISTRICT	1
SOUTHWEST DISTRICT	4
GREAT SOUTHERN DISTRICT	1
Grand Total	26

<b>Caseload Above 15 Metro</b>	
Pro-Rata Case Load	(All)

<b>Count of Worker</b>		
District	Total	
JOONDALUP DISTRICT		13
MIRRABOOKA DISTRICT		14
PERTH DISTRICT		5
MIDLAND DISTRICT		11
ARMADALE DISTRICT		10
CANNINGTON DISTRICT		2
FREMANTLE DISTRICT		2
PEEL DISTRICT		2
Grand Total		59

### Exception Report 2/09/2022

- •In order to calculate caseworker caseloads and for the system to determine if a case is allocated to a 'caseworker' or is 'monitored' by a team leader, workforce information needs to be manually entered into the client application system by the team leader. As a consequence, human error can and does occur.
- •The Exception report contains a list of cases that the client information system is unable to determine qualify for WLM reporting. For instance, these cases might be open for activities that do not require a statutory worker to undertake, and therefore the district has allocated the activity to a non-caseworker (ie payment of invoices related to case support cost, bereavement assistance or financial assistance). Alternatively, they may be appearing due to a recording error associated with the manual entry of workforce information.
- •The expanded report provided to districts as part of the centralised monthly quality assurance function serves to highlight errors and is a prompt to rectify them in the client information system so the data is as accurate as possible.
- •The data is not changed or adjusted as part of this process, and may not be comparable with data reported elsewhere.

#### **Total cases not counted for WLM**

District	Total
ARMADALE DISTRICT	2.0
GOLDFIELDS DISTRICT	1.0
JOONDALUP DISTRICT	3.0
SOUTHWEST DISTRICT	1.0
FREMANTLE DISTRICT	2.0
<b>Grand Total</b>	9.0