

C1399

LEGISLATIVE COUNCIL
Question Without Notice

Tuesday 29 November 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 date was the report run in November?
2. On what date was the report finalised in November?
3. Does the finalised report include an explanation for any “amendments” made from the raw data generated in the original report?
4. Will you table the report?
5. If no to 3 or 4, why not?

Answer

1. 4 November 2022.
2. 18 November 2022.
3. Yes.
4. Yes. Please see Tabled Paper No. (XX) for the final November Caseload Management report.
5. Not applicable.





Caseload Management Error Corrections November 2022

Data run: 4 November

Date report circulated: 18 November 2022

Category	Recording and Allocation Errors	Amendments made	Final results
Caseworkers carrying 15+ cases	Recording Errors = 2 <ul style="list-style-type: none">Team Leader incorrectly recorded on team planning cycle as caseworker (i.e. caseload was monitored cases)Caseworker FTE incorrectly recorded and pro-rata caseload was therefore over 18	2 Caseworkers removed from staff>18 cases reports 1 Caseworker (*) removed from staff>15 cases <i>The amendments altered the case count for a caseworker that meant their caseload was between 15 and 18 cases.</i>	1 Caseworker with 18+ cases 69 Caseworkers with 15+ cases
Monitored List (cases allocated to NLO)	Allocation Errors – 3 Cases (3 Children) <ul style="list-style-type: none">The report showed 3 children aged 2 years or younger on the monitored list. The districts were unaware of these errors and when advised immediately corrected the allocation error.	3 cases (3 children) removed from monitored list report.	0 are children aged 2 years or younger

Category	Recording and Allocation Errors	Amendments made	Final results
Exception report	41** cases on the exception report were determined to be cases which are not counted as part of the WLM process.	41 cases removed from the exception report.	40 cases

* The number of caseworkers with 18+ cases is a subset of the number of caseworkers with 15+ cases.

** Cases removed from the exception report often result from delayed recording of case closure or from 'non-casework' activities being captured such as bereavement assistance or post care support. In some cases, open activities that would usually be counted in WLM reporting have been assigned to work units that do not have case carrying staff. For example, where a Special Guardianship Order has been granted and the case assigned to the Subsidies Unit to maintain the payment to the guardian, and an activity remains open in the case.

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 under 3 years on the monitored list and cases on the exception report that should not 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 911 and this month's total being 846.
- Changes to the Exception Report are under consideration – technical solutions are being developed to provide improved case categorisation which will exclude some of the cases in the Exception Report.

Allocated and Monitored Report 4-Nov-22

District Summary Report											
Directorate / District / Team Group	FTE Available for casework	Allocated CIC	Allocated Other	Allocated Total	Monitored CIC	Monitored Other	Monitored Total	Average Caseload	Caseload >15	Caseload >18	Total open Cases
COUNTRY SERVICES	267.61	1,526.0	932.0	2,458.0	179.0	224.0	403.0	9.19	20	0	2,861.0
EAST KIMBERLEY	28.05	153.0	114.0	267.0	12.5	74.0	86.5	9.52	5	0	353.5
Child Safety Team	5.20	1.0	38.0	39.0	1.0	9.0	10.0	7.50	5	0	49.0
Intensive Family Support Team	2.35	-	20.0	20.0	-	21.0	21.0	8.51	0	0	41.0
Care Team	9.00	112.0	9.0	121.0	10.0	2.0	12.0	13.44	0	0	133.0
Other	11.50	40.0	47.0	87.0	1.5	42.0	43.5	7.57	0	0	130.5
WEST KIMBERLEY	30.85	182.5	165.0	347.5	39.0	40.0	79.0	11.26	8	0	426.5
Child Safety Team	3.50	-	47.0	47.0	-	15.0	15.0	13.43	5	0	62.0
Intensive Family Support Team	5.20	2.5	29.0	31.5	-	-	-	6.06	0	0	31.5
Care Team	11.05	131.0	14.0	145.0	23.0	-	23.0	13.12	0	0	168.0
Other	11.10	49.0	75.0	124.0	16.0	25.0	41.0	11.17	3	0	165.0
PILBARA	42.25	183.0	168.0	351.0	6.5	4.0	10.5	8.31	2	0	361.5
Child Safety Team	10.95	9.0	76.0	85.0	-	3.0	3.0	7.76	0	0	88.0
Intensive Family Support Team	9.00	12.0	39.0	51.0	-	-	-	5.67	0	0	51.0
Care Team	13.80	97.5	6.0	103.5	4.5	-	4.5	7.50	0	0	108.0
Other	8.50	64.5	47.0	111.5	2.0	1.0	3.0	13.12	2	0	114.5
MIDWEST GASCOYNE	31.90	219.0	95.0	314.0	22.0	65.0	87.0	9.84	4	0	401.0
Child Safety Team	3.40	-	26.0	26.0	1.0	54.0	55.0	7.65	4	0	81.0
Intensive Family Support Team	6.00	1.0	38.0	39.0	-	3.0	3.0	6.50	0	0	42.0
Care Team	17.20	169.0	16.0	185.0	16.0	-	16.0	10.76	0	0	201.0
Other	5.30	49.0	15.0	64.0	5.0	8.0	13.0	12.08	0	0	77.0
GOLDFIELDS	29.21	143.5	65.0	208.5	6.5	10.0	16.5	7.14	1	0	225.0
Child Safety Team	4.00	1.0	18.0	19.0	-	1.0	1.0	4.75	1	0	20.0
Care Team	12.00	90.0	6.0	96.0	1.0	-	1.0	8.00	0	0	97.0
Other	13.21	52.5	41.0	93.5	5.5	9.0	14.5	7.08	0	0	108.0
WHEATBELT	28.74	189.0	109.0	298.0	4.5	2.0	6.5	10.37	0	0	304.5
Child Safety Team	5.20	-	49.0	49.0	-	-	-	9.42	0	0	49.0
Intensive Family Support Team	4.00	-	31.0	31.0	-	1.0	1.0	7.75	0	0	32.0
Care Team	10.74	121.5	6.0	127.5	4.5	-	4.5	11.87	0	0	132.0
Other	8.80	67.5	23.0	90.5	-	1.0	1.0	10.28	0	0	91.5
SOUTHWEST	56.00	336.5	149.0	485.5	86.0	27.0	113.0	8.67	0	0	598.5
Child Safety Team	9.90	3.0	72.0	75.0	-	10.0	10.0	7.58	0	0	85.0
Intensive Family Support Team	9.00	7.0	37.0	44.0	-	-	-	4.89	0	0	44.0
Care Team	29.50	265.0	12.0	277.0	74.5	6.0	80.5	9.39	0	0	357.5
Other	7.60	61.5	28.0	89.5	11.5	11.0	22.5	11.78	0	0	112.0
GREAT SOUTHERN	20.61	119.5	67.0	186.5	2.0	2.0	4.0	9.05	0	0	190.5
Child Safety Team	3.50	2.0	30.0	32.0	-	2.0	2.0	9.14	0	0	34.0
Intensive Family Support Team	4.00	2.0	17.0	19.0	-	-	-	4.75	0	0	19.0
Care Team	8.61	91.0	6.0	97.0	2.0	-	2.0	11.27	0	0	99.0
Other	4.50	24.5	14.0	38.5	-	-	-	8.56	0	0	38.5
METROPOLITAN SERVICES	523.51	3,035.0	1,547.0	4,582.0	289.5	156.0	445.5	8.75	49	1	5,027.5
JOONDALUP	43.35	318.0	133.0	451.0	33.5	2.0	35.5	10.40	5	0	486.5
Child Safety Team	10.10	2.0	74.0	76.0	-	1.0	1.0	7.52	5	0	77.0
Intensive Family Support Team	9.00	3.0	43.0	46.0	-	-	-	5.11	0	0	46.0
Care Team	24.25	313.0	16.0	329.0	33.5	1.0	34.5	13.57	0	0	363.5
Other	0.00	-	-	-	-	-	-	0.00	0	0	-
MIRRABOOKA	46.10	342.0	149.0	491.0	10.5	4.0	14.5	10.65	12	1	505.5
Child Safety Team	9.30	1.0	70.0	71.0	-	2.0	2.0	7.63	12	1	73.0
Intensive Family Support Team	9.60	3.0	52.0	55.0	-	-	-	5.73	0	0	55.0
Care Team	23.80	334.0	15.0	349.0	10.5	2.0	12.5	14.66	0	0	361.5
Other	3.40	4.0	12.0	16.0	-	-	-	4.71	0	0	16.0
PERTH	43.48	244.0	154.0	398.0	7.5	55.0	62.5	9.15	7	0	460.5
Child Safety Team	12.21	1.0	61.0	62.0	-	40.0	40.0	5.08	7	0	102.0
Intensive Family Support Team	9.60	-	83.0	83.0	-	9.0	9.0	8.65	0	0	92.0
Care Team	20.67	243.0	10.0	253.0	7.5	6.0	13.5	12.24	0	0	266.5
Other	1.00	-	-	-	-	-	-	0.00	0	0	-
MIDLAND	59.85	419.5	197.0	616.5	124.0	16.0	140.0	10.30	4	0	756.5
Child Safety Team	8.30	-	63.0	63.0	-	4.0	4.0	7.59	4	0	67.0
Intensive Family Support Team	14.00	2.0	104.0	106.0	-	1.0	1.0	7.57	0	0	107.0
Care Team	37.55	417.5	30.0	447.5	115.0	10.0	125.0	11.92	0	0	572.5
Other	0.00	-	-	-	9.0	1.0	10.0	0.00	0	0	10.0
ARMADALE	56.73	489.5	236.0	725.5	32.0	6.0	38.0	12.79	10	0	763.5
Child Safety Team	13.00	4.0	130.0	134.0	-	1.0	1.0	10.31	10	0	135.0
Intensive Family Support Team	7.40	3.0	71.0	74.0	-	2.0	2.0	10.00	0	0	76.0
Care Team	36.33	482.5	35.0	517.5	31.0	3.0	34.0	14.24	0	0	551.5
Other	0.00	-	-	-	1.0	-	1.0	0.00	0	0	1.0
CANNINGTON	79.70	424.5	207.0	631.5	10.0	5.0	15.0	7.92	2	0	646.5
Child Safety Team	14.10	2.0	87.0	89.0	-	5.0	5.0	6.31	2	0	94.0
Intensive Family Support Team	13.80	-	96.0	96.0	-	-	-	6.96	0	0	96.0
Care Team	47.80	422.5	24.0	446.5	10.0	-	10.0	9.34	0	0	456.5
Other	4.00	-	-	-	-	-	-	0.00	0	0	-
CRISIS CARE	81.60	-	79.0	79.0	-	8.0	8.0	0.97	0	0	87.0
Child Safety Team	40.20	-	55.0	55.0	-	3.0	3.0	1.37	0	0	58.0
Care Team	23.00	-	9.0	9.0	-	1.0	1.0	0.39	0	0	10.0
Other	18.40	-	15.0	15.0	-	4.0	4.0	0.82	0	0	19.0
FREMANTLE	36.70	267.0	109.0	376.0	6.0	23.0	29.0	10.25	4	0	405.0
Child Safety Team	5.50	1.0	57.0	58.0	-	20.0	20.0	10.55	4	0	78.0
Intensive Family Support Team	3.80	6.0	25.0	31.0	2.0	3.0	5.0	8.16	0	0	36.0
Care Team	27.40	260.0	27.0	287.0	4.0	-	4.0	10.47	0	0	291.0
Other	0.00	-	-	-	-	-	-	0.00	0	0	-
ROCKINGHAM	41.30	240.5	187.0	427.5	42.0	33.0	75.0	10.35	1	0	502.5
Child Safety Team	12.20	-	134.0	134.0	-	30.0	30.0	10.98	0	0	164.0
Intensive Family Support Team	8.50	4.5	32.0	36.5	-	-	-	4.29	0	0	36.5
Care Team	20.60	236.0	21.0	257.0	42.0	3.0	45.0	12.48	1	0	302.0
Other	0.00	-	-	-	-	-	-	0.00	0	0	-
PEEL	34.70	290.0	96.0	386.0	24.0	4.0	28.0	11.12	4	0	414.0
Child Safety Team	5.60	4.0	55.0	59.0	-	2.0	2.0	10.54	2	0	61.0
Intensive Family Support Team	2.80	3.0	28.0	31.0	-	-	-	11.07	0	0	31.0
Care Team	26.30	283.0	13.0	296.0	24.0	2.0	26.0	11.25	2	0	322.0
Other	0.00	-	-	-	-	-	-	0.00	0	0	-
Grand Total	791.12	4,561.0	2,479.0	7,040.0	468.5	380.0	848.5	8.90	69	1	7,888.5

Workload Management Monthly Comparison Report													
		January	February	March	April	May	June	July	August	September	October	November	December
Total Cases Open	Open Cases Total	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	2808.50	2752.00	2761.50	2778.50	2764.00	2686.00	2725.50	2727.00	2768.50	2809.00	2861.00	
	METROPOLITAN SERVICES	4937.00	4846.00	4837.00	4842.00	4779.50	4746.00	4806.50	4794.50	4916.50	4926.00	5027.50	
	(blank)	0.00	0.00	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	7735.00	7888.50	
Total Monitored Cases	Sum of Total Cases Monitored	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	399	455.5	468	457.5	462	525	492.5	416.5	455.5	425	403	
	METROPOLITAN SERVICES	455.5	469.5	432.5	442	451.5	468.5	542	486	427.5	421	445.5	
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	Grand Total	854.5	925	900.5	899.5	913.5	993.5	1034.5	902.5	883	846	848.5	
Total Allocated Cases	Sum of Total Cases Allocated	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	2409.5	2296.5	2293.5	2321	2302	2161	2233	2310.5	2313	2384	2458	
	METROPOLITAN SERVICES	4481.5	4376.5	4404.5	4400	4328	4277.5	4264.5	4308.5	4489	4505	4582	
	(blank)												
	Grand Total	6891	6673	6698	6721	6630	6438.5	6497.5	6619	6802	6889	7040	
Monitored as % of Open Cases	Monitored Cases as % of Open Cases	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	14%	17%	17%	16%	17%	20%	18%	15%	16%	15%	14%	
	METROPOLITAN SERVICES	9%	10%	9%	9%	9%	10%	11%	10%	9%	9%	9%	
	(blank)												
	Grand Total	11%	12%	12%	12%	12%	13%	14%	12%	11%	11%	11%	
CIC Allocated	Sum of CIC Allocated	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	1519.5	1455.5	1465.5	1470	1449	1385	1414	1450.5	1470	1493.5	1526	
	METROPOLITAN SERVICES	3122.5	3080.5	3066.5	3051	3044	2910.5	2930.5	2988.5	3039	3034	3035	
	(blank)												
	Grand Total	4642	4536	4532	4521	4493	4295.5	4344.5	4439	4509	4527.5	4561	
CIC Monitored	Sum of CIC Monitored	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	201	212.5	215	206.5	242	275	251.5	220.5	215.5	217	179	
	METROPOLITAN SERVICES	287.5	315.5	314.5	327	334.5	349.5	385	354	315.5	296	289.5	
	(blank)												
	Grand Total	488.5	528	529.5	533.5	576.5	624.5	636.5	574.5	531	513	468.5	
Other' Cases Allocated	'Other' Allocated Cases	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	890.00	841.00	828.00	851.00	853.00	776.00	819.00	860.00	843.00	893.00	932.00	
	METROPOLITAN SERVICES	1359.00	1296.00	1338.00	1349.00	1284.00	1367.00	1334.00	1320.00	1450.00	1472.00	1547.00	
	(blank)												
	Grand Total	2249.00	2137.00	2166.00	2200.00	2137.00	2143.00	2153.00	2180.00	2293.00	2365.00	2479.00	
Other' Cases Monitored	'Other' Monitored Cases	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	198.00	243.00	253.00	251.00	220.00	250.00	241.00	196.00	240.00	208.00	224.00	
	METROPOLITAN SERVICES	168.00	154.00	118.00	115.00	117.00	119.00	157.00	132.00	112.00	125.00	156.00	
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	Grand Total	366.00	397.00	371.00	366.00	337.00	369.00	398.00	328.00	352.00	333.00	380.00	
FTE 'Available' for Casework	FTE Available	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	238.57	241.86	245.55	239.64	249.74	240.04	248.09	257.26	254.26	278.37	267.61	
	METROPOLITAN SERVICES	462.84	467.89	475.27	486.01	488.10	474.30	469.01	467.46	468.63	499.92	523.52	
	(blank)												
	Grand Total	701.41	709.75	720.82	725.66	737.84	714.34	717.10	724.72	722.90	778.29	791.14	
Caseload above 15	Caseload above 15	Month											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	Country	40	31	24	27	27	25	20	28	26	24	20	
	Metropolitan	48	44	50	53	44	44	55	52	59	51	49	
	(blank)												
	Grand Total	88	75	74	80	71	69	75	80	85	75	69	
Caseload Up To 18	Pro-Rata Case Load	(Multiple Items)											
	Caseload Up To 18	Month											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	
	Country	32	20	23	25	25	24	20	25	26	24	20	
	Metropolitan	43	43	42	38	35	35	48	49	58	47	48	
	Grand Total	75	63	65	63	60	59	68	74	84	71	68	
Caseload Above 18	Pro-Rata Case Load	(Multiple Items)											
	Caseload Over 18	Month											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	
	Country	8	11	1	2	2	1		3				
	Metropolitan	5	1	8	15	9	9	7	3	1	4	1	
	September	13	12	9	17	11	10	7	6	1	4	1	
Average Caseload	Caseload Average	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	10.10	9.50	9.34	9.69	9.22	9.00	9.00	8.98	9.10	8.56	9.18	
	METROPOLITAN SERVICES	9.68	9.35	9.27	9.05	8.87	9.02	9.09	9.22	9.58	9.01	8.75	
	(blank)												
	Grand Total	9.82	9.40	9.29	9.26	8.99	9.01	9.06	9.13	9.41	8.85	8.90	
Allocated Family Support	Family Support Allocated	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	45	41	42	47	48	49	40	49	41	39	41	
	METROPOLITAN SERVICES	108	102	112	118	125	131	111	112	129	109	114	
	(blank)												
	Grand Total	153	143	154	165	173	180	151	161	170	148	155	
Allocated Initial Inquiry	Initial Inquiry Allocated	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	75	67	54	57	50	31	38	44	38	30	27	
	METROPOLITAN SERVICES	34	36	34	35	30	51	47	50	44	53	98	
	(blank)												
	Grand Total	109	103	88	92	80	82	85	94	82	83	125	

Allocated Supervision Order	Supervision Order Allocated	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	9	10	10	11	12	11	10	9	9	8	8	
	METROPOLITAN SERVICES	9	10	14	16	16	16	18	16	15	17	13	
	Grand Total	18	20	24	27	28	27	28	25	24	25	21	
Allocated Protection Application	Protection Application Allocated	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	3	2	3	2	2	2	4	3	2	3	3	
	METROPOLITAN SERVICES	2	1	1	3	3	2	1	0	2	2	3	
	Grand Total	5	3	4	5	5	4	5	3	4	5	6	
Allocated Parent Support	Parent Support Service Allocated	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	5	3	2	1	0	0	0	0	0	0	0	
	METROPOLITAN SERVICES	8	7	7	7	5	5	4	4	4	4	5	
	Grand Total	13	10	9	8	5	5	4	4	4	4	5	
Allocated Intervention	Intervention Allocated	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES		1	1					0				
	METROPOLITAN SERVICES		0	0					1				
	Grand Total		1	1					1				
Allocated Child Safety Investigation	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	573	640	674	
	METROPOLITAN SERVICES	852	798	826	828	777	845	822	795	900	919	934	
	Grand Total	1422	1338	1363	1375	1333	1348	1367	1361	1473	1559	1608	
Allocated Intensive Family Support	Intensive Family Support Allocated	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	183	177	179	186	185	180	182	189	178	172	178	
	METROPOLITAN SERVICES	346	342	343	341	327	318	330	342	355	367	379	
	Grand Total	529	519	522	527	512	498	512	531	533	539	557	
Monitored Family Support	Family Support Monitored	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	26	26	25	24	22	25	30	27	28	19	16	
	METROPOLITAN SERVICES	31	30	30	31	30	25	31	29	26	28	29	
	Grand Total	57	56	55	55	52	50	61	56	54	47	45	
Monitored Initial Inquiry	Initial Inquiry Monitored	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	17	32	29	20	17	17	14	5		2	3	
	METROPOLITAN SERVICES	18	3	5	4	2	3	2	0		4	8	
	Grand Total	35	35	34	24	19	20	16	5		6	11	
Monitored Supervision Order	Supervision Order Monitored	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	1	2	2	2	1	1	2	1		1	1	
	METROPOLITAN SERVICES	0	0	0	0	0	1	1	1		0		
	Grand Total	1	2	2	2	1	2	3	2		1	1	
Monitored Protection Application	Protection Application Monitored	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	0	1	0	0	0	1						
	METROPOLITAN SERVICES	1	1	1	1	1	0						
	Grand Total	1	2	1	1	1	1						
Monitored Parent Support	Parent Support Service Monitored	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	0	0	0	0	0		0		6			
	METROPOLITAN SERVICES	1	1	1	1	1	1	1		0			
	Grand Total	1	1	1	1	1	1	1		6			
Monitored Child Safety Investigation	CSI Monitored	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	145	172	190	194	165	189	177	145	186	166	180	
	METROPOLITAN SERVICES	99	96	72	73	75	80	107	87	77	83	114	
	Grand Total	244	268	262	267	240	269	284	232	263	249	294	
Monitored Intensive Family Support	Sum of Intensive Family Support	Date											
	Directorate	January	February	March	April	May	June	July	August	September	October	November	December
	COUNTRY SERVICES	9	10	7	11	15	17	18	18	20	20	24	
	METROPOLITAN SERVICES	18	23	9	5	8	10	15	15	9	10	4	
	Grand Total	27	33	16	16	23	27	33	33	29	30	28	

Workload Management Trends
21/22 Comparison

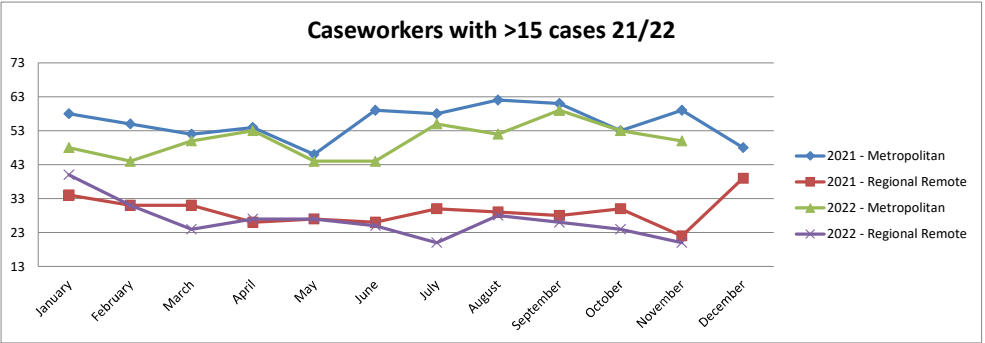
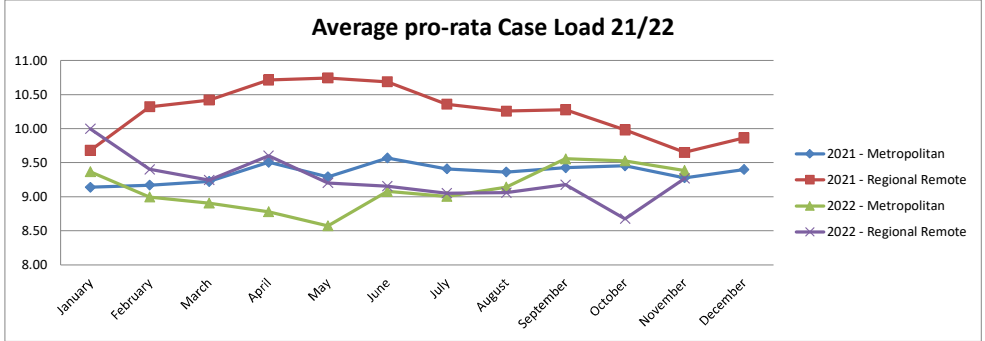
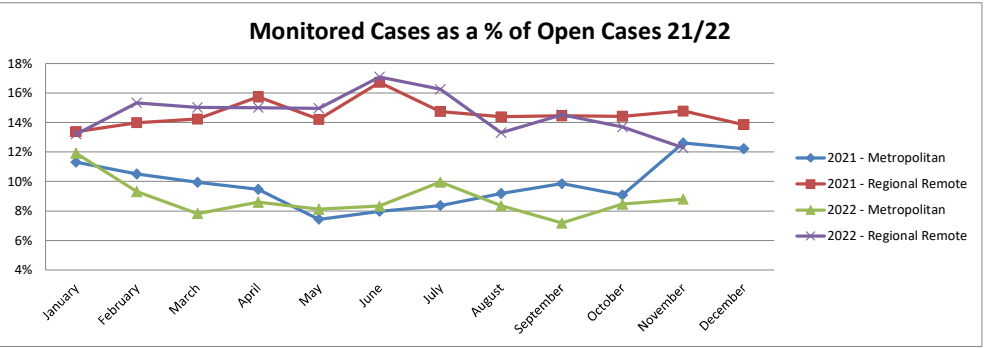
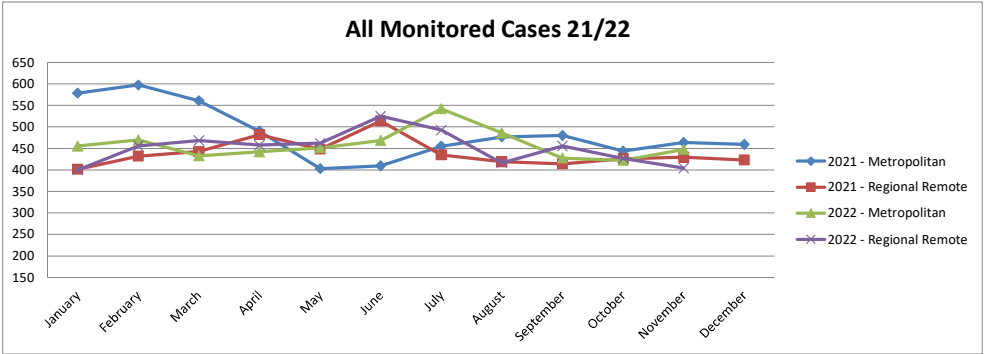
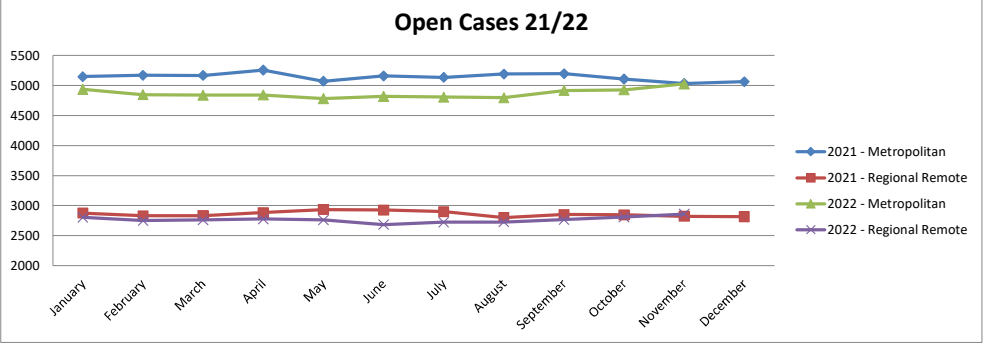
Total Cases						
	2021		2021 Total	2022		2022 Total
	Metropolitan	Regional Remote		Metropolitan	Regional Remote	
January	5146.5	2877	8023.5	4937	2806.5	7743.5
February	5169.5	2831	8000.5	4846	2752	7598
March	5166	2833.5	7999.5	4837	2761.5	7598.5
April	5253.5	2884	8137.5	4842	2778.5	7620.5
May	5070	2935.5	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	4915.5	2768.5	7684
October	5105	2846.5	7951.5	4926.5	2810.5	7737
November	5032	2823	7855	5023.5	2860	7883.5
December	5062.5	2818.5	7881			
Grand Total	61680	34332	96012	53525	30440	83965

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	422.5	426.5	849
November	464	429.5	893.5	447.5	404	851.5
December	459	423	882			
Grand Total	5818	5266.5	11084.5	5045	4963	10008

Monitored Cases as a % of open 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%	11%
September	10%	14%	12%	7%	15%	10%
October	9%	14%	11%	8%	14%	11%
November	13%	15%	14%	9%	12%	10%
December	12%	14%	13%			
Grand Total	10%	15%	12%			

Average pro-rata caseload						
	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	9.56	9.18	9.39
October	9.45	9.98	9.69	9.53	8.68	9.15
November	9.28	9.65	9.44	9.38	9.27	9.33
December	9.40	9.86	9.60			
Grand Total	9.35	10.24	9.75	9.12	9.26	9.18

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	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	53	24	77
November	59	22	81	50	20	70
December	48	39	87			
Grand Total	665	353	1018	552	292	844



Monitored Cases
4/11/2022

•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	38
CANNINGTON DISTRICT	15
CRISIS CARE DISTRICT	8
EAST KIMBERLEY DISTRICT	86.5
FREMANTLE DISTRICT	29
GOLDFIELDS DISTRICT	16.5
GREAT SOUTHERN DISTRICT	4
JOONDALUP DISTRICT	35.5
MIDLAND DISTRICT	140
MIDWEST GASCOYNE DISTRICT	87
MIRRABOOKA DISTRICT	14.5
PEEL DISTRICT	28
PERTH DISTRICT	62.5
PILBARA DISTRICT	10.5
ROCKINGHAM DISTRICT	75
SOUTHWEST DISTRICT	113
WEST KIMBERLEY	79
WHEATBELT DISTRICT	6.5
(blank)	
Grand Total	848.5

Total Children NOT in Care	
CIC	No
Sum of Case Count	
District	Total
ARMADALE DISTRICT	6
CANNINGTON DISTRICT	5
CRISIS CARE DISTRICT	8
EAST KIMBERLEY DISTRICT	74
FREMANTLE DISTRICT	23
GOLDFIELDS DISTRICT	10
GREAT SOUTHERN DISTRICT	2
JOONDALUP DISTRICT	2
MIDLAND DISTRICT	16
MIDWEST GASCOYNE DISTRICT	65
MIRRABOOKA DISTRICT	4
PEEL DISTRICT	4
PERTH DISTRICT	55
PILBARA DISTRICT	4
ROCKINGHAM DISTRICT	33
SOUTHWEST DISTRICT	27
WEST KIMBERLEY	40
WHEATBELT DISTRICT	2
Grand Total	380

Total Children in Care	
CIC	Yes
Sum of Case Count	
District	Total
ARMADALE DISTRICT	32
CANNINGTON DISTRICT	10
EAST KIMBERLEY DISTRICT	12.5
FREMANTLE DISTRICT	6
GOLDFIELDS DISTRICT	6.5
GREAT SOUTHERN DISTRICT	2
JOONDALUP DISTRICT	33.5
MIDLAND DISTRICT	124
MIDWEST GASCOYNE DISTRICT	22
MIRRABOOKA DISTRICT	10.5
PEEL DISTRICT	24
PERTH DISTRICT	7.5
PILBARA DISTRICT	6.5
ROCKINGHAM DISTRICT	42
SOUTHWEST DISTRICT	86
WEST KIMBERLEY	39
WHEATBELT DISTRICT	4.5
Grand Total	468.5

CIC aged 5 and under	
CIC	Yes
Age of Child	(Multiple Items)
Sum of Case Count	
District	Total
ARMADALE DISTRICT	6
EAST KIMBERLEY DISTRICT	1
JOONDALUP DISTRICT	1
MIDLAND DISTRICT	6.5
MIRRABOOKA DISTRICT	1
PEEL DISTRICT	1
SOUTHWEST DISTRICT	9.5
WEST KIMBERLEY	3
Grand Total	29

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

MONITORED AS % OF OPEN CASES

Sum of Monitored as % Open Cases		Date											
Directorate	District	January	February	March	April	May	June	July	August	September	October	November	December
COUNTRY SERVICES	EAST KIMBERLEY	23%	27%	27%	31%	39%	38%	33%	24%	28%	23%	24%	
	WEST KIMBERLEY	23%	30%	27%	23%	19%	24%	17%	21%	25%	20%	19%	
	PILBARA	6%	1%	2%	4%	3%	5%	7%	7%	2%	3%	3%	
	MIDWEST GASCOYNE	14%	17%	13%	20%	21%	24%	22%	18%	18%	20%	22%	
	GOLDFIELDS	9%	10%	7%	4%	2%	2%	3%	2%	10%	9%	7%	
	WHEATBELT	7%	7%	10%	6%	8%	11%	13%	6%	6%	3%	2%	
	SOUTHWEST	19%	20%	26%	21%	22%	26%	24%	22%	23%	23%	19%	
	GREAT SOUTHERN	5%	10%	9%	12%	8%	8%	11%	6%	4%	10%	2%	
COUNTRY SERVICES Total		14%	17%	17%	16%	17%	20%	18%	15%	17%	15%	14%	
METROPOLITAN SERVICES	JOONDALUP	13%	13%	11%	8%	3%	9%	13%	11%	5%	9%	7%	
	MIRRABOOKA	6%	4%	3%	3%	2%	1%	3%	6%	4%	3%	3%	
	PERTH	16%	18%	12%	12%	14%	16%	16%	14%	13%	14%	14%	
	MIDLAND	14%	14%	16%	17%	20%	22%	22%	19%	20%	16%	19%	
	ARMADALE	7%	8%	11%	12%	12%	13%	13%	14%	9%	8%	5%	
	CANNINGTON	2%	4%	3%	4%	7%	3%	0%	4%	4%	3%	2%	
	CRISIS CARE	40%	8%	4%	10%	7%	4%	3%	0%	0%	10%	9%	
	FREMANTLE	12%	12%	9%	13%	8%	8%	10%	5%	6%	8%	7%	
	ROCKINGHAM	4%	4%	3%	3%	3%	4%	10%	9%	8%	9%	15%	
	PEEL	6%	8%	5%	4%	4%	6%	9%	2%	4%	4%	7%	
METROPOLITAN SERVICES Total		9%	10%	9%	9%	9%	10%	11%	10%	9%	9%	9%	
Grand Total		11%	12%	12%	12%	12%	13%	14%	12%	12%	11%	11%	

Staff Carrying > 15 cases

4 November 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	8
PILBARA DISTRICT	2
MIDWEST GASCOYNE DISTRICT	4
GOLDFIELDS DISTRICT	1
JOONDALUP DISTRICT	5
MIRRABOOKA DISTRICT	12
PERTH DISTRICT	7
MIDLAND DISTRICT	4
ARMADALE DISTRICT	10
CANNINGTON DISTRICT	2
FREMANTLE DISTRICT	4
ROCKINGHAM DISTRICT	1
PEEL DISTRICT	4
Grand Total	69

Caseload Above 18

Pro-Rata Case Load 18.89

Count of Worker	
District	Total
MIRRABOOKA DISTRICT	1
Grand Total	1

Caseload Above 15 Country

Pro-Rata Case Load (Multiple Items)

Count of Worker	
District	Total
EAST KIMBERLEY DISTRICT	5
WEST KIMBERLEY	8
PILBARA DISTRICT	2
MIDWEST GASCOYNE DISTRICT	4
GOLDFIELDS DISTRICT	1
Grand Total	20

Caseload Above 15 Metro

Pro-Rata Case Load (All)

Count of Worker	
District	Total
JOONDALUP DISTRICT	5
MIRRABOOKA DISTRICT	12
PERTH DISTRICT	7
MIDLAND DISTRICT	4
ARMADALE DISTRICT	10
CANNINGTON DISTRICT	2
FREMANTLE DISTRICT	4
PEEL DISTRICT	4
ROCKINGHAM DISTRICT	1
Grand Total	49

Exception Report
4/11/2022

- 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 comparable with data reported elsewhere.

Total children not counted for WLM

District	Total
ARMADALE DISTRICT	3.0
CANNINGTON DISTRICT	2.0
EAST KIMBERLEY DISTRICT	1.0
GOLDFIELDS DISTRICT	11.0
MIDLAND DISTRICT	10.0
PEEL DISTRICT	13.0
ROCKINGHAM DISTRICT	3.0
WEST KIMBERLEY	3.0
FREMANTLE DISTRICT	5.0
Grand Total	51.0