

|  |
| --- |
| Performance for selected measures –2019-20 financial year |
| Child Protection and Family Services |

Contents

[Reports to child protection services about the wellbeing and safety of children 2](#_Toc22543129)

[Average rate of unallocated clients (annual) 2](#_Toc22543130)

[Average rate of unallocated clients (quarter) 2](#_Toc22543131)

[Child protection investigations assessed as urgent that were visited or attempts were made to visit within two days of receipt of report 3](#_Toc22543132)

[Children and young people who were the subject of an investigation which led to a decision not to substantiate, who were subsequently the subject of a substantiation within three months of case closure 3](#_Toc22543133)

[Children and young people who were the subject of a substantiated report within 12 months of the closure of a previous substantiated report 3](#_Toc22543134)

[Number of Child FIRST assessments and interventions 4](#_Toc22543135)

[Total number of family services cases provided 4](#_Toc22543136)

[Number of family service cases provided to Aboriginal families 4](#_Toc22543137)

[Daily average number of children in out-of-home care placements 4](#_Toc22543138)

[Proportion of placements that are home-based care 5](#_Toc22543139)

[Children and young people in out-of-home care who have had two or less placements in the last 12 months (not including placements at home) 5](#_Toc22543140)

[Number of children in kinship care whose placements are managed by community service organisations 5](#_Toc22543141)

[Proportion of Aboriginal children placed with relatives, kin, other Aboriginal carers or in Aboriginal residential care 5](#_Toc22543142)

[Sexual assault support services clients receiving an initial response within five working days of referral 6](#_Toc22543143)

[Organisations that have successfully completed a certification review (family and community services) 6](#_Toc22543144)

[Organisations that have successfully completed a certification review (specialist support and placement services) 6](#_Toc22543145)

# Reports to child protection services about the wellbeing and safety of children

State result includes Central After Hours Service.

Financial year to date (YTD). Unit of measure: number

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Region** | **September 2019** | **December 2019** | **March 2020** | **June 2020** |
| State | 31,140 | 62,138 | 92,245 | 122,179 |
| North | 6,336 | 12,651 | 18,782 | 24,699 |
| South | 10,067 | 19,903 | 30,073 | 40,060 |
| East | 5,557 | 11,570 | 16,930 | 22,656 |
| West | 8,732 | 17,133 | 25,129 | 33,034 |

Note that from 2019-20 Division results reflect the location (address) of the client rather than location of the Intake Room.

# Average rate of unallocated clients (annual)

The average unallocated rate is the average of the monthly results in the year.

Annual. Unit of measure: per cent

|  |  |  |
| --- | --- | --- |
| **Region** | This data is an annual measure. | **2019-20** |
| State | 8.6 |
| North | 6.6 |
| South | 7.6 |
| East | 5.8 |
| West | 12.3 |

# Average rate of unallocated clients (quarter)

The average unallocated rate is the average of the monthly results in the period.

Quarter. Unit of measure: per cent

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Region** | **September 2019** | **December 2019** | **March 2020** | **June 2020** |
| State | 10.1 | 11.1 | 8.2 | 4.1 |
| North | 8.5 | 8.2 | 6.9 | 2.2 |
| South | 7.5 | 9.0 | 8.9 | 4.7 |
| East | 8.2 | 8.7 | 3.9 | 1.4 |
| West | 15.0 | 16.3 | 10.7 | 6.2 |

Note that cases awaiting allocation are overseen by the team manager until a case manager is allocated.

# Child protection investigations assessed as urgent that were visited or attempts were made to visit within two days of receipt of report

State result includes Central After Hours Service.

YTD. Unit of measure: per cent

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Region** | **September 2019** | **December 2019** | **March 2020** | **June 2020** |
| State | 97.2 | 96.9 | 96.5 | 96.0 |
| North | 96.2 | 95.9 | 94.7 | 94.0 |
| South | 97.0 | 96.3 | 96.2 | 96.2 |
| East | 98.9 | 96.8 | 96.6 | 96.5 |
| West | 97.6 | 98.2 | 97.8 | 97.1 |

# Children and young people who were the subject of an investigation which led to a decision not to substantiate, who were subsequently the subject of a substantiation within three months of case closure

State result includes Central After Hours Service.

YTD. Unit of measure: per cent

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Region** | **September 2019** | **December 2019** | **March 2020** | **June 2020** |
| State | 4.3 | 3.9 | 4.1 | 4.3 |
| North | 2.5 | 2.5 | 2.2 | 2.5 |
| South | 5.0 | 4.3 | 4.8 | 5.0 |
| East | 5.1 | 6.6 | 6.8 | 6.7 |
| West | 4.3 | 3.0 | 3.1 | 3.4 |

# Children and young people who were the subject of a substantiated report within 12 months of the closure of a previous substantiated report

State result includes Central After Hours Service.

YTD. Unit of measure: per cent

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Region** | **September 2019** | **December 2019** | **March 2020** | **June 2020** |
| State | 19.3 | 18.4 | 19.1 | 19.8 |
| North | 19.3 | 17.5 | 19.0 | 20.0 |
| South | 22.7 | 20.8 | 21.1 | 22.0 |
| East | 17.0 | 17.4 | 18.3 | 19.4 |
| West | 15.5 | 15.8 | 16.5 | 16.9 |

# Number of Child FIRST assessments and interventions

YTD. Unit of measure: number

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Region** | **September 2019** | **December 2019** | **March 2020** | **June 2020** |
| State | 3,748 | 8,105 | 12,251 | 16,035 |
| North | 668 | 1,367 | 2,037 | 2,331 |
| South | 720 | 1,510 | 2,216 | 2,883 |
| East | 1,280 | 2,666 | 4,048 | 5,332 |
| West | 1,080 | 2,562 | 3,950 | 5,489 |

# Total number of family services cases provided

YTD. Unit of measure: number

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Region** | **September 2019** | **December 2019** | **March 2020** | **June 2020** |
| State | 15,172 | 24,010 | 32,904 | 40,451 |
| North | 3,214 | 4,872 | 6,904 | 7,787 |
| South | 4,106 | 6,309 | 8,525 | 10,396 |
| East | 3,574 | 5,839 | 7,940 | 10,060 |
| West | 4,278 | 6,990 | 9,535 | 12,208 |

# Number of family service cases provided to Aboriginal families

YTD. Unit of measure: number

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Region** | **September 2019** | **December 2019** | **March 2020** | **June 2020** |
| State | 1,208 | 1,883 | 2,670 | 3,218 |
| North | 306 | 429 | 645 | 721 |
| South | 318 | 458 | 644 | 786 |
| East | 294 | 526 | 718 | 885 |
| West | 290 | 470 | 663 | 826 |

# Daily average number of children in out-of-home care placements

YTD. Unit of measure: number

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Region** | **September 2019** | **December 2019** | **March 2020** | **June 2020** |
| State | 11,949 | 12,023 | 12,096 | 12,188 |
| North | 2,693 | 2,680 | 2,684 | 2,689 |
| South | 3,701 | 3,732 | 3,777 | 3,823 |
| East | 2,036 | 2,044 | 2,046 | 2,061 |
| West | 3,519 | 3,566 | 3,589 | 3,615 |

# Proportion of placements that are home-based care

YTD. Unit of measure: per cent

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Region** | **September 2019** | **December 2019** | **March 2020** | **June 2020** |
| State | 96.3 | 96.4 | 96.4 | 96.4 |
| North | 96.7 | 96.7 | 96.6 | 96.7 |
| South | 97.2 | 97.5 | 97.4 | 97.3 |
| East | 95.2 | 95.4 | 95.3 | 95.4 |
| West | 95.6 | 95.7 | 95.8 | 95.8 |

# Children and young people in out-of-home care who have had two or less placements in the last 12 months (not including placements at home)

Month (snapshot). Unit of measure: per cent

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Region** | **September 2019** | **December 2019** | **March 2020** | **June 2020** |
| State | 90.8 | 90.8 | 91.1 | 91.7 |
| North | 90.3 | 90.8 | 91.7 | 91.8 |
| South | 91.1 | 90.4 | 90.6 | 91.6 |
| East | 91.3 | 91.7 | 91.9 | 92.2 |
| West | 90.7 | 90.8 | 90.7 | 91.5 |

# Number of children in kinship care whose placements are managed by community service organisations

Month (snapshot). Unit of measure: number

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Region** | **September 2019** | **December 2019** | **March 2020** | **June 2020** |
| State | 1,653 | 1,643 | 1,657 | 1,707 |
| North | 396 | 387 | 369 | 380 |
| South | 501 | 497 | 509 | 541 |
| East | 262 | 252 | 272 | 276 |
| West | 494 | 507 | 507 | 510 |

# Proportion of Aboriginal children placed with relatives, kin, other Aboriginal carers or in Aboriginal residential care

Month (snapshot). Unit of measure: per cent

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Region** | **September 2019** | **December 2019** | **March 2020** | **June 2020** |
| State | 76.3 | 76.3 | 75.5 | 75.6 |
| North | 79.1 | 78.0 | 76.8 | 76.6 |
| South | 72.9 | 74.5 | 72.7 | 72.7 |
| East | 75.2 | 75.1 | 75.3 | 76.1 |
| West | 77.3 | 76.7 | 77.0 | 77.3 |

# Sexual assault support services clients receiving an initial response within five working days of referral

YTD. Unit of measure: per cent

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Region** | **September 2019** | **December 2019** | **March 2020** | **June 2020** |
| State | 99.2 | 98.7 | 98.2 | 97.5 |
| North | 97.7 | 96.5 | 93.6 | 89.6 |
| South | 99.4 | 98.4 | 98.5 | 98.7 |
| East | 99.5 | 99.5 | 99.6 | 99.4 |
| West | 99.7 | 99.7 | 99.6 | 99.6 |

# Organisations that have successfully completed a certification review (family and community services)

YTD. Unit of measure: per cent

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Region** | **September 2019** | **December 2019** | **March 2020** | **June 2020** |
| State | No reports scheduled for reviews | 100  | 100  | 100  |
| North | This data is only available at state level. |
| South |
| East |
| West |

# Organisations that have successfully completed a certification review (specialist support and placement services)

YTD. Unit of measure: per cent

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Region** | **September 2019** | **December 2019** | **March 2020** | **June 2020** |
| State | 100 | 100 | 100  | 100  |
| North | This data is only available at state level. |
| South |
| East |
| West |

|  |
| --- |
| To receive this publication in an accessible format email Operational Performance and Quality Group <CSOD.reporting@dhhs.vic.gov.au>Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.© State of Victoria, Department of Health and Human Services July 2020.ISSN 2209-0010 - Online (pdf / MS word)Available at <https://www.dhhs.vic.gov.au/additional-quarterly-data-operational-performance>< https://www.dhhs.vic.gov.au/additional-quarterly-data-operational-performance> |