##

|  |
| --- |
| Performance for selected measuresQuarter 4, 2023-24 financial year |
| Child Protection and Family Services |

OFFICIAL

Contents

[Child Protection 1](#_Toc175126151)

[Reports to child protection services about the wellbeing and safety of children 1](#_Toc175126152)

[Number of investigations from reports to child protection services 1](#_Toc175126153)

[Awaiting allocation (annual) 1](#_Toc175126154)

[Awaiting allocation (quarter) 2](#_Toc175126155)

[Child protection investigations assessed as urgent that were visited or attempts were made to visit within two days of receipt of report (quarter) 2](#_Toc175126156)

[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 2](#_Toc175126157)

[Children and young people who were the subject of a substantiated report within 12 months of the closure of a previous substantiated report 3](#_Toc175126158)

[Family Services 3](#_Toc175126159)

[Total number of family services cases provided 3](#_Toc175126160)

[Number of family service cases provided to Aboriginal families 3](#_Toc175126161)

[Number of families receiving an intensive support service 4](#_Toc175126162)

[Number of intensive support services provided to Aboriginal families 4](#_Toc175126163)

[Care Services 4](#_Toc175126164)

[Daily average number of children in care placements (excl. permanent care) 4](#_Toc175126165)

[Daily average number of children subject to permanent care order 5](#_Toc175126166)

[Daily average number of children in foster care placements 5](#_Toc175126167)

[Daily average number of children in residential care placements 5](#_Toc175126168)

[Daily average number of children in kinship care placements 6](#_Toc175126169)

[Children and young people in care who have had two or less placements in the past 12 months (not including time at home in parental care) 6](#_Toc175126170)

[Proportion of Aboriginal children placed with relatives, kin, other Aboriginal carers or in Aboriginal residential care (including permanent care) 6](#_Toc175126171)

[Number of children authorised to an Aboriginal agency under the Aboriginal Children in Aboriginal Care program 7](#_Toc175126172)

[Certification reviews 7](#_Toc175126173)

[Organisations that have successfully completed a certification review (family and community services) 7](#_Toc175126174)

[Organisations that have successfully completed a certification review (specialist support and placement services) 7](#_Toc175126175)

# Child Protection

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

State result includes Central After-Hours Service. Division results reflect the location (address) of the client rather than location of the Intake Room. Data includes Address not stated, Interstate/Overseas.

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

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 34,029 | 68,340 | 101,870 | 139,612 |
| North | 6,364 | 13,273 | 19,478 | 26,476 |
| South | 10,151 | 20,581 | 30,680 | 42,494 |
| East | 5,335 | 11,240 | 16,958 | 23,272 |
| West | 10,079 | 21,678 | 32,291 | 43,975 |

## Number of investigations from reports to child protection services

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

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 9,953 | 20,020 | 30,016 | 41,140 |
| North | 1,991 | 4,095 | 5,977 | 8,085 |
| South | 2,924 | 6,001 | 8,963 | 12,399 |
| East | 1,522 | 3,174 | 4,804 | 6,622 |
| West | 3,045 | 6,449 | 9,787 | 13,356 |

## Awaiting allocation (annual)

State result includes Statewide Services. The awaiting allocation rate is the daily average over the 12-month period.

Annual. Unit of measure: per cent.

| Division | 2023-24 |
| --- | --- |
| State | 16.6 |
| North | 15.4 |
| South | 16.8 |
| East | 17.0 |
| West | 17.0 |

## Awaiting allocation (quarter)

State result includes Statewide Services. The awaiting allocation rate is a daily average over the quarter. Cases awaiting allocation are monitored by the team manager until a case manager is allocated.

Quarter. Unit of measure: per cent.

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 17.3 | 16.3 | 15.8 | 17.0 |
| North | 15.2 | 15.0 | 16.1 | 15.1 |
| South | 18.3 | 15.9 | 16.3 | 16.6 |
| East | 18.6 | 16.9 | 14.8 | 17.6 |
| West | 17.1 | 17.1 | 15.5 | 18.4 |

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

State result includes Statewide Services and Central After-Hours Service.

Quarter. Unit of measure: per cent.

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 97.1 | 96.1 | 96.6 | 94.5 |
| North | 97.0 | 95.8 | 95.9 | 95.1 |
| South | 97.1 | 97.6 | 96.9 | 95.3 |
| East | 98.1 | 94.9 | 93.3 | 94.5 |
| West | 96.6 | 94.5 | 98.0 | 93.5 |

## 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 Statewide Services and Central After-Hours Service.

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

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 4.9 | 4.7 | 4.3 | 4.1 |
| North | 3.2 | 3.8 | 3.1 | 2.8 |
| South | 6.3 | 6.7 | 5.7 | 5.4 |
| East | 4.0 | 3.5 | 3.3 | 3.6 |
| West | 5.0 | 4.1 | 4.3 | 3.8 |

## 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 Statewide Services and Central After-Hours Service.

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

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 19.8 | 19.9 | 19.5 | 19.3 |
| North | 19.9 | 20.7 | 19.5 | 19.8 |
| South | 21.4 | 21.4 | 21.2 | 20.1 |
| East | 14.7 | 17.5 | 17.9 | 17.5 |
| West | 20.0 | 18.8 | 18.4 | 18.7 |

# Family Services

## Total number of family services cases provided

The 2023-24 annual target increased to 22,692. Division results may not sum to State due to ‘other’ category.

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

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 8,958 | 13,079 | 17,264 | 19,811 |
| North | 1,845 | 2,619 | 3,499 | 3,975 |
| South | 2,553 | 3,990 | 5,284 | 6,089 |
| East | 1,871 | 2,236 | 3,451 | 3,943 |
| West | 2,660 | 4,234 | 5,030 | 5,804 |

## Number of family service cases provided to Aboriginal families

The 2023-24 annual target increased to 1,983. Division results may not sum to State due to ‘other’ category.

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

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 1,024 | 1,750 | 2,438 | 2,716 |
| North | 233 | 503 | 582 | 637 |
| South | 226 | 351 | 587 | 626 |
| East | 231 | 388 | 580 | 688 |
| West | 311 | 508 | 689 | 765 |

## Number of families receiving an intensive support service

Division results may not sum to State due to ‘other’ category.

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

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 671 | 1,418 | 2,070 | 2,951 |
| North | 164 | 332 | 525 | 748 |
| South | 178 | 447 | 614 | 804 |
| East | 104 | 230 | 303 | 432 |
| West | 216 | 408 | 628 | 967 |

## Number of intensive support services provided to Aboriginal families

The 2023-24 annual target increased to 925. Division results may not sum to State due to ‘other’ category.

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

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 143 | 353 | 507 | 709 |
| North | 31 | 83 | 149 | 204 |
| South | 35 | 104 | 149 | 202 |
| East | 25 | 68 | 76 | 103 |
| West | 45 | 98 | 133 | 200 |

# Care Services

## Daily average number of children in care placements (excl. permanent care)

The 2023-24 target increased to 10,641. Division results do not sum to State as includes Statewide Services.

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

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 9,197 | 9,282 | 9,289 | 9,316 |
| North | 1,730 | 1,752 | 1,785 | 1,781 |
| South | 3,066 | 3,098 | 3,193 | 3,205 |
| East | 1,533 | 1,548 | 1,522 | 1,532 |
| West | 2,868 | 2,884 | 2,786 | 2,794 |

## Daily average number of children subject to permanent care order

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

Division results do not sum to State as includes Statewide Services.

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 3,583 | 3,587 | 3,877 | 3,874 |
| North | 900 | 900 | 968 | 965 |
| South | 933 | 935 | 1,004 | 1,004 |
| East | 563 | 560 | 614 | 610 |
| West | 1,188 | 1,191 | 1,287 | 1,291 |

## Daily average number of children in foster care placements

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

Division results do not sum to State as includes Statewide Services.

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 1,416 | 1,414 | 1,403 | 1,391 |
| North | 198 | 198 | 248 | 246 |
| South | 549 | 553 | 570 | 570 |
| East | 224 | 224 | 220 | 217 |
| West | 445 | 439 | 364 | 354 |

## Daily average number of children in residential care placements

The 2023-24 target increased to 528.5.

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

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 484 | 472 | 475 | 472 |
| North | 102 | 100 | 103 | 103 |
| South | 122 | 119 | 126 | 127 |
| East | 98 | 95 | 94 | 92 |
| West | 162 | 157 | 151 | 148 |

## Daily average number of children in kinship care placements

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

Division results do not sum to State as includes Statewide Services.

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 7,294 | 7,388 | 7,398 | 7,425 |
| North | 1,429 | 1,453 | 1,449 | 1,441 |
| South | 2,394 | 2,424 | 2,436 | 2,452 |
| East | 1,210 | 1,226 | 1,231 | 1,238 |
| West | 2,261 | 2,285 | 2,281 | 2,292 |

## Children and young people in care who have had two or less placements in the past 12 months (not including time at home in parental care)

Month (snapshot). Unit of measure: per cent.

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 93.6 | 94.1 | 94.0 | 93.9 |
| North | 93.9 | 94.6 | 94.5 | 95.0 |
| South | 93.5 | 93.2 | 92.9 | 92.4 |
| East | 93.4 | 94.0 | 93.9 | 94.3 |
| West | 93.6 | 94.6 | 94.9 | 94.6 |

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

Month (snapshot). Unit of measure: per cent.

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 72.8 | 73.5 | 72.9 | 73.3 |
| North | 69.8 | 70.6 | 76.5 | 76.7 |
| South | 70.2 | 71.2 | 69.9 | 72.4 |
| East | 79.7 | 79.4 | 71.6 | 72.2 |
| West | 74.1 | 75.0 | 72.7 | 71.3 |

## Number of children authorised to an Aboriginal agency under the Aboriginal Children in Aboriginal Care program[[1]](#footnote-2)

New performance measure for 2023-24 to reflect Government priorities regarding the Aboriginal children in Aboriginal care program. The annual target is 250. This data is only available at state level.

Month (snapshot). Unit of measure: number.

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 221 | 228 | 219 | 258 |

# Certification reviews

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

This data is only available at state level.

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

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 100 | 100 | 100 | 100 |

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

This data is only available at state level.

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

| Division | September 2023 | December 2023 | March 2024 | June 2024 |
| --- | --- | --- | --- | --- |
| State | 100 | 100 | 100 | 100 |

|  |
| --- |
| To receive this publication in an accessible format email System Reform, Workforce and Engagement at: performance.data@dffh.vic.gov.auAuthorised and published by the Victorian Government, 1 Treasury Place, Melbourne.© State of Victoria, Australia, Department of Families, Fairness and Housing, June 2024.ISBN/ISSN 2209-0010 (online/PDF/Word) Available at [Department of Families Fairness and Housing Victoria | Additional quarterly data operational performance (dffh.vic.gov.au)](https://www.dffh.vic.gov.au/publications/additional-quarterly-data-operational-performance)<https://www.dffh.vic.gov.au/publications/additional-quarterly-data-operational-performance> |

1. New BP3 measure 2023-24 [↑](#footnote-ref-2)