

**Question on Notice
No. 81
Asked on 7 February 2007**

MRS DESLEY SCOTT asked the Minister for Child Safety (Ms BOYLE)-

QUESTION:

With reference to the Child Safety Department in Logan City-

- (1) How many Child Safety Officers and support staff now work in each office?
- (2) How many additional staff are required?
- (3) Is there evidence of a reduction in case loads?

ANSWER:

I thank the Member for her question and for her continued support of the hardworking child safety staff in her electorate and surrounding areas. Logan City is serviced by three Child Safety Service Centres - Loganlea, Logan Central and Woodridge.

- (1) For the 2006-2007 financial year, the service centres below have the following establishment numbers broken down further into Child Safety Officers and staff providing support, such as Managers, Team Leaders, Senior Practitioners, Child Safety Support Officers, Court Coordinators, Business Support Officers and Administration staff.

CSSC	FTE	Child Safety Officers	Support Staff
Loganlea	28.8	16.8	12
Logan Central	29.0	17.0	12
Woodridge	31.0	18.0	13
Total	88.8	51.8	37

- (2) Additional staffing requirements are monitored on an ongoing basis and are subject to budget approval each year. Operational pressures are also monitored on an ongoing basis and, when significant workload pressures are identified, resources are allocated to address these issues. A current example is the department investing significant resources in Investigation and Assessment backlog reduction which was identified as a significant workload pressure across the three Logan Child Safety Service Centres.

The department is also in the process of conducting a workload review, as part of its workload management strategy, which is due to be completed by 31 March 2007. This review is intended to identify the methods of measuring what a reasonable workload comprises and:

- develop a fair and accountable system for measuring the workloads of Child Safety Officers and Child Safety Support Officers;
- identify Child Safety Service Centre workload indicators for Child Safety Officers and Child Safety Support Officers; and
- identify processes for management of workloads for these officers.

Through the workload review, a method of assessing the complexity of each case will be developed which will incorporate a range of corresponding factors. This work will be crucial in informing workload and staffing requirements throughout the department and will also inform future workload management strategies of the department.

- (3) The significant resource allocation to the department arising out of the Blueprint in 2004 and subsequent budget allocations, has led to a 21% reduction in the caseload numbers in the Logan Child Safety Service Centres.

In addition to this, extra staff, such as Court Coordinators, Business Support Officers, Child Safety Support Officers, Recordkeeping Officers, Family Group Meeting Convenors and Zonal Placement Coordinators have been engaged to enable Child Safety Officers to focus on their core casework responsibilities.

The department's new Integrated Client Management System (ICMS), which is being implemented statewide in March 2007, will also be of benefit to departmental staff. This system will assist Child Safety Officers to better manage their workloads and to have immediate access to current and complete historical information in order to make informed decisions for children and young people in the child protection system.