

# COMMUNITY SERVICES WORKLOAD PLANNER 2015

## TIME TO TASKS

### History and background

As a result of proceedings in the Industrial Relations Commission in 1996/97 the Department and the PSA reached agreement to introduce a mechanism to identify what are reasonable and fair case load limits having regard to the time taken to perform the work. The department issued a memorandum directing all CSCs to commence introduction of a workload planner in February 1997. Since then there have been several updated and amended version of the Workload Planner. What makes the workload planner unique and effective is the fact that it is both a caseload management tool as well as a case planning tool.

### Benchmark ratio of time to tasks

Caseworkers and Casework Managers can use the benchmark ratios set out below in the workload planning process. They assist by providing minimum estimated times for tasks commonly performed by Caseworkers. These benchmark ratios were first promulgated in 2002, revised in 2006 and 2011. The activity hours have now been revised in light of new casework assessment tools, new program areas and increased work demands.

The suggested time allocations are minimum times and do not include travel time, general KIDS tasks, recording telephone calls and file notes, case enquiries, transporting of clients, court waiting time, maintenance of resources and equipment, individual and group supervision, training and development (including practice solutions),debriefing (outside of PAC & AC) regular team and unit meetings as well as special adjustments according to the level of caseworker experience. Additional time will be required for siblings.

The benchmark ratios listed below should be utilised as a guideline.

### Guide for the use of the Workload Planner

It is important that Caseworkers and Managers Casework read the more detailed guide on how to effectively use the workload planner. This Guide appears at the bottom of the actual workload planner tool.

## TASK HOURS

<b>CASEWORK</b>	<b>Hours</b>
Interview child /parent (primary & secondary)	2 to 3.30
Routine home visit (primary & secondary)	2 to 3
Pre assessment consultation (PAC)	0.30 to 1
Assessment consultation (AC)	0.30 to 1
Analysis and review of information gathered	1 to 2
Referral to Services, Section 248 requests,	0.30 to 1
Best Endeavours request (per child)	0.30
Referral of case to OOHC /ISS	3 to 6
Preparation and attendance at PPM	2.30
Chronological file review – per volume	3
Preparation of case for transfer	Min 2
Preparation for and attendance at Teleconference	1 to 2:30
Preparation of meeting (Invitation to participants, agenda and minutes preparation)	1 to 3
Preparation for and development of case plan	2 to 4
Client history review and write up (per volume)	3
Case consultation session	1
Consultation with Key Agencies	0.30 to 1
Arrange Contact visits	1 to 2
Supervising Contact Visit Min (or according to time determined by case plan /court order)	2
Preparing placement referral/client profile	1
Reportable Conduct Investigation (Briefings, preparations of reports, interviews and meetings)	21 to 30
Investigating and verifying an overpayment	0.30 to 1
Preparation of Submission (dependent on complexity)	1 to 3
Aboriginal consultation	1 to 2
Multicultural consultation	1 to 2
Placement Needs assessment	2 to 4
Supported Care assessment (visits, consults, deliver training to carers, obtain required documentation, write up)	15
Special Needs assessment	3 to 5
Prepare for Interstate transfer	2 to 4
Youth Subsidy assessment	2 to 4
Case review	1 to 2
Complete MRG	0.15
Review/closure	1 to 2
Case preparation for PF group supervision	1 to 2
Relative/Kinship carer assessment	12
Placement assessment (visit and review)	12
16A /245c request /response (dependent on complexity)	0.30

Preparation of genogram	1 to 1.5
CIF preparation	1 to 2
Prepare Carer - provisional entry onto Carer Register	0.30 to 2
Prepare Carer - full authorisation onto Carer Register	1 to 4
Entering Carers onto Carer Register (designated persons)	0.30 per entry
Prepare contact schedule	1 to 2
Preparation of Behaviour Management Plan (consultation, gathering data, write up)	5
SARA Safety Assessment	1 to 2
SARA Risk Assessment	3 to 4
SARA Risk Reassessment	1 to 2
SARA Judgements and Decisions	0.30
SARA Review/Closure	0.30

### **KiDS**

Search and obtain complete KiDS history (Dependent on length & complexity of history)	Min 0.15 to 0.30
Creating Contact	1 to 2
Completing Secondary Risk of Harm Part A	2 to 3.30
Completing Secondary Risk of Harm Part B	4 to 5
Completing interview notes & attaching	2 to 3
Entering child, y/p into placement, (Completing referral to carer, adding FPI and allowance schedule)	1.30 to 2
Create Respite Placement	0.15
Updating financial /placements records	0.15 to 1
Preparation of case for case review/case closure	1 to 2
Completion of meeting minutes	1 to 2
Create Carer Development Plan	2
Placement Review	1
Recording Special Needs Assessment record	0.30 to 1
Recording an Authorised Foster Carer Review	0.30 to 1
Enter initial Legal record	0.30
Creating a new Carer	0.30
Preparation of Plan for & Merge/Split/Roll (However very dependent on the state of the plan records and level of remediation required)	1 to 2
Managing KiDS Task List	1 per week
Individual Quality Data Management	2 per week
Case File Notes	4 per week

**OOHC (In addition to general provisions outlined)**

Submission for service	2 to 6
Arrange & Conduct Placement Review	6
After Care Service /Submission	4
Ex Child/YP in Care File Read (request files, cull, photocopy, support client to read)	6 per volume
Preparation of File for OCG (includes Case File Audit Form & KiDS Data Quality Checklist)	Min 2 per volume
OOHC Client Information Checklist	0.30 to 1
Preparation of Case for OOHC transfer	Min 2
Case Conference Preparation/Development of Case Plan and Case Plan meeting	12
Prepare Section 163	0.30 to 1
Prepare Section 149	0.30 to 1
Prepare Education Pathway notice	0.30 to 1
Prepare Health Assessment Pathway	0.30 to 1
Leaving Care/After Care Plan	12

**COURT**

Applying for Warrant	2 to 3
Preparation of general affidavit	3 to 5
Prepare and attend Children's Court Conference	3 to 6
Care Application Stage 1 & Stage 2 bundle combined	7 to 10
Prepare summary of proposed plan	2 to 3
Prepare Subpoena	0.20
Prepare Care Plan	7 to 10
Prepare Amended Care Plan	2.30 to 5
Prepare for and attend Preliminary Conference	2 to 5
Prepare Section 82 Report	2 to 3
Prepare for and writing of restoration plan	7 to 10
Court Attendance (whether giving evidence or not)	4 to 7
Preparation of documents for Children Court Clinician	2 to 3
Preparation of assessment Order Application	1

**INDIVIDUAL CLIENT AGREEMENTS (ICA's)**

Initial placement ICA	1 to 3
Recurrent ICA	1 to 2
First contact ICA	1 to 3
Recurrent contact ICA	1 to 2
Victims of Crime preparation	3

**GENERAL**

Reading and responding to Departmental e-mail	6 per week
Telephone contact with clients	0.30 per contact

Telephone contact with Service Providers	0.30 per contact
File Maintenance (Accreditation standard)	2 to 5 per week
Accessing Business Help/Policy changes etc	1 per week
Preparation for Supervision/PDP	2 per session
Personal Administration (flex, SAP HR, calendar)	1 per week
Data remediation tasks min	1 per week
Life Story Work	0.30 to 1 per week

**INTENSIVE SUPPORT SERVICE (In addition to general provisions outlined)**

Preparation of Client Profile (funding/referral purposes)	3
Attendance for Criminal matter (Court, Police or JJ interview)	3
Panel Report (initial)	2 to 3
Panel report (subsequent)	1 to 2
Consultation Meeting with Agencies/Organisation	Min 1
Engagement Meeting/Activity (with young person)	Min 2
Preparation of ISS Case plan	4
Update of ISS Case plan	1
File Review/Summary	10

**CHILD & FAMILY DISTRICT UNIT - CFDU (In addition to general provisions outlined)**

Complete Carer Assessment Tool	0.30 to 1
Carer review Home visit and write up	6 to 8
Case consultation/case conference	1 to 3
Shared Stories Shared Lives Training Preparation	7
Pre Training visit	2
Probity/Referee Checks	4
Carer Support Home Visit	3
Placement referral	Min 1
Carer Assessment (independent from step by step assess)	Min 3

**CASELOAD CEILING LIMIT**

If an effective workload planner cannot be agreed upon between a Caseworker and their Manager Casework, the matter should be referred to a PSA Representative as soon as possible. Should this fail to effectively resolve the situation then the Caseworker should limit their caseload to a maximum of SIX cases.

A case is defined as: "One file by way of a family or individual".

If siblings reside with separate carers and/or have unique or separate individual factors they are to be treated as separate cases and they should have individual files. It is recognised that, in some situations as with very complex and challenging cases, a single case may consume the entire caseload of a worker.