

2022/23 Supervisory and Ancillary Review Update

Meeting with the Public Service
Association

27 September 2022

Supervisory and ancillary review recap



- DCJ child protection and out of home care (OOHC) caseworkers have been reallocated across districts in 2022-23 based on the updated Caseworker Resource Allocation Model (RAM). The total number of available DCJ caseworkers across districts has not changed.
- Supervisory and ancillary allocations are being reviewed in the following two stages based on the updated RAM:
 - **Stage 1** is considering allocations of district manager casework (MCW), manager client services (MCS) and service support manager (SSM) roles.
 - **Stage 2** will consider allocations of district casework support worker, customer service officer (CSO) and senior customer service officer (SCSO) roles.
- Districts have prepared supervisory and ancillary implementation plans based on the supervisory and ancillary allocations and approved exceptions for stage 1.
- MCW, MCS and SSM allocations for 2022-23 and district implementation plans have been approved.
- Some districts are reconfiguring their operating model to ensure DCJ is delivering the very best services to vulnerable children and families in the most efficient way. This is occurring alongside the caseworker RAM reallocations and supervisory and ancillary review.

Overview of changes by district

District	2022-23 RAM reallocations ¹	Changes to supervisory and ancillary roles	Operating model reconfigurations
Hunter & Central Coast District	Decrease of 2.9 FTE caseworkers	<ul style="list-style-type: none"> Decrease of 0.1 FTE MCW Decrease of 2 FTE MCSs No change in SSMs 	<ul style="list-style-type: none"> The proposed model for Central Coast involves reconfiguring into Hubs across three streams: Central Coast Multiagency Pathways Hub, Central Coast Family Assessment Hub and Central Coast Permanency Hub. The proposed model for Hunter involves reconfiguring into Hubs across three streams: Hunter Child Protection Pathways Hub, Hunter Child Protection Assessment Casework Hub and Hunter Permanency Hub.
Illawarra Shoalhaven & Southern NSW District	Decrease of 13.4 FTE caseworkers	<ul style="list-style-type: none"> Decrease of 4 FTE MCWs Decrease of 2 FTE MCSs Decrease of 1 FTE SSMs 	<ul style="list-style-type: none"> The proposed model for Illawarra Shoalhaven District is to establish a Child Protection Hub operating model. The proposed model for Southern NSW District is to continue to maintain a generalist operating model in existing Community Services Centre (CSC) locations with a mixture of child protection and OOHC responses occurring based on three geographical clusters.
Mid North Coast, Northern NSW & New England District	Decrease of 14.6 FTE caseworkers	<ul style="list-style-type: none"> Decrease of 3.9 FTE MCWs Decrease of 3 FTE MCSs Decrease of 2 FTE SSMs 	<ul style="list-style-type: none"> The proposed model for Mid North Coast is to increase cross-CSC and district responsibilities for MCSs. Northern NSW has no current proposed changes to their operating model but are undertaking realignment of teams and reporting structures. New England has no current proposed changes to the operating model but are undertaking realignment of teams by folding the Quality Assurance and Continuous Improvement (QACI) and Child and Family District Unit (CFDU) teams into CSC's line management.
Murrumbidgee, Far West and Western NSW District	Decrease of 12.9 FTE caseworkers	<ul style="list-style-type: none"> Decrease of 3 FTE MCWs Decrease of 3 FTE MCSs Decrease of 1 FTE SSM 	<ul style="list-style-type: none"> Murrumbidgee and Western NSW have proposed a realignment of their service delivery model including cross district resources. This includes proposed office closures which will need to be addressed through a separate process.
South Western Sydney District	Increase of 8.2 FTE caseworkers	<ul style="list-style-type: none"> Decrease of 1 FTE MCW Decrease of 1 FTE MCS No change in SSMs 	<ul style="list-style-type: none"> South Western Sydney has no current proposed changes to their operating model but are reappointing CFDU functions to sit under the District Allocation Hub and the Permanency Hubs.
Sydney, South Eastern Sydney & Northern Sydney District	Increase of 17.7 FTE caseworkers	<ul style="list-style-type: none"> Decrease of 3 FTE MCWs Decrease of 1.4 FTE MCSs Decrease of 2 FTE SSMs 	<ul style="list-style-type: none"> The proposed model for Sydney, South Eastern Sydney and Northern Sydney is to realign staff and reporting structures over all three districts with teams working across the continuum of child protection and OOHC. Changes to the operating model are yet to be decided however two possible structures have been identified for consultation with the PSA and district MCSs which includes reducing nine units to seven units across the three districts.
Western Sydney & Nepean Blue Mountains District	Increase of 17.9 FTE caseworkers	<ul style="list-style-type: none"> Decrease of 1 FTE MCW Decrease of 2 FTE MCSs No change in SSMs 	<ul style="list-style-type: none"> Western Sydney and Nepean Blue Mountains has no current proposed changes to their operating model however preliminary planning is underway around reallocation of work including devolving CFDU functions and amalgamating the functions into other roles. The Adolescent Team has been collapsed and the caseworkers in this team can be absorbed into CSCs.

¹Caseworker numbers are based on change from 2020 Caseworker Dashboard. The total number of available DCJ caseworkers across districts has not changed.

Supervisory and ancillary allocations 2022/23

District	Caseworker child protection and out of home care allocation 2022/23 (FTE)		Supervisory and ancillary allocations 2022/23 including approved exceptions (FTE)											
	RAM allocation	Corrections Co-located Caseworker allocation	Manager Casework (MCW)			Manager Client Services (MCS)			Service Support Managers (SSM)			Total MCW, MCS and SSM		
			Current budget	Allocation and exceptions	Difference	Current budget	Allocation and exceptions	Difference	Current budget	Allocation and exceptions	Difference	Current budget	Allocation and exceptions	Difference
Hunter & Central Coast District	274.4	1.0	47.1	47	-0.1	12.0	10	-2.0	10	10	0.0	69	67	-2.1
Illawarra Shoalhaven & Southern NSW District	303.1	0.0	31.0	27	-4.0	8.0	6	-2.0	6	5	-1.0	45	38	-7.0
Mid North Coast, Northern NSW & New England District	312.5	2.0	52.9	49	-3.9	14.0	11	-3.0	13	11	-2.0	80	71	-8.9
Murrumbidgee, Far West and Western NSW District	208.9	0.0	53.0	50	-3.0	15.0	12	-3.0	13	12	-1.0	81	74	-7.0
South Western Sydney District	217.7	0.0	35.0	34	-1.0	8.0	7	-1.0	7	7	0.0	50	48	-2.0
Sydney, South Eastern Sydney & Northern Sydney District	160.6	0.0	36.0	33	-3.0	9.0	8	-1.4	9	7	-2.0	54	48	-6.4
Western Sydney & Nepean Blue Mountains District	297.8	2.0	48.0	47	-1.0	14.0	12	-2.0	10	10	0.0	72	69	-3.0
Total NSW	1775.0	5.0	303.0	287	-16.0	80.0	66	-14.4	68.0	62	-6.0	451.0	415	-36.4

Note: 'Current budget' refers to the number of FTE roles each district has in their supervisory and ancillary budget for financial year 2022/23. 'Allocation and exceptions' refers to the number of FTE roles allocated to districts (including approved exceptions) for stage 1 of the supervisory and ancillary review and that districts will move to this financial year.

Next steps

- Districts will begin implementing the changes as per their implementation plans, including communicating with relevant staff and local PSA representatives about the changes.
- Central communications to staff about the supervisory and ancillary review and changes will be provided, noting there will be differences across districts in the changes being made.
- A statewide plan is being developed for districts to follow when there are more ongoing staff than ongoing roles. The PSA will be consulted on this plan in October 2022.
- The purpose, function and responsibilities of the casework support worker, CSO and SCSO roles will be reviewed. This is expected to be completed in early 2023. DCJ will consult with the PSA as part of this review.
- Stage 2 of the supervisory and ancillary review will start when this review is completed.