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| Performance for selected measures  2024-25 financial year |
| Child Protection and Family Services |

OFFICIAL

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# 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 2024 | December 2024 | March 2025 | June 2025 |
| --- | --- | --- | --- | --- |
| State | 37,797 | 76,575 | 112,798 | 151,587 |
| North | 6,753 | 14,056 | 20,539 | 27,883 |
| South | 11,639 | 23,525 | 34,306 | 45,943 |
| East | 6,364 | 13,063 | 19,275 | 25,772 |
| West | 12,175 | 24,258 | 36,142 | 48,623 |

## Number of investigations from reports to child protection services

The 2024-25 annual target increased to 41,003.

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

| Division | September 2024 | December 2024 | March 2025 | June 2025 |
| --- | --- | --- | --- | --- |
| State | 10,936 | 22,640 | 33,976 | 47,361 |
| North | 2,048 | 4,432 | 6,563 | 9,186 |
| South | 3,421 | 6,887 | 10,279 | 14,263 |
| East | 1,649 | 3,614 | 5,525 | 7,676 |
| West | 3,617 | 7,349 | 11,049 | 15,475 |

## 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 | 2024-25 |
| --- | --- |
| State | 15.9 |
| North | 16.5 |
| South | 15.6 |
| East | 12.1 |
| West | 17.5 |

## 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 2024 | December 2024 | March 2025 | June 2025 |
| --- | --- | --- | --- | --- |
| State | 15.3 | 13.6 | 15.6 | 19.1 |
| North | 14.1 | 12.8 | 16.3 | 23.1 |
| South | 14.8 | 13.2 | 16.2 | 18.3 |
| East | 13.1 | 10.0 | 11.0 | 14.1 |
| West | 17.5 | 16.0 | 16.8 | 19.8 |

## 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 2024 | December 2024 | March 2025 | June 2025 |
| --- | --- | --- | --- | --- |
| State | 95.5 | 97.6 | 97.8 | 97.3 |
| North | 98.4 | 98.4 | 98.2 | 94.6 |
| South | 94.9 | 99.3 | 97.8 | 98.4 |
| East | 98.7 | 98.2 | 97.5 | 97.0 |
| West | 94.7 | 95.4 | 97.2 | 98.2 |

## 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 2024 | December 2024 | March 2025 | June 2025 |
| --- | --- | --- | --- | --- |
| State | 5.6 | 5.1 | 5.2 | 4.8 |
| North | 5.3 | 5.0 | 4.8 | 4.4 |
| South | 6.9 | 6.2 | 6.3 | 5.7 |
| East | 3.6 | 4.8 | 4.9 | 4.2 |
| West | 5.0 | 4.2 | 4.3 | 4.2 |

## 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 2024 | December 2024 | March 2025 | June 2025 |
| --- | --- | --- | --- | --- |
| State | 19.0 | 19.6 | 19.9 | 19.7 |
| North | 17.0 | 20.1 | 20.4 | 19.7 |
| South | 21.2 | 20.6 | 21.2 | 20.8 |
| East | 22.0 | 20.2 | 20.5 | 20.9 |
| West | 16.3 | 17.7 | 17.8 | 17.9 |

# Family Services

## Total family services cases commencing[[1]](#footnote-2)

Division results may not sum to State due to ‘other’ category. Data is lagged three months due to a delay in agency data submission – this allows a more accurate count of service delivery.

April to March (YTD). Unit of measure: cumulative number.

| Division | June 2024 | September 2024 | December 2024 | March 2025 |
| --- | --- | --- | --- | --- |
| State | 4,938 | 9,980 | 14,700 | 19,854 |
| North | 1,020 | 1,974 | 2,908 | 3,938 |
| South | 1,440 | 3,005 | 4,403 | 5,880 |
| East | 959 | 1,966 | 2,891 | 3,789 |
| West | 1,486 | 2,984 | 4,426 | 6,156 |

## Total family services cases commencing for Aboriginal families1

Division results may not sum to State due to ‘other’ category. Data is lagged three months due to a delay in agency data submission – this allows a more accurate count of service delivery.

April to March (YTD). Unit of measure: cumulative number.

| Division | June 2024 | September 2024 | December 2024 | March 2025 |
| --- | --- | --- | --- | --- |
| State | 677 | 1,441 | 2,143 | 2,886 |
| North | 176 | 367 | 544 | 728 |
| South | 181 | 380 | 562 | 767 |
| East | 128 | 293 | 442 | 553 |
| West | 191 | 399 | 593 | 800 |

## Number of intensive family services cases commencing

Measure was renamed in 2024-25 from *Number of families receiving an intensive support service* and the annual target increased to 3,310. Division results may not sum to State due to ‘other’ category. Data is lagged three months due to a delay in agency data submission – this allows a more accurate count of service delivery.

April to March (YTD). Unit of measure: cumulative number.

| Division | June 2024 | September 2024 | December 2024 | March 2025 |
| --- | --- | --- | --- | --- |
| State | 744 | 1,649 | 2,352 | 3,260 |
| North | 202 | 414 | 632 | 852 |
| South | 217 | 479 | 704 | 963 |
| East | 111 | 281 | 359 | 474 |
| West | 214 | 475 | 657 | 972 |

## Number of intensive support service cases commencing for Aboriginal families

Measure was renamed in 2024-25 from *Number of intensive support services provided to Aboriginal families* and the annual target increased to 985. Division results may not sum to State due to ‘other’ category. Data is lagged three months due to a delay in agency data submission – this allows a more accurate count of service delivery.

April to March (YTD). Unit of measure: cumulative number.

| Division | June 2024 | September 2024 | December 2024 | March 2025 |
| --- | --- | --- | --- | --- |
| State | 205 | 478 | 706 | 984 |
| North | 66 | 146 | 226 | 300 |
| South | 63 | 144 | 215 | 302 |
| East | 26 | 81 | 102 | 126 |
| West | 50 | 107 | 163 | 219 |

# Care Services

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

Division results may not sum to State as includes Statewide Services. The data source changed from 1 July 2024 for this measure.

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

| Division | September 2024 | December 2024 | March 2025 | June 2025 |
| --- | --- | --- | --- | --- |
| State | 9,181 | 9,194 | 9,261 | 9,288 |
| North | 1,705 | 1,693 | 1,712 | 1,729 |
| South | 3,129 | 3,113 | 3,131 | 3,140 |
| East | 1,606 | 1,612 | 1,616 | 1,609 |
| West | 2,737 | 2,769 | 2,795 | 2,802 |

## 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. The data source changed from 1 July 2024 for this measure.

| Division | September 2024 | December 2024 | March 2025 | June 2025 |
| --- | --- | --- | --- | --- |
| State | 1,309 | 1,317 | 1,311 | 1,304 |
| North | 227 | 232 | 228 | 229 |
| South | 503 | 503 | 504 | 502 |
| East | 226 | 228 | 228 | 225 |
| West | 351 | 352 | 350 | 346 |

## Daily average number of children in residential care placements

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

| Division | September 2024 | December 2024 | March 2025 | June 2025 |
| --- | --- | --- | --- | --- |
| State | 455 | 465 | 466 | 465 |
| North | 101 | 104 | 102 | 102 |
| South | 139 | 141 | 141 | 138 |
| East | 84 | 84 | 83 | 83 |
| West | 130 | 136 | 139 | 140 |

## 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. The data source changed from 1 July 2024 for this measure.

| Division | September 2024 | December 2024 | March 2025 | June 2025 |
| --- | --- | --- | --- | --- |
| State | 7,436 | 7,422 | 7,461 | 7,505 |
| North | 1,381 | 1,363 | 1,378 | 1,391 |
| South | 2,494 | 2,482 | 2,495 | 2,508 |
| East | 1,294 | 1,291 | 1,295 | 1,302 |
| West | 2,262 | 2,279 | 2,288 | 2,298 |

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

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

The 2024-25 target increased to 3,891. Division results do not sum to State as includes Statewide Services.

| Division | September 2024 | December 2024 | March 2025 | June 2025 |
| --- | --- | --- | --- | --- |
| State | 3,923 | 3,926 | 3,917 | 3,907 |
| North | 974 | 972 | 966 | 960 |
| South | 1,026 | 1,032 | 1,035 | 1,036 |
| East | 587 | 581 | 576 | 573 |
| West | 1,335 | 1,340 | 1,340 | 1,338 |

## 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 2024 | December 2024 | March 2025 | June 2025 |
| --- | --- | --- | --- | --- |
| State | 93.8 | 94.1 | 94.2 | 94.2 |
| North | 94.8 | 94.2 | 93.6 | 94.2 |
| South | 92.3 | 92.7 | 93.2 | 93.1 |
| East | 94.1 | 94.5 | 94.5 | 94.7 |
| West | 94.6 | 95.2 | 95.3 | 95.0 |

## 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 2024 | December 2024 | March 2025 | June 2025 |
| --- | --- | --- | --- | --- |
| State | 73.0 | 72.9 | 73.0 | 73.4 |
| North | 76.6 | 75.1 | 73.7 | 74.8 |
| South | 71.6 | 72.1 | 73.3 | 72.5 |
| East | 72.7 | 72.5 | 73.4 | 74.9 |
| West | 71.2 | 71.6 | 71.8 | 71.9 |

## Number of children authorised to an Aboriginal agency under the Aboriginal Children in Aboriginal Care program

The annual target increased in 2024-25 to 341. This data is only available at state level.

Month (snapshot). Unit of measure: number.

| Division | September 2024 | December 2024 | March 2025 | June 2025 |
| --- | --- | --- | --- | --- |
| State | 303 | 333 | 366 | 449 |
| *Note, certification review data against the Human Services Standards is no longer available in this report due to establishment of the new Social Services Regulator on 1 July 2024.* | | | | |
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1. New Department Performance Statement measure 2024-25 [↑](#footnote-ref-2)