



Secretary

Department of Families, Fairness and Housing

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BAC-BR-34125

Hon Sarah Connolly MP
Chair, Public Accounts and Estimates Committee
Parliament of Victoria
Parliament House
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By email: paec@parliament.vic.gov.au

Dear Ms Connolly

Thank you for your letters dated 4 February 2026 requesting further responses to three questions on notice taken at the 2024-25 Financial and Performance Outcomes hearing on 28 November 2025.

QUESTION 1 – How many children over the last 12 months were dual clients with Youth Justice?

Follow up question:

The response the department provided to the question on notice does not provide the aggregate number of children who were dual clients over the last 12 months. As such, the Committee would like to request that you provide specific information on the aggregate number of children who were dual clients with Youth Justice over the last 12 months.

Response:

The department does not collect aggregate data relating to the number of children who were dual clients with Youth Justice within the Client Relationship Information System (CRIS). Information about young people currently involved with Child Protection who are also involved with Youth Justice is recorded in CRIS so snapshot data is available. CRIS is a case management tool rather than a data reporting tool.

As of 30 June 2025, the number of dual Child Protection and Youth Justice clients was 155.

As at 30 June 2025, there were 18,688 open cases within the Victorian child protection program. The number of dual clients is a small cohort. Most young people in care or engaged with child protection do not offend and are victims of violence and/or abuse themselves.

QUESTION 3 – How often are children seeing their case workers within residential care – extract the data for children in care and how often they see their case worker?

Follow up question:

The response the Department provided to the question on notice does not provide a figure in relation to how often this occurs. Additionally, while the response states a fortnightly visit is considered a reasonable minimum, it does not confirm whether DFFH is meeting this minimum. As such, the Committee would like to request that you provide specific information in regard to whether children are seeing their case workers in residential care at least once a fortnight.

Response:

As stated in our previous response, a fortnightly face-to-face visit is considered a reasonable minimum in line with Child Protection’s client visit policy.

In 2024-25, there were 465 young people on average on any given day in residential care. Throughout the entire 2024-25 financial year, a cumulative total of 740 young people experienced an episode of residential care.

Information recorded within the Client Relationship Information System (CRIS) client visit field shows that young people who experienced an episode of residential care in 2024-25 were visited every 16 days on average.

In addition to visiting young people in their residential care homes, there are a range of other circumstances where Child Protection and/or Contracted Case Managers have contact with young people in residential care. These include:

- Transportation of a young person to and/or from their education facility
- Attendance with the young person to professional appointments
- Supervision of contact between the young person and their family members
- During a care team meeting and/or case planning meeting
- Telephone and online contact

The frequency of contact between Child Protection and/or Contracted Case Managers with young people in residential care outside of face-to-face visits is embedded in case notes and cannot be extracted as data. Individual circumstances influence how regularly a young person in residential care sees their allocated Child Protection and/or Contracted Case Manager. These circumstances are considered in the context of case planning discussions, development and review processes.

QUESTION 12 – How many Child Protection staff left during the 2024-25 year?

Follow up question:

The response the Department provided to the question on notice does not provide a figure on the amount of staff that left during the year, or and how many started.

As such the Committee would like to request that you provide specific information on how many staff left and how many started during 2024-25 in Child Protection.

Response:

Child protection headcount and full-time equivalent numbers fluctuate throughout the year based on recruitment and attrition. As at 30 June 2024, the department employed a total of 2,162.7 child protection practitioner classified staff (CPP3-6). As at 30 June 2025, the department employed a total of 2,171.69 full time equivalent child protection practitioner classified staff (CPP3-6).

Based on headcount data for the 2024-25 financial year, there were 286 new staff who commenced in child protection practitioner positions (CPP3-6) and 354 exits.

While collectively the full-time equivalent number of CPPs in statutory intervention positions (CPP3-6) increased in 2024-25, data about entries and exits is recorded using headcount rather than full time equivalent data so does not reflect the same increase.

Yours sincerely



Peta McCammon
Secretary

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