



The Hon Pru Goward MP

Minister for Family and Community Services

Minister for Social Housing

Minister for the Prevention of Domestic Violence and Sexual Assault

FACS
cc S Little
Gensec

EAP17/6034

Mr Stewart Little
Public Service Association
160 Clarence Street, Sydney
NSW 2000



Dear Mr Little

Stewart,

Response to concerns about ChildStory support model

Thank you for your letter of 28 June 2017 about the ChildStory support model.

I appreciate you raising your concerns about the impacts for FACS staff and the children and families we provide services.

I would like to address these concerns so you can convey to your members how they will be addressed.

I understand the ChildStory team have met a number of FACS PSA delegates at Delegate Committee meetings and had monthly consultation with a smaller number of delegates.

The team will continue to work with delegates to ensure your members' views are considered.

The ChildStory directors and other team members will meet regularly with the teams affected by the change in support model.

The model of support for ChildStory has been designed to make the most of the products chosen for the system.

The model has also been chosen so caseworkers, our partners, children, families and carers can be well supported and gain the most from future enhancements to these products.

The model has been designed to keep all initial support, business knowledge and design of future support changes in the FACS-staffed team.

The new ChildStory support operating model is split into technical and business support.

All business support is retained in-house. No external support providers are expected to have any knowledge of FACS business processes.

Support model including Accenture support services

The decision to engage Accenture to support ChildStory was made as part of the procurement process and contracts were signed in 2016.

Accenture has acquired a company called Cloud Sherpas who are specialists in providing support for the Salesforce platform and associated applications.

The support model negotiated with Accenture includes staff and a support system from the Cloud Sherpas business to ensure a specialised service. It is not a general Accenture support model.

FACS support staff will continue to have administrator roles so they can assist with access, small configuration changes, password issues, and assistance with how to perform business processes.

The support provided by Accenture is of a technical nature and includes technical fixes, development and small enhancements to the system requiring specialist architectural expertise and assistance with preparation and testing for regular new releases for the Salesforce platform.

Accenture will coordinate any support required from the vendors whose products have been used in the development of ChildStory.

All Accenture staff who provide a service to ChildStory will have background and criminal checks. While there may be some occasions when these staff have access to client information it will not be regular. Data security has been assured and there have been extensive security assessments and a Privacy Impact Assessment.

Timing and change for affected staff and ability to maintain business knowledge

The process to set up the new support model includes facilitating existing staff to have the first opportunity to apply for the roles.

It is hoped many of the existing employees will bring their business knowledge and demonstrate the required capabilities for the new roles.

I understand the PSA was formally consulted about and has responded to the Restructure Management Plan.

Details on the structure of the model and on the processes for staff to be involved in the change are contained in the Restructure Management Plan.

FACS HR, the ChildStory team and FACS ICT are supporting current staff through this process and these staff have had the opportunity to attend CV training and will have regular team meetings with the ChildStory Directors.

Employee Assistance has also been offered to all affected employees.

Internal recruitment to these roles will take place during July and August and if there are remaining vacancies they will be filled by other FACS staff or external applicants. FACS staff will have priority. The training for appointed staff will take place in September.

Existing staff who are not successful will remain in their current roles until May 2018 to ensure ongoing knowledge of current systems until they are decommissioned.

So that there is adequate support during 'go live' periods, FACS will ensure additional staff are available as required and current program staff will also provide support.

User Acceptance Testing

You raised concerns about the length of User Acceptance Testing (UAT) and the entire testing timeframes.

The total testing period for the program ahead of release one is 16 weeks.

I am advised that FACS recognises the importance of UAT and the formal UAT period for the program of two weeks is supplemented with a range of processes to ensure early visibility and feedback on ChildStory.

Business staff and PSA members have been shown elements of the system as they have been developed and have provided feedback. Where possible this feedback has already been actioned.

Once again I thank you for raising these concerns with me, and I look forward to meeting with you on 2 August.

If you would like more information, please contact Lisa Alonso Love, ChildStory Director on 9716 2692 or email lisa.alonso@facs.nsw.gov.au.

Yours sincerely



14 JUL 2017

Pru Goward MP