PSA summary of Child Story (CS) issues for meeting with FACS Secretary Michael Coutts-Trotter 1 November 2017

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1/ Practitioner usability – user friendly

» Wood Commission of Inquiry 2008/09 recommended KIDS is made more user-friendly. Previous failure of KIDS Core Redesign (Assist project) terminated after $12million spend with no improvements in 2011. Previous statements by Minister Goward that a more user-friendly system is the priority. Free up caseworker and reverse 80:20 ratio of office based Vs field based work

» Field managers, caseworkers and admin support staff report from their exposure to training that CS is less user friendly in too many areas compared to KIDS

» More clicks and scrolling, restricted overview of records and difficulties in navigation

» Absence of phonetic names searches

» Records not in one place – split against a person's role (up to 5 roles). No global view

» Other issues as per PSA Bulletin dated 20 October

» Common feedback that the platform seems to be based more on a sales environment as opposed to one managing human records and the complexities of CP and OOHC casework and financials

» CS is not intuitive

2/ Readiness

» Minister Goward was advised by FACS in meeting 2 August 2017 that the Child Story "engine" was fully built and ready for testing

» 3 months later it is obvious that this is not the case

» Outstanding critical defects; data migration and host of other issues which prevented delivery of all aspects of planned CS training

» Significant issues CS training for coaches, CS trainers, caseworkers, manager, admin support, JIRT / JRU, Helpline, Child Wellbeing Units, Statewide Services (Information Exchange and Interstate Liaison)

» Ability to deliver training continues to be problematic

» The fact that one of the senior people involved with CS (CS Communications Manager) felt she had no option but to resign given the department's decision to go live when CS was clearly not ready is more evidence of the seriousness of outstanding issues

3/ Fit for Purpose

» The full range of future CS users have reported that CS is not fit for their purpose including: Helpline caseworkers, team leaders, managers, admin support; JIRT / JRU and interface with police (which will heighted already strained relationship); caseworkers in Child Wellbeing Units; Statewide Services, Information Exchange and Interstate Liaison; Legal - printing and preparing all files for subpoenas as most records are now electronic

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» Practitioners who were involved in the design workshops left scratching their heads as to how their input did not translate into CS designs

» Unnecessary and confusing changes to terminology, record names and processes – different to current terminology in policies, procedures and guidelines

4/ Data Migration

» There still remain critical defects

» Concerns that due to current pressures to meet go live timeframe that many critical issues have been inappropriately downgraded to misrepresent scale of problems

» What process is applied and by whom is the classification of what constitutes a critical defect

» How many other levels of defects remain – i.e. below those classed critical

» What impact will non-critical defects have on CS and practitioners ability to use CS

» Some 20 million records to be migrated from KIDS but will they have the same level of functionality as newly created CS records for practitioners – visibility, searching, navigation in general, printing and downloading

» Full user access and ready visibility for history checks is critical for both Helpline, field staff and other supporting roles whose work depends on using CS to do their core work

» What is the contingency plan should significant or critical issue arise following go live

5/ Support material and reference guides

» Ironically CS trainers and coaches do not have access to reference guides and support material for their own use as well are providing to staff they are training

» The fact that this material is not ready has significantly compromised the quality of training

» Given the complex nature of our work such support material needs to be developed with input from practitioners to capture the nuances of CP and OOHC work

» The fact that this material had not been developed prior to train the trainer and practitioner training is indicative of how "unready" CS is to go live on 14 November

6/ Go Live training

» Training sessions have been plagued by additional IT problems arising from the external training locations – poor Wi-Fi connection problems, insufficient data and records on CS to undertake certain training modules, insufficient numbers of laptops, Citrus connections, general suitability of training rooms – often described as chaotic

» No risk assessment around training implementation – indeed no risk assessment for CS in general

» Training schedules changes with little notice

» Trainers not having access to training manuals – not fully developed or available

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» Many training session have been compromised due to loss of time – IT issues availability of training manuals and training support materials (flip charts, pens markers, post it notes etc.)

» Safety issues with multiple extension cords snaking across training venues

» Communication between trainers and the CS team has been inadequate – trainers struggled to get responses to issues they escalated to the CS team during training

» Absence of a Community Services co-trainer in every group to provide contextual information around business processes

» More Coaches need to be present in training to assist trainees who fall behind or struggle

7/ Ongoing support

» The Association strongly believes that the department's decision to disband and restructure the current KIDS support teams was a major mistake as outlined in our bulletin dated of 2 August 2017

» The well respected managers and many of the existing team members have not been matched to roles in the new support team

» The new support teams were meant to be in place 3 months before go live

» External recruitment is only now happening to fill some 18 vacant roles (the majority of roles) in the new support team structure

» The decision to change the majority of roles to Business Analyst roles is a mistake and appear designed to exclude the majority of existing support staff from being matched to a role in the new structure

» The loss of such experienced and respected support staff will seriously compromise the support available to CS users post go live

» The majority of the new support team roles will likely be filled by external applicants with minimal or no understanding of the business of CP and OOHC

» It is still not too late to reverse some of this and retain the best employees to support CS practitioners

» Despite the Associations repeated requests (in writing and verbally) to be consulted on the CS Restructure of the support teams, FACS has failed to arrange any consultative meetings

» The Association have received numerous concerns from members in relation to the fairness and transparency of the matching and assessment process applied to those employees seen as "not capable" to continue employment in the new support structure

8/ Impact on service delivery

» One year ago the department decided to go live with OneSAP just before Christmas. The problems that eventuated had serious impacts on service delivery including non-payments to foster carers and other services supporting children, significant downtime for casework and admin support staff

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» The potential impact of going live with CS before it is ready will have a far greater impact on service delivery – again just before Christmas, the worst time to go live with any new system

» The impact on caseworkers, managers, admin support and so many other roles which depend on CS to do their work is predicted to be acute

» Caseworker's ability to do their casework and create the records reflecting work undertaken will be seriously compromised. To the point that it may directly and indirectly result in placing children at further risk of significant harm – or even worse

» District are still working towards full OOHC Accreditation with very little time left. The introduction of CS will prove to be an added obstacle to attaining accreditation

9/ Impact on practitioners

» Casework and support staff are already working is highly complex and stressful environments.

» Many are working excessive hours to try and meet excessive caseload demands. The additional stress and frustration in trying to do their work and being required to use a system that is clearly not ready will have an adverse impact of their health.

» This is a genuine health and safety issue which FACS needs to fully consider, assess and take all reasonable steps to eliminate.

» By going live with a major new system which is not ready, FACS is failing in its duty of care to its employees and is possibly in breach of WHS legislation.

10/ Way forward

» Given that casework staff and admin support staff have now had some exposure to CS in the training environment, FACS is now well placed to collate the feedback and concerns to ensure CS is more user friendly and better fit for the various work processes of those who will use it

» FACS has already gathered valuable feedback and suggestions though surveys of those receiving training in CS, as well as the feedback from trainers and other key stakeholders within FACS. This should be collated to inform how to make the required modifications to CS so it is more user-friendly and fit for purpose.

» FACS should arrange another tranche of workshops with those who have been exposed to the CS training to gather information, suggestions and ideas as to how to have a system which meets the requirements and expectations of casework staff (and other users) – as had been promoted and indeed promised to staff during the promotion of Child Story since its inception

» FACS needs to include the Association and its nominated representatives in this process.