



PUBLIC SERVICE ASSOCIATION
OF NEW SOUTH WALES

General Secretary Stewart Little
President Kylie McKelvie
ABN 83 717 214 309

In reply please quote: CM:cj A17/0732

Mr Michael Coutts-Trotter
Secretary
Department of Family and Community Services
Locked Bag 10
STRAWBERRY HILLS NSW 2012

By email: petra.kathagen@facs.nsw.gov.au

Dear Mr Coutts-Trotter,

I am writing to you again about ChildStory.

Firstly, it is difficult to convey to you the extent of the PSA's disappointment that you chose to ignore our considered, measured and informed advice to delay the introduction of ChildStory and proceeded to Go Live on 28 November 2017.

ChildStory has had a fraught and difficult beginning because of its premature implementation. As a result of the difficulties that have been experienced it is our understanding that Community Services Statewide Services has now been directed to continue to use KIDS with Go Live delayed until 12 December 2017. Western Sydney and Nepean Blue Mountains Districts have however been advised that they must continue to use ChildStory and will need to also use KIDS until the end of December.

Our members have advised that the following problems are being experienced:

- Significant numbers of critical active records on KIDS have not been migrated to ChildStory;
- A significant but yet unknown number of migrated KIDS records do not appear in ChildStory, are incomplete, corrupt or unreadable;
- Attachments are missing in the majority of migrated records looked at to date;
- Individual caseworker dashboards do not work which means caseworkers need to search for their active cases rather than having them on their dashboard for easy access;
- Mandatory reporters waiting in excess of 2 hours to get through to the Helpline;
- Challenging usability and interface issues;
- Very few service providers have been migrated so no payments can be made for services (we understand that this week's carer payment run was essentially manually generated through KIDS);

- Carers' payments cannot be made through ChildStory yet KIDS currently only has read-only access in the 2 district which went live on 29 November; and
- Resources provided by the Department to assist staff are still inaccurate and onsite support is inadequate.

As a result, caseworkers in the two districts are unable to do their core work which places children at unacceptable risk. The PSA is deeply concerned that our members' worst fears are being realised. Ultimately children and young people will be placed at risk as caseworkers at this point in time cannot rely on the accuracy of records in ChildStory.

We call on you to take immediate action before there are any negative outcomes for children and young people because of the current failings of ChildStory. The system is simply not ready for implementation and that needs to be accepted and acknowledged by you and your senior executive.

We would also like to be briefed about the actions you are proposing to take to ensure that KIDS can continue to be used until the defects in ChildStory are rectified to allow our caseworkers to get on and do the challenging job they were employed to do. Unless the Department takes these steps, the PSA will consider all available options, including industrial action.

Please contact Sandra Lockey in my office on 9220 0982 to arrange a meeting.

Yours sincerely,



Troy Wright
Assistant General Secretary

..... December 2017