

Mr Troy Wright  
Assistant General Secretary  
Public Service Association of NSW  
GPO Box 3365  
SYDNEY NSW 2000



- 8 DEC 2017

EAP17/11896

Dear Mr Wright 

I refer to your letter dated 1 December 2017 about the launch of ChildStory on 28 November 2017.

ChildStory is the biggest change in our child protection IT system in almost 15 years.

Changes of this scale always have some small teething issues and we recognise the new system will take some time to get used to.

With familiarity, ChildStory will save time and effort, free resources for work in the field and make a big difference to how we support children and families.

It has been very encouraging to see caseworkers take this change in their stride.

A range of state-wide services are now live on ChildStory, including Metro Intensive Support Services, Joint Investigative Response Team (JIRT) Referral Unit and the Carers Register team.

I have seen the testimonials from workers at the Helpline, Western Sydney/Nepean Blue Mountains, Northern NSW, Mid North Coast, Illawarra Shoalhaven and Southern NSW, and a range of JIRT locations, who are all now using ChildStory.

Their feedback is overwhelmingly optimistic.

A Goulburn caseworker on Tuesday said:

“Across the board all the caseworkers were able to locate their open files and navigate within them. I have a few champions onsite that have mastered specific tasks and have been able to help other caseworkers to complete those tasks, allowing me to help others more. All in all the team are excited about the possibilities of what ChildStory can do.”

Where issues do arise, we are being transparent about what the issues are and providing regular updates to our frontline staff on when they will be resolved – which is mostly overnight at this stage.

To clarify a number of the issues raised in your letter:

- All critical records were loaded to ChildStory for Go Live. We made choices about what was loaded for day 1, based on feedback from practitioners on what is required to do their job. A range of other records, for example General File Notes and attachments are being progressively loaded. Until this is completed, caseworkers continue to have access to KIDS in read only form. All ongoing work is being completed in ChildStory.
- Individual caseworker dashboards were an issue and resolved on day 1.
- In the first few days after 'go live' there were some issues with service provider data due to how that data had been stored in KIDS. We have progressively fixed these issues.

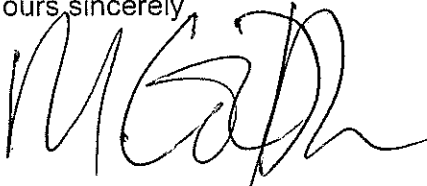
- Contingency and individual carer allowances are being made through ChildStory for districts that have gone live. The first full allowance pay run is scheduled for 11 December 2017.
- The casework essential guide will continue to be updated based on feedback from caseworkers.

I'm concerned that the PSA is considering all available options, including the possibility of industrial action.

As ChildStory implementation continues, I invite the PSA to work with us to discuss and consult on issues as they arise.

A regular meeting was scheduled between the PSA delegates and the ChildStory team for these purposes and, while I understood that the meeting has not recently occurred, I've asked for a new meeting date to be scheduled.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'M. Coutts-Trotter', written in a cursive style.

**Michael Coutts-Trotter**  
**Secretary**