



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

30/FACS
AGS TW

EAP19/724

Mr Troy Wright
Assistant General Secretary
Public Service Association of NSW
GPO Box 3365
SYDNEY NSW 2001



Dear Mr Wright

Troy

Thank you for your letter of 29 January 2018 concerning new requests for access to the Department of Family and Community Services' (FACS) Key Information and Directory System (KiDS).

I appreciate the concerns you have raised and have asked FACS for information about these concerns.

While you are correct in acknowledging that new access requests are no longer able to be submitted via the FACS' Business Systems portal, I am informed that such requests can now be made via ServiceNow, which was implemented in 2018 to submit all service requests including access requests.

I am also informed that FACS considers new user requests for access to KiDS on a case by case basis and may grant new user access where the individual can demonstrate a genuine business need for access. I am advised that no changes have been made by FACS for existing users, who may continue to access and view records in KiDS. However, I have requested that FACS review the existing protocols for new caseworkers to access KIDS to ensure they are properly responsive and appropriate. //

FACS is committed to promoting the health and safety of all employees and is committed to developing resources and delivering ongoing training to ensure that those employees can access relevant records in a timely manner. Employees are also encouraged to utilise the Employee Assistance Program when appropriate.

FACS advises that it has agreed to participate in further consultative meetings with the PSA in 2019. A FACS representative will be in contact with the PSA to schedule meetings.

Yours sincerely

Pru Goward MP
27 FEB 2019