



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 A170732**

The Hon Pru Goward MP  
Minister for Family and Community Services  
Minister for Social Housing and  
Minister for the Prevention of Domestic Violence and Sexual Assault  
51 Martin Place  
SYDNEY NSW 2000

By email: [office@goward.minister.nsw.gov.au](mailto:office@goward.minister.nsw.gov.au)

Dear Minister,

I am writing to you in the regard to your Department's decision in late December to stop all new requests to access KIDS or re-instate access.

The PSA has been further advised that caseworkers who send a request to the ChildStory Systems Administration Team now receive an email advising that "KIDS is a legacy system ... as a result no new access is being granted to KIDS." A unilateral decision was made without consultation, to disable the KIDS access request on the FACS Intranet business systems portal.

This action was contrary to advice from Departmental colleagues and against the wishes of all who use ChildStory and continue to rely on KIDS to access records and attachments to ensure the accuracy of their work.

This decision is absolutely wrong on so many levels, and creates additional risk for children and young people as casework staff do not have access to all legacy records due to the profound failures in migration. It will also result in more work, stress and frustration and more time spent by casework and administrative staff searching ChildStory for legacy records and attachments – often to no avail. The fact remains that a significant number of migrated records and attachments still cannot be located on ChildStory, as highlighted in our consultation meetings with ChildStory senior management and the NSW Ombudsman.

There was absolutely no discussion with the PSA despite FACS establishing a consultative process with us. This is both a reckless and arrogant decision with flies in the face of all advice, the concerns of caseworkers and defies logic and common sense.

The PSA is aware of Community Service Centres with large numbers of new caseworkers who have no access to KIDS and continually rely on other caseworkers or their Managers Casework to provide access to KIDS. This is disruptive and also in breach of the code of conduct and leaves staff vulnerable to conduct and performance concerns because of the Department's incompetence.

To add to this disgraceful decision no formal communications have been issued to staff about this latest development. They are somehow just meant to "get on with it" and make the best of a bad decision which hasn't been formally communicated to them. What has occurred is a complete bureaucratic failure which ultimately leaves children at risk. Just yesterday the PSA received the following email from a member:

***"I have accessed KIDS 3 times today as I was required to put additional information onto the system prior to our briefings with Police and Health. It is a vital component of my work day. I can go into a briefing confident (as far as one can be with our systems) that I have accessed all CS records, it is a lot easier to find records than ChildStory thereby cutting down the time I spend looking for information. Not to have access to this system would be detrimental to my ability to keep kids safe and my mental health."***

That is just one example of the concerns being expressed by our members. To add insult to injury FACS has cancelled the first ChildStory consultation meeting for the year.

The PSA requests your immediate intervention to reverse this deeply flawed and frankly ludicrous decision which compromises the safety of children and young people and caseworkers.

Yours sincerely,



Troy Wright  
**Assistant General Secretary**

29 January 2019