

Do you believe that you could do your work effectively on ChildStory without having access to KIDS?
If no, in what areas?
1. Finding records in date order. This is not possible in CS and adds to the time involved to understand a case as one cannot see the sequence of events. 2. Attachments that don't exist in CS are still in KiDS.
16A, CS checks - need access to historical information on KiDS. Too hard to find anything on CS.
A lot of history has not migrated
A lot of the history and records did not migrate onto Child Story and often the records are easier to locate on KiDS
A lot of the information on person records is missing from ChildStory. EG a person is not added to CS; there is no history for that person on CS but there is multiple records on KiDS.
A lot of the records which migrated over to Child Story do not contain information or attachments.
Access to chronological info
accessing records for older client pre child story - legals
Accessing any records prior to the implementation of ChildStory. It would be impossible to complete accurate history checks without having access to KIDS.
accessing historic information for risk assessments, file reviews, court applications
Accessing historical (KiDS and CIS) records is still difficult.
Accessing historical information. There is no way I could write a historical Affidavit without KiDS.
Accessing historical records/information
Accessing history
Accessing history quickly and competently to send caseworkers on initial response
Accessing old documents and old reports and info in date order
accessing old records 2017 and older, clarifying removal reasons and legals.
Accessing older records which are very hard to find on Childstory.
Accessing records and information prior to the implementation of Childstory
Accessing records not visible or difficult to access on Child Story
Accuracy in the information provided
across all areas
Adding additional information to a JLPR would be almost impossible without KiDs access. It is so much easier and clearer to see the child protection history of a child in KiDs
Adding addresses or searching under a address for a person is still lengthy, duplicate records not merged, Csc list not updated so Script will allow you to do the entire thing and then if there is an issue with a csc that does not exist it will totally cancel the entire script record
All
all areas
all areas - it is to hard to find anything on child story
All areas, history search , legal information, previous case work, family finding
All areas, in ChildStory information is so hard to find and financials for person groups are split between the children. if you did not put the financial on and go looking for it , it is nearly impossible to find eg an invoice for \$5000 with GST and NON GST components split between 4 children I would need to look for 2 separate financials in each child and have an idea of how many children are in the group to have a rough idea of the cost per person. In KiDs the financial is all together and when you open it the line items are together. Who ever designed ChildStory had no idea of our work or functionality
All areas, including records related to any adults with Child Protection history, legal records, in particular those which have expired, attachments that don't open on Child Story or Notes in Child Story which are BLANK and can only be see in KIDS.
All information is not over on child story
All previous assessment and records

All records are still not present on childstory
All the history is no transferred across. I find it hard to navigate history on both CS and Kids.
Although the records are all migrated across to CS, there are times when the attachments have not migrated.
any historical information has been badly migrated to CS or not migrated at all. it is very difficult to determine was has happened in the past by viewing CS records only.
As restoration case worker, I work with families whose case / engagement reaches back before Child Story was implemented. I often need access to Kids as recites, including legal records, have not migrated at all or not correctly.
Attachments and legal records
Attachments and searching through the history
Because Kids still has information on it that is not on Childstory.
Being able to do hisotrical searches for Triage.
Being able to view a child's history in a clear chronological way is still a struggle.
C/YP records, notably attachments
Cannot locate all of the history as it has not all transferred to CS from KiDS- no matter that they say it has, difficult understanding CS information as things are not easy to find and unless you put it in there and know it is in there it is difficult to find, cannot easily find all relationships and therefore cannot find all family history, cannot look up children/families by addresses so cannot find all family history, cannot easily find all previous assessments as all have not transferred from KiDs, not all attachments have transferred from KiDs to CS,
Cant find records, no attachments in legal records. Hard to read the information. Not in chronological order. Hard to put information onto childstory.
carer information and legal records, historical information
Carer reviews history checks, legal records
Carer Reviews, Carer Assessments, Carer related work
Checking children's history and accessing previous records
Checking for data that cannot be found in ChildStory
Checking historical info. Not everything has come across in a usable way, especially around carers.
Checking history
CHECKING HISTORY - NOT ALL DATA MIGRATED
Checking history and basic details, contact numbers and what work has already been tried
checking is easy in KIDS
Checking records, addresses, and older information
Child history searches
child protection
Child protection histories and finding family so many inconsistencies and errors in child story
Child protection history, legal history
Child Story has not merged the history data correctly, therefore I am required to log into KiDS to access these records.
Child story is difficult to view the history and what information relates to. The use of numbers in Childstory not peoples names makes it really difficult.
Children's history not easy to find if it's even on child story
ChildStory can be relied on for finding information that was recorded after ChildStory commenced (ie Nov 17) but information recorded prior to this on KiDS has migrated inconsistently and I am not confident that it has all come across.
Childstory is not at all set up for the work I do and increases workload to an incredibly excessive point
Childstory is not user friendly and I find it hard to find any real information
Clear history .. child story has records missing

Completing histories and reading old records, determining what action was taken by the CSC/JIRT regarding a ROSH Report, understanding legal records
Completing subpoenas
confirming the existence of families & addresses.
Correct identification of PCH and parties to records
correct information and relationships etc
Court documents, missing records, duplicate persons, relationships not entered, CS search is ineffective at times, some individual records missing completely, some records in child story only identified by numbers and not able to be identified
court work; previous history; legal records
CS Checks - some data has NOT migrated correctly.
CS checks, accessing Care Orders and Minute of Care Orders - they haven't come across from KiDS. History checks for S82's and S90s
CS is hopeless and when I have access to KIDS I can check on things as I have no idea where a lot of things are kept on CS. Its slow, useless and a waste of time
data migration
Data migration. Not all records from kids are on childstory
data that is not in the right spot so dont know if its come over eg legal
Despite ChildStory claiming all info has migrated over, it may not have migrated to the most "logical place" (quote from a ChildStory Support) and it takes time to locate information as it literally could be ANYWHERE in ChildStory
Despite claims to the contrary, there are still significant numbers of records that have not been transferred over.
Difficult to locate records, difficult to locate some relationships, difficult to add correct parties to records, can be difficult to locate legal attachments.
Documents and attachments have not migrated to child story from Kids
Doing child protection history repots
don't have the security that everything has been migrated across and I can find it. How ever it is becoming harder to remember KiDS
Ease of access and efficiency in accessing all areas
Ease of searching for specific record types, looking up individual parties, searching within particular records for attachments and looking for dates of records, authorisations, placement details etc. It is much clearer and easier to search for on KiDS. Also, not all documents have come across to ChildStory so I need KiDS to view these.
Ease of: History checks, finding relationships, checking assessments
even though I have access I do not use KIDS at all now. Those of my colleagues that continue to do so, continue to not understand childstory and have no interest in knowing how to appropriately, effectively and efficiently use child story. The longer they continue to use KIDS the longer this will continue and their practice will not improve.
Even though KiDS records have migrated, the information is either missing or difficult to interpret.
every history search is incomplete without access to KIDS.
Everything
Explore all records
file attachments
File locations (lots of these were not merged across), not fully confident that all records were migrated, easier to see where/when cases/plans were allocated
financials are very hard to read on child story especially when looking at what a young person has been paid. Also we still need to check for Subpoenas that we have captured all records
Finding CP history is easier to do on KIDS. It allows you to find different categories such as TCA order in one search.

Finding family and childrens records easily. Can't easily find anything on childstory. It's an nightmare.
Finding historic records on Childstory is a nightmare. Determining how many reports have been screened in for a child takes such a long amount of time. Its easier to go back to KiDS, find how many ROSH reports came in up until Childstory and then go back to Childstory to find the rest. Sometimes still finding relationships and people on KiDS is much easier than childstory. Finding records, unless you know which case they would be in, is ridiculous.
Finding historical records
Finding history of a child. Especially all the attachments to records. They're not all there.
Finding history, ease of access of information in one area to see making things more efficient in regards to time management. Also some files didn't migrate across properly ie attachments so without kids access I wouldn't be able to access them
Finding important information. Information not being migrated to child story. Court work has become more difficult to write due to information being in different places in child story eg events. Timeline not accurate and missing records. Records are harder to find.
Finding information in legal records, getting correct attachments, file review, triage related tasks.
Finding migrated records - many can not be located and it is very time consuming searching legacy records in ChildStory
Finding records I can't find on Child story, Historical information, Family relationships the list goes on.
finding reports and information from doctors, psychs etc
For history checks KiDS is still needed. Address searches on KiDS identify people who have lived at address where CS doesn't
gaining access to historical records
gaining an accurate history of information relating to families
Genograms, Relationships, PCH relationships particularly don't always show in Child Story due to duplicate roles i.e. child and other. All relationships need to be reflected on both roles.
Historic details, legal attachments and relationships
Historic records and migrated data is not accurate on Childstory
Historic records are difficult to locate, search function is terrible, timeline is by no means user friendly
Historical assessments - especially Initial Assessments and SAS2, SAS1/historical triage records
Historical background information
Historical child protection reporting difficult to find / or not on ChildStory yet. Spelling of names - ChildStory not having the search function for different types of spelling.
Historical data
Historical data unable to be found.
Historical file notes and attachments that are not easy to locate on CS
historical files - particularly in regards to children who have left care, and carer development plans. Locating certain records such as contact reports and assessments remains quicker on KIDS. Relationships are more accurate on KIDS
Historical information - Not all information has migrated correctly
Historical information - previous records are still very hard to find on child story
Historical information has not been transferred - previous assessments and reports have not come across to ChildStory
Historical information is hard to find in ChildStory
Historical information is much better accessed through KIDS
Historical information is still missing, incomplete or wrong on Childstory
Historical information, all records instead of in & out of a plan, and people
historical information. KIDS system is so more efficient and complicated than CS. KIDS is organised and more informative.
historical record search
historical records - in particular attachments have not migrated

Historical records are much easier to locate and filter for what you need. Locations carer information is a joke
Historical records, following a case chronologically, printing succinct and simple documents
Historical records, profile information, legal records
Historical records. Kids is easier to read and locate records quickly. A lot of time is spent scrolling through long pages of fields
Historical records. The migrated data is horrendous to search. KIDS records are a lot easier to search and find the information
historical reports , assessment access, family connections etc
historical rosh reports, locating birth certificates not migrated to Child Story, legal documents not migrated or able to be located on Ch St
Histories fro families do not seem to have accurately transferred over to Childstory.
history
History and details
History and legals
History and old records
History checks
History checks (records not accurate in CS and not user-friendly), accessing and reading pre-CS information
History checks are almost impossible to undertake in a timely manner on ChildStory, searching for relevant documents is almost impossible on ChildStory, it is so clunky and time consuming and frustrating
History checks for risk assessments
History checks of records
History checks, address history checks & phonetic name searches. Records incomplete.
History checks, and trying to determine if it has been substantiated that a POI has previously caused harm
History checks, risk assessments
history checks. rationales for issues substantiated or not ie J&D's
History checks. There is so much info you cant find on ChildStory
HISTORY IS EASIER TO READ ON KIDS
history is still hard to find
History of families, previous ROSH reports, relationships,
History of families, relationships and legal documents
History of family and finding people
History of people, legal and professional documentation
History of the families isn't always able to be found in ChildStory.
history on family, finding court orders. printing for files for subpoena's etc
History particularly parents as children
History review, accessing relationship information, finding carer information, finding placement information, legal document attachments, previous SAS2/SARA information
History searches
History searches and KIDS can be sorted by, Date, topic and record sections which makes searched easier to access
history searches, legal records,
History searches. Not all KiDS records are in the correct locations
history searches; finding historical rationale for PCH; seeing what contact records have been responded to; identifying relationships

history searches; locating documents that have not migrated properly from KIDS
History searching. Records and dates of older records are unclear, and it is difficult to search by categories
History, previous cases & assessments
History, sibling and family information. Finding information is easier on KIDS
History. Finding family looking at legals
History. Reported information.. legal information.family funding
History; understanding of older orders; searching for case-notes; finding legal decisions
I am a casework specialist - I would not be able to easily review children's history/records in chronological order. Records in Childstory are not in chronological order.
I am required to located ALL adverse information relating to a person. For one, it is incredibly difficult to even do a basic search for people to see if they exist on our system on ChildStory the 'exact match' eliminates alot of relevant people and the general of global search is not specific enough. I am often unable to locate a lot of information on ChildStory - including attachments - or unable to access records (historical meetings I have allegedly 'declined') or follow a 'related records' path on ChildStory for historical reports (many Triage etc records are included thought unrelated to the specific report). I rely on using teh CRN or the legacy identifier and conducting a global search to find related records (incredibly time consuming). The use of profiles at times triples my work (relationships and alerts don't translate). Also, not being able to see the 'subjects' of records means that if there is a sibling group with many children I have to check EVERY record on EVERY timeline as I can not see who it relates to, to determine if I have checked the record on another persons timeline already.
I am required to review the history of families and this is much easier to do on KiDS than ChildStory. If I have the option to use KiDS instead of ChildStory, I will.
I basically use KiDS to look at records that have multiple attachments as many of these have been migrated into ChildStory as separate files. If I copy the name of the attachment on Kids I am then able to use global search on ChildStory to locate it.
I can't find information on child story
I cannot find any records prior to 2017. There are historical records imperative to our work not available.
I don't trust child story. Not all information has been correctly migrated across and many records you just can't find
I find it difficult to find information on ChildStory, i find that all the information has not moved across from KIDS to ChildStory.
I find it fat quicker and more reliable to search KIDS for historical information
I have been with the organisation for many years and KIDS records have not all migrated or the information is still incorrect.
I have difficultly finding documents/records-still easier to find what I am looking for in KIDS
I have issues locating persons on CS and have located them on KIDS immediately
I just don't trust Child Story and go to Kids as so often information hasn't migrated across or if it has it is wrong
I need further training in ChildStory as I still find records I'm after are hard to find, which is why I refer to KIDS.
I need the old history and legal information
I need to audit in KIDS to find information not carried over to ChildStory. I use KIDS just about everyday. Childstory does not let me read home visit notes older than 12 months for auditing purposes.
I rely heavily on my ability to go back to KIDS as that is the only accurate record of what has happened in the past - the records have not all migrated over to CS and we are consistently going back to find documents that are no t on CS ie legal orders, birth cerificates, section 82 reports, immunisation records, medical reports et etc etc
I respond to many Chapter 16A requests, and it is easier to locate old records on KiDS.
I review many cases and not all info is on childtory. The information needed to complete a risk assessment is not always there on child story and kids is needed.

I use KiDS frequently to access child protection histories and other information. This information is not easily accessible on Child Story or is frequently found not be there. I have found that a lot of the information on KIDS has not migrated over to Child Story.
I use KiDS to research the history of the family as it more reliable and contains all the files and attachments.
I utilise KiDS in order to complete background checks on families for PACs/ACS and related casework.
Identifying ROSH reports from an engagement is cumbersome. Record explorer in KiDS made this easy. Relationships are essential for Legal and Placement records and yet when the merge occurred certain records were linked with the wrong roles of a person. Carer legacy records for assessments or annual reviews do not have a date and KiDS needs to be checked to identify when an assessment actually occurred.
identity and address and relationship checks; also legal orders are much (much) clearer on KiDS. As well, I check every child's records on KiDS first as some still do not show on ChildStory. KiDS is the only way to check the parents' history with any way to get an overview - it is a beggar of a thing to try to check old records on ChildStory - you can't see the issue so you have to open every single record then search a bunch of fields - so you have NO hope of getting the overall picture. You simply can't retain such fragmented detail and be able to put it together with any confidence eg to say when a parent was removed as a child and why.
If timeline printing could be filtered it would resolve one issue
I'm not confident that all information has transferred across to child story.
Important records have not come across from KiDS
In attempting to locate and or identify family. History of the family.
In client profiles and legal records - also whatever information hasn't migrated across from ChildStory
In the history. One case I had on child story it said a number of children were in care on child story however the children were not in care. Previously the children had been under a TCA when this migrated to Child Story it came across that they were in care. Also as each child has there own case if you have 8 children for example and you want to put on a case note you need to do this 8 times which is extremely time consuming. Child story is quite complex example if you are in the out of home care team and move to the triage team not only are you learning a new role you are also having to learn how child story works in that role. Also when trying to find documents like health it is not easy to find.
Information
information access
Information from KiDS is not easy to find on Child Story and sometimes isn't even on Child Story.
Information hasn't merged to CS correctly. Perpetrators information isn't on ChildStory and causing incorrect assessments to be completed that are endangering children's lives.
Information in the AAS records from KiDS to ChildStory did not transfer correctly. Data has been lost. Data has been entered in Childstory with incorrect dates. Workers names are on engagements are incorrect. KiDS provides at least accurate information
Information is very difficult to find on ChildStory. I can find information or records easily on KiDS. A lot of information has not merged under same headings on ChildStory eg: legal/Health. Waste to much time trawling through records on ChildStory to find relevant information. I have found that information has not merged across onto ChildStory or if it has, caseworkers are not aware how to find this information.
Information stored in Kids has not migrated to C/Story
Information that hasn't been carried over, it doesn't include the aboriginal placement principles, checking relationships that haven't come across
it is apparent that not all records were migrated and relationships not matching, also errors in KiDS were migrated sometimes making it difficult to identify persons correctly
It is at times impossible to find migrated records from KiDS on Child Story.
It is difficult to locate migrated records, as timeline is cumbersome to scroll through, and therefore difficult to easily access chronological records
It is very difficult to locate a childs history on CS

It is very hard to search for anything on Child Story. i still use KIDS to access information that has supposed to have been rolled over but hasn't.
It's easier to search for prior history on KIDS. CS is painfully convoluted
it's getting better as more records are entered on CS, KiDs is better for finding historical records.
KIDS has a more streamlined overview if you are searching for particular records. Also when I use timeline in chidstory some records are blank
KiDS has a thorough history (particularly legal records and attachments) that you can rely on
Kids has information that is easy to find trying to find anything on child story is a nightmare so much information is going to be lost once Kids is closed down.
KiDS is faster and records are easier to locate and review
KIDS is so much quicker and reliable to find information as ChildStory information could be anywhere.lack of training is a major downfall
KIDS is vital in being able to accurately review history, in particular.. I access KIDS nearly every day. I know for a fact that some data hasn't been migrated to ChildStory. Sometimes I need to log in to KIDS to determined whether a family has been allocated previously.
Kids records are much easier access, working with KiDS you are able to have access to all records, like general file notes, of the person or plan for in date order, this is available with all forms of records in the KiDS system. Child Story is not able to do this, you spent more time looking for the required records or description, this is frustrating
Kids records are much more user friendly and they are able to be found more quickly. Not all information was migrated in in the correct place/format
KIDS was somewhat user friendly so I am able to access records so much more easily. In addition, often cannot find records (legal, removal etc.) so i use KIDS for this background information. Also, if I have a new matter who have an extensive child protection history i still use KIDS for my file reviews.
lack of trust in child story that the information has migrated, including attachments. i would rather not have to look in KIDS but to do the best job for a client it is good to still have that access.
Legacy records are a problem often I am unable to see attachments. Legal records are not clear. Searching for documents can take a very long time on CS while it is much quicker on KiDS
Legal
Legal and placement records are not correct
Legal documents and finding information about contact, health and schooling
Legal orders and historical information is much easier to locate and view. Also relationships are much more comprehensive on KiDS. Errors appear to have come accross on CS re POI and PCH status.
Legal records
Legal records
legal records /relationship records/POI historical records /general document records
Legal records still haven't come across; all historical records from the old CIS system accessible in KiDS are not accessible in CS. CS has too many flaws; too hard to find where to place FSP information as they are NOT bound to use ChildStory as their own programs are authorised and accessible by OCG and are compliant therefor agencies ARE NOT obliged to transfer to ChildStory nor do they want to.
legal records, attachments
Legal records, some relationships, accessing specific records such as health was a lot easier on KIDS when you could request a specific category of records.
legal, history checks
legal, history notes and attachment
Legal, past history, paper files. printing Filter never works and identified issue in June and nothing to resolved. You have to go to Kids to print
legal, placements, finding parties
Legal. Old orders have not migrated

Legals. Health, disabilities, carer information.
Locating documents/ reports/ assessments. CS does not give the user a clear picture of the child's involvement with the department. CS continues to use numbers over names to identify types of info.
Locating people and information is at least two times faster KiDS and the fact that we need continual ChildStory support workers coming to our CSC's shows that there is still issues. I still have new caseworkers requesting men to look for information on KiDS and it helps.
Looking at historical records
Looking for records and history that has not migrated
Looking up historical information is harder on CS and so is adding information.
Looking up history and making sure information has transferred a cross correctly
looking up history of a family
looking up older records
looking up records and being able to find them
Mainly in the area of searching for records as the ChildStory searches are not user-friendly and can't be quickly refined
many
Many attachments did not move over to Child Story.
Many files have not migrated, notes have not migrated, some instances cyp in household has been recorded as a PCH not the actual PCH or POI
many records have not come across . with multiple roles difficult to find. helpline continues to create new people when they are already there , so information is lost. Relationships are not done properly so information lost. fathers not included on reports often so information is lost . Helpline is often not including the correct parties on the report and putting through them as unknown
migrated records on ChildStory are harder to find and read, particularly those where there are multiple children in the home
Migration issues with ChildStory are an issue. I need to access KiDS records to confirm information is correct.
Missing or incomplete information on ChildStory that is material to comprehensive assessment
Most areas, doing a history search plus printing history on CS is very difficult. Navigation remains cumbersome and difficult with information needed difficult and hard to locate. We continue to have areas in CS that remain non functional.
Most of my work is with young people who have aged out of care & not all relevant historical documentation is accessible through Childstory.
mostly ease of finding information such as court orders birth certificates and other like items
Need accurate and detailed history re checks for potential carers
Need history of financials in date order and type order
need to accurately and quickly locate history and important attachments eg external assessments that have not migrated to ChildStory from KiDS.
No all info migrated
no all records have come over. There are major safety issues as you cant read the alerts and why they are on. Relationships aren't always correct.
No attachments came over from KiDS to ChildStory, Legal, Organisations, to much to write.
No confidence in all historical information having transferred across
No confidence in historical records. Records not fully migrated, easier access to historical records
Not all data has come across. KiDS is easier and faster to use to search for records pre-ChildStory.
Not all history and clear information has come across to Child Story.
Not all history has been migrated and information is much quicker to find in kids.

<p>Not all information has been migrated effectively. KiDS is vital to review past attachments to Plans. Trying to locate information/ search information on file movements is challenging in ChildStory but available in KIDS. KiDS is easier to use when reviewing an extensive history for a child/ sibling group. Relationships are not current/accurate in ChildStory. Sometimes the legal status that has migrated is not accurate. POI/PCH data is easier to review in KIDS when you can find the related Assessments more easily.</p>
<p>Not all information has come across.</p>
<p>Not all information has migrated. Legal records are often wrong. CS has open cases saying PRM when the child is not in care.</p>
<p>Not all of the information is transferred or available</p>
<p>Not all records are in ChildStory, as much as they want to say that it is it isn't. It is clear that there is issues with migration as attachments are not there, records are missing critical information detriment to children and carers. We cannot make informed decisions without looking all data. ChildStory is not user friendly. It is difficult to navigate, there is no support.</p>
<p>Not all records have been migrated to childstory. Not all relationships have migrated</p>
<p>Not all records have migrated across when reviewing historical information or it is difficult to find/read in ChildStory. Some information that has been migrated to ChildStory is easier to locate in KiDS</p>
<p>Not all records have migrated to ChildStory. So completing family histories and understanding of court work and orders you still require KiDS access</p>
<p>Not all records have transferred over from KIDS. It is also difficult as some records from KIDS appear to be cleared so although there may be records, they are blank or have no attachments. In conducting history checks, i do not feel id be able to do this adequately without accessing KIDS</p>
<p>Not all records migrated</p>
<p>Not confident of the migration and finding vital information</p>
<p>Old records - anything past 2010 you need to cross check. Only the report and assessment (sometimes) are coming over. Other records like phone call records and general file notes have not migrated over in many cases.</p>
<p>Old records and quicker to find things</p>
<p>Old records are unusable</p>
<p>OMG everything - the attachments or carer assessments did not come across and so we can not read in Child story. When people are identified as PCH or POI - historically there is no link to the assessment.</p>
<p>Particularly when responding to subpoenas, as historical information has NOT been transferred to ChildStory effectively - broken links, missing data etc.</p>
<p>Past records (such as carer reviews) say see attached then there are no attachments - but in KiDS the attachments are there, they just haven't migrated across to ChildStory. This is also the case with past SAS2's.</p>
<p>Past reports and "notes" are chronological and full</p>
<p>PCH, Alerts, Prior ROSH reports, CP History</p>
<p>Previous allocations, assessments, contacts and records in general</p>
<p>Previous cases - not all information has transferred across still blank notes</p>
<p>Previous history search</p>
<p>Previous records that haven't migrated over to Child Story would not be able to be reviewed.</p>
<p>Printing continues to be an issue. Advance print generates erroneous amount of information often duplicated information over and over. Subpoena's are already time consuming to complete and without kids are completely problematic in effectively producing documents, advanced print is not fit for purpose.</p>
<p>printing records for subpoenas</p>
<p>Printing records in bulk. The advance print function in Childstory is not satisfactory. It creates duplication, blank pages, unnecessary records. Often misses attachments to file notes and unable to filter the date range.</p>
<p>Printing subpoenas, looking for records that were pre 2017 are very hard to locate and understand in child story</p>

records are easier to find and the search functionality works. Less clicking within records, easier to navigate, easier to find everything and info is on one page therefore less drilling into links. Nomenclature of KIDS is better, Ch.S. nomenclature is absurd - telephone calls are recorded under correspondence, whereas correspondence is written communication only! Home visits are engagements, open activity, etc not terms use by English speaking people for this activity.
Records are easier to find and understand on KiDS. It's much quicker than CS
Records displaying history for children is needed
Records have not come over correctly. Missing data especially legal records. Searching history and individuals is not effective on CS.
Records have not correctly been transferred to childstory from KIDS records are missing and dates are in correct . Family relationships are missing on childstory but can be found in KIDS.
Records have not migrated across to CS or it takes me longer to find records in CS, hence I use KiDs as I trust the accuracy of records and it's more efficient.
records have not migrated in full, or have migrated and not readable
Records information access, providing information to clients/agencies etc.
Records that haven't come over correctly, producing documents from ChildStory not working, legal, case plans, etc.
records, attachments
Referring to family history. I have little confidence in what has been migrated to CS. Also the amount of time to navigate history in CS is lengthy, therefore I refer to Kids which is much more user friendly.
Regularly have to refer to KIDS for historical documents that have not migrated into child story. Our team has one log in which we all use to access KIDS. We could not do our work effectively if we didn't have access to KIDS.
Related people and families is difficult to find. There are multiple same names and its difficult to work out which one I want
Relationships & old records have not completely been transferred across to childstory
Relationships, Legals, There are no specific headings in drop down box's in Triage and other areas.
Relationships. history search
Research on families Childstory is hard to navigate with closed cases from pre Chilstory.
Researching any historical records. KiDS is vital.
Researching Child Protection history of children and families
researching Child protection history, persons' history for CS checks, ease of finding information in comparison to ChildStory
researching historical records, child story is slow and documents are not labelled correctly for easy searching. KIDS is much more effective for locating important historical information
Researching history for families
Researching history, sourcing basic information such as DOB
review work and audits
Reviewing history
Reviewing history records
Reviewing matters that are closed is easier within KiDS
Reviewing of matters pre ChildStory, not everything is moved over and things, some don't have content or attachments and it is not easy to find, not in chronological order
reviewing previous casework (i.e. the new 'timeline' function)
ROSH Report History, Legal and other relevant Documents are easier to find.
Safety and risk assessments, looking up person histories, Court work
Safety Assessments and Risk Assessments. Gaining a adequate history report about a family
Safety, Risk and Alternate assessments - all history has not always transferred from KiDS

<p>searches for children within records is difficult, especially if there are more than 1 child with a similar name, one cannot distinguish between them without digging into them. This is time consuming. Carers report that their remittances for carer allowance do not have identifying details even initials so they cannot check if their payment is correct and if it isn't have no way of working out which child they have not been paid for or been paid for in error, the remediation to ensure that OOHC case plans have the child's correct school is not intuitive, often resulting in the case plan having the wrong school and year, SARA reports do not have the actual questions, which are answered, this means that when they are looked at by MCW, others completing a history or the courts, one needs to have the SARA manual next to them in order to know what question the narrative answers, they also do not highlight if the answer has been answered yes or no. I still have difficulty completing a history search in chronological order, the easiest way to do this in childstory is to do this with an advanced print, however this then generates a pdf which can run to thousands of pages for just 1 child, many of the pages have repeated information. it takes me 2-3 times as long to do a chronology in childstory as it does on KIDS and I always have the discomfort that I have missed something, especially with sibling groups. Still not sure how to navigate in childstory. Printing takes many more clicks than it did in KIDS as you have to generate a pdf first. They still can't have the one record automatically go to a number of siblings, except for legal records. you can't set it up so that it does not default to chatter, resulting in many more clicks, when you need help, you need to log it through service now which is just another process which can be confusing and does not help in the moment. It also generates too many emails and requires approval from your manager...just to get help!! Randon CW still have difficulty accessing Family Action Plans and are still having to use work arounds This impacts on other aspects of their work such as risk reassessments</p>
<p>searching - history gathering - all aspects of work - CS hard to see clearly what has happened as information is not always saved in the most logical place and sometimes if you dont go into the right place you miss critical information but you would not even know.</p>
<p>Searching and ease of finding information or info being present childstoeoy too cumbersome and complex</p>
<p>Searching cp history, placements, legal records</p>
<p>searching for a list of contact records an exporting into excel, printing for subpoenas without duplicates etc are still a problem, would rather get them from KiDS</p>
<p>searching for documents, old records, person relationships</p>
<p>Searching for historical information, clarifying legal orders</p>
<p>Searching for historical records including general files notes or assessment records that have attachments.</p>
<p>Searching for information</p>
<p>Searching for older records to do family finding or file review to understand a child's history.</p>
<p>Searching history detail and person relationships information is needed in KiDS. Inaccessible, not there or incorrect on ChildStory.</p>
<p>seeking information and family history</p>
<p>Some legal records and attachments can only be found in kids</p>
<p>Some records are missing from Childstory or more difficult to find</p>
<p>some records migrated from KIDS to CS were orphaned and you cannot locate them without a lot of extra work</p>
<p>Sometimes it's just easier to do a history check on KiDS. It's quicker and more straightforward</p>
<p>still have difficulty finding historic records</p>
<p>Still need to check some history in KiDS as not exactly sure where the information in KiDS has migrated to ChildStory</p>
<p>still need to look at historical records which haven't all come across and some of the information that has been has no useful information in it other than record type</p>
<p>Still required to look at financials that may or not have been paid</p>
<p>Still trying to navigate information and its just easier to find in KiDS</p>
<p>The ability to query records in KIDS is more streamlined. everything pertaining to a child can be seen and read in one place - through RECORDS. In Child Story a child's records can be in the details, the case or the under the case plan, resulting in more than one place one has to look for records.</p>

The file transfers from KIDS to ChildStory were incomplete. I NEED KIDS in order to access information about my young people. PLEASE DO NOT TAKE KIDS AWAY!!
the information transferred over from kids is either incorrect or not at all
The transfer of history is incomplete. I work in a program area and retrieving data from the past is imperative to painting complete pictures
There are areas of KIDS records that have not been transferred to ChildStory
there are historic documents that never came across to child story
There are KiDS records and summaries that remain unavailable in ChildStory two years on. The advanced print feature on childstory is so cumbersome that it cannot be reliably used forcing me to manually download PDFs of records.
There are printing issues with Childstory
there are records missing or records which have not content in them when you open them
There are still numerous things that were lost in migration, and when you're looking at histories to assess risk or put together a child's story it becomes important. The main reason use of KiDS is diminishing is a) new staff without any training in it, and b) time progressing, rendering those past times less relevant.
There are still records within KiDS that have not migrated to Child Story. records taht have migrated are oten not dated so you have to trawl through many records to find the one you are looking for. Finding records in Child Story involves many more "clicks" than it did in KiDS (eg the reported details of CP reports).
There is information on KIDS that hasn't rolled over to Child Story; it is very difficult to filter records on Child Story and takes much more time to locate information that sometimes needs to be located quickly; there have been occasions where I have not been able to amend documents; once a document is saved on Child Story, if the incorrect document has been uploaded it can't be removed; there is lots of navigation within the system to get to a certain point - much of this is time wasting and needless extra steps.
there is still historical information that is difficult to find and filter in ChildStory and some records i can't access
To locate history. I now people say that all data has migrated but that is categorically incorrect.
Tracking financial expenditure, Printing records for Subpoenas, Checking for File Movements.
transfer of records for case reviews
Trying to locate records is cumbersome e.g looking for a birth certificate, in KIDS you put in a general search and it would come up with a result. I am not able to put in a search for a record in ChildStory
Unable to locate old carer development plan records or easily find records pre ChildStory
Viewing Court Orders through the KIDS Legal tab where they are usually (not always) available as an attachment. As opposed to Orders/RAM/TCA section of C/Story which shows the orders but have never been able to find a PDF copy of them (perhaps I do not know where to look). Printing selected records from KIDS also more straight forward. Advanced Print in C/Story is not in chronological order and generally useless.
We are instructed to check and attach KiDS History when authorising a carer (Community Services Check) and again at annual carer reviews (to the ChildStory Only check)
When completing risk assessments child story has not all records from KiDs. There is a lot of missing records still on CS
When doing file reviews, a lot of information transferred to Child Story does not fully open
When it comes to historical information. There are still HUGE merging issues.
When needing information in a hurry, it is easier to access KIDS. There is also some information that has not populated across.

If you had to name one issue that is your biggest concern with ChildStory, what would this be?
- It is very slow, always experiencing issues - Often does not save assessments/notes - Constantly having to open numerous tabs to view assessments, case notes, plans etc
..
1. Duplication of data entry - one note/attachment (for example) for a family needs to be added as many times as there are children in the family 2. Incomplete data migration from KIDS. 3. Genogram function does not work.
1. Migration of historical information. 2. Not being able to have multiple subject records for siblings ie home visits, letters to parents etc.
1. the process for printing is ridiculous. Even worse for subpoenas, especially 'declined' events. It shouldn't take 4 screens to print ONE assessment. 2. Having to duplicate records across siblings. Person groups only works occasionally and only for some records. Multiple person groups are often required and this is not an option. 3. Narrative for questions with 'square' multiple choice questions don't populate into assessment summaries. This means this information can't be submitted to court. 4. radio options don't save in assessments. 5. The amount of times people lose records and assessments because of both childstory, save and user errors is ridiculous! KiDS used to autosave every 20 seconds. I cannot type directly into childstory for fear of losing a record; i must save it in a word document first. This is unnecessary double handling. 6. I wish we could sort records by date. 7. I wish we could change our next approver easier (with rationale as i understand why this is a tricky thing to request)
A child will die because reports and information are missed
Accessing all information relating to children and families
Accessing and printing a large volume of records.
accessing current information losing information having to finish one part before moving onto another part when doing assessments
accessing information; such as history checks and secure files
Additional time
Advanced print. There is no effective print opens and this is more time consuming than KIDS.
after writing a report, losing the information and have to rewrite the report.
All history for families are not recorded correctly and my KiDS access was reinstated but has now stopped again for some reason.
All of child story
Allocation, know where children with NGOs are placed. This is regularly not updated and therefore we don't know where children are.
Alternate assessment. This can take 10 hours or more whereas a SAS2A would take no more than five hours. Everything about ChildStory takes longer-person searches, reading records, writing assessments. It is acumbersome clunky system. There could not be a worse database in the world. I hold the people who chose it in contempt.
always having to applying for next approver.
amount of times the same info has to be completed for each child, when you pause an assessment it takes you back to the beginning not where you paused.
Any mistakes mean that you can't access the sections of child story you need to afterwards eg. provisions of assistance, if you recall one then it locks the record for further provisions of assistance.
Approvals for assessments and financials as they are often allocated to a Manager that is not directly involved in the matter or they are away so another approved then needs to be allocated. Turn around time can be weeks to have something approved.
As I dont use it everyday, I cant keep up wiht the changes
At the moment i have 12 case plans that i cannot get signed because they are showing the wrong school information even though i have spent hours ensuring that my school information is up to date and end dated.

Being able to accurately document everything on ChildStory in the "right" section and then being able to find the relevant information for a new matter about past intervention / reports and screened in outcomes.
Being able to find historical records easily in a chronological matter.
Biggest issue for caseworkers is having to put same record on multiple children's cases. Basic respect would have resulted in a system where you can put on one record and it goes across a sibling group! The biggest issue for me as a casework specialist is the length of time it takes to review a child's history. Records in timeline are not in chronological order and scrolling takes forever! Secondary - You can't even search for a child based on an address.
Bundling print jobs from the timeline. Information duplicated and not easy to read. Too many bundles for large amounts of documents. Time consuming.
buttons that do not work ie only one submit button works
Cannot add cases to events/home visits and notes and attachments. This amounts to duplicates of records needing to be entered up to amount of children in the family, in child protection cases sometimes home visiting can be up to 4+ times a week and depending on the amount of children in the home this is an enormous task. The increased recording of documentation for each child is meaning less children are being seen that could be seen and as an agency I do not understand how this can be accepted as caseworkers are stuck doing administrative tasks instead of working alongside families. The care and protection practice standard of documentation in casework is compromised by a non efficient system. This failure has been known since the start of Childstory and is not rectified and this failure has not been recognised and our agency should be accountable for the amount of time this has taken from families, keeping children safe and added stress to child protection workers who are struggling with caseloads and no concession for an inefficient system.
cannot easily locate information
Can't find important information
Can't find information in an efficient and timely fashion.
CANT NAME ONE CONCERN
Can't really.
Can't see the full version of forms and assessments - only see limited information at a time; no way you can tell who is related to whom and what the relationship is; can't add people into a Family Action Plan to complete tasks unless they are a ChildStory person; I don't even 'exist' as a user in ChildStory in my normal role because not all people in my role were added to it when it commenced.
Case Planning
Case plans continually escalating for ongoing approval when already approved due to putting on a financial contingency
Change in Management, my records are not updated to current manager and many hours spent logging calls and having records updated to have them be approved by correct manager. many records require different approvals If you are unsure of what you need, how do you obtain information on how to obtain the list goes on. Search / Knowledge bar does not always have what you need because you don't know the right name for it
Changing data on the system from PRM to Guardianship. Also when adding information we have to go into each child except for Legal.
Changing next approver
Child Story is not user friendly and very complicated . We are now having to reproduce Family Crion plans on Child story for families that could not be completed previously due to that not working for over a year after child story started . We were completing a paper copy then attaching on notes and attachments . Now we are having to spend more time to rewrite these on child story . If there are 10 families that is at least 15-20 hours of extra work which stops me from seeing my families then putting children at risk apart from all the other CS problems which take extra time and phone calls to the helpline .
Children being placed at further risk because of my lack of confidence and knowledge of CS
Children's Legal Records, placements, especially when a child is placed with an NGO.

Childstory doesn't copy of the records if there is 8 children in a family, hence having to do records indivially which takes up hours attaching to Childstory
Childstory Glitches, resulting in lost work and extended time working with a families report.
Childstory has been implemented for over 18 months now and still does not do what we were told it would do. Some things we don't know it does because we have not been told how to access the facility within the programme. Not having fields listed alphabetically wastes a lot of time finding them on various pages. Risk of RSI is extremely significant due to the additional "mouse clicks" involved in entering data - eg Case Plan needs to have everything entered into a specific area, each of which needs to be opened and saved separately instead of on one flowing document.
Childstory is an absolute catastrophe from head to toe. As a user it's impossible to narrow it down to one issue. But the thing that's always added insult to injury is our executive trying to blame users rather than take responsibility for squandering our one big chance at a better system this decade. The system is horrendously designed. Basic tasks still require more clicks, more time, are not intuitive, and contain various bugs and dead links. Users still frequently express frustration, but our concerns are either already reported, already known, or we feel reporting makes no difference in the face of a huge already known backlog of design issues.
ChildStory significantly increases time to complete work as using ChildStory can take up to three times longer to complete a task compared to undertaking an equivalent task using KiDS, which is associated with records being difficult to locate in ChildStory as there is no consistency in where particular records may be uploaded, as well as general system malfunctions.
Complete assessments and then they disappear and it has to be rewritten hence taking twice the time to write a report.
Complexity time consuming
complicated
Complicated and not user friendly.
complicated system
concern that not all historical information has migrated and needing to verify through Kids
Confusing processes
Constant problems with functionality that mean rather than recording required information you have numerous attempts and then give up hoping that it will be fixed by the time you try again and then it's not and the information gets lost or never recorded. people spend so much time trying to add things that they think it has been added when in fact the work is not completed.
Constantly doubling up on records with children and their siblings! It is so time consuming to enter notes and events to all children.
Continual errors within Carer Organisations: * checks being generated incorrectly (eg, last year's check within this year's assessment record) * checks not being generated (eg, probity checks for a adult household member within an authorisation assessment record) * Organisation Person Roles - duplication which require considerable CW time to remedy (ie, end dating the duplicate) * missing Next Approver - Service Now request required for every assessment missing the next approver
Convolutd, time consuming, more "clicks" to access records than in KiDS; recording guide content keeps changing, and the Alternate Assesmtn format is just awful. 2 yrs ago in training it was acknowledged that it was not user friendly and we were told that a new format was begin developed. Still not seen it! You can't access the questions until you launch an actual assessmentn (ie you have to do the assessment before you know what detail you need to write it up); there is no user guide to the content of the Alternate assessment, and it uses terms that are no referred to in any other assessments that CW staff have to write. Eg writing to the childs level of "emotional and behavioural adjustment"
Convolutd, time waster!
Copy and paste case notes/meeting records/home visits multiple times to siblings. This is very time consuming. You should be able to write the above listed and attach to siblings in a simplified manner.
correcting errors on field assessments.
CS is not in a logical format - it takes a long time to find records and the inability to relate records into different cases makes the process of updating information into sibling groups cumbersome.

Cumbersome, poorly designed and not efficient.
Daily problem for me is financials- approvals not glowing up properly and difficulty putting on allowances meaning children are not able to access things they need and are entitled to
Data being lost ie case notes and safety and risk assessments
data migration
Data migration from KiDS to Childstory not complete. Serious risk issues when PCH is not transferred to Childstory.
Data migration/ too many areas that you can record the one thing.
Debacle
Difficult to find information
Difficult to find information in a timely manner. This means kids are at greater risk of not receiving the service they deserve, not to mention a waste of resources.
difficult to locate things
Difficult to navigate
Difficult to navigate , to research history effectively and doesn't connect dots between families in relationships.
Difficult to navigate and access ALL records with ease
Difficult to navigate and no easy way to find records,
Difficult to navigate to find out information/very complex
Difficult to use. Unable to capture the bigger picture of what had happened for a child. Missed information due to the complex data base.
difficulty accessing records, knowing where records are located. getting the system to work as it should and having 'work arounds'.
Difficulty in accessing records in a timely manner. Work being "lost " in Child story and having to re enter.
Difficulty in finding information which is crucial particularly in CP matters, historical documents almost impossible to find, assessment documents SARA and ALTERNATE do not generate properly.
Difficulty in finding records Also duplicating work across multiple family members
Difficulty in finding records (ease of sorting, filtering information).
Difficulty in finding records in ChildStory
Difficulty in tracking number and location of paper files
difficulty locating and accessing older records
Difficulty locating legacy records increases the risk that important child protection information may not be located or shared, placing children's safety and well-being at risk
Difficulty locating pertinent information - it could be in a myriad of locations.
Documents and information is not easily found as there is no order to documents. Also, we are having to double records for multiple children. In KIDS, 6 children are linked to a "family" and one phone call record is placed on the family record. However in Childstory, we have to spend time copying and pasting that record 6 times for each child.
Documents that haven't migrated from kids
Does not support the worker do It's a fucking sales system
Doesn't flow. It is hard to close matters. A family should be grouped not as individual cases.
doesn't have the functionality that KIDS did
Doing court documents and case plans , the indentation of text, information not populating over from CS to the final documents. It is frustrating and time consuming when I need to fix text manually .
Double handling and the hours spent dealing with admin issues rather than casework
Double up the work. You will need to put records on childstory in 2 different places for the same thing as there are so many different areas to look for the information. if you have a family of 4 you must repeat the process for each individual child. double up waste of time and it takes so much longer to complete a task.
Doubling up on putting info in

Doubling up records, i.e. when something has already been recorded why does it have to be recorded in another areas. We should not have to generate report after completing a record just so that when we advance print it prints. The system should be intuitive enough to do this on its own. It creates more mouse clicks and time for the user.
Duplicate people profile
Duplicate profiles not being merged
Duplicate records needing to be copied and pasted to every child's case- takes more time
Duplicate records/information required for information to be found and the inability to search for individual records.
Duplicating notes and events for multiple children in sibling groups. The sheer amount of time this takes every day is a huge amount of time that could be spent actually acheiving change for children.
Duplication
Duplication of records
Duplication of work - not able to attach work to more than a single engagement or case plan. Need to repeat this work for multiple times, or not at all. Staff are needing to create their own work-arounds. It's impossible for families with more than a small number of children.
duplication of work and the time it takes to put records on. multiple kids you have to attach the same record multiple times instead of once like you did on kids.
Duplication required, Inability to navigate easily from screen to screen.
Entering records on some sections is cumbersome and time consuming. For example The Carer Reviews section takes a lot of time to work around.
Entries going missing when entered
Error messages - if they were clearer and worded simply users would be able to resolve issues themselves.
Everyone is not up to date with childstory.
Everything Difficult to find stuff Links not working It's not intuitive Cases are not linked Completed Assessments disappear To much clicking to get into things Etc etc etc There's something new everyday going wrong
Everything about it
Everything takes so much longer to do than it did on KIDS. It wastes time and prevents people from being able to do other things - eg being Out in the field
everything you do, absolutely every record you put on takes more time and in the end many phone calls and other case notes just don't go on the system. I feel like I am chained to my desk. I sit there all day, typing away and never making a dent in anything that I have to do. Every single thing is harder.
Extremely time consuming to use. While there are clearly features in it that we asked for, they have not kept the good or functional things about KiDS that were useful and saved time. Child Story takes longer to create records and input information to records, that also need recording in multiple places for the same information. There have been many frequent changes in the recording guide, and no notification of when the recording standard was changed
Failure of the system to complete almost all tasks, drops out, time it takes to complete the most straight forward task, paperwork disappearing
Features such as person groups do not work and result in having to replicate records for sibling groups greatly adding to the time spent adding records
Features which were identified to make our work easier; we have to duplicate records for all children as opposed to just using person groups.
financials
Financials
Financials - not easy to track and monitor
Financials are difficult to find
finding information is very difficult and there are two many places to put information
finding information. KIDS was very clear ans simple.

Finding records
Finding records and developing a clear picture of a child's history is very difficult. The system is very difficult to get your head around and the location of records is very inconsistent. I sometimes put a record on then cant remember how to find it again.... Legal records are the most difficult.
Finding records and looking at historical records - it is very unclear where records are/should be - records can be in multiple area - we were told that timeline provides an easy way to find records in a sequential order - then told recently that timeline doesn't do this. Trying to print records to respond to a subpoena is impossible
Finding records to support assessments. Finding children's and carer's records that have not come over from KiDs. The long process it takes to save most records. Needing to replicate all records for siblings. Continual difficulties with logging on to KiDs to find historical information that has not come over to CS.
Finding related records - especially with historical records
Finding the red cords and attachments in the right spots
Finding things.
Finicals payments
Flaws withing legal records and case plan records
Following workflow for older records Incomplete information from data migration or difficult to find
For me it is about not having any training and trying to do things I have no idea about. I also find it hard to keep saying to my team "Childstory will come good" when they are losing information everyday.
Freezing
From a Program Officer perspective it is impossible to navigate when you are not using it on a regular basis. there is no effective training environment. I have been unable to log on multiple times. Getting someone to deal with my log on issues is near impossible. The CS Partner Community has multiple issues and, at this point, will create big gaps in FACS CWs being aware of what work is being completed with families.
From a user perspective, not being able to "relate Parties" the way we used to in KiDs, so therefore putting records into every child's case, can take hours of work) some families can have 8 children!!)
frustration, windows in windows in windows in windows. to many clicks
General navigation - where to find/place documents
Generating forms care plans court documents family action plans easier and quicker to complete a word doc.
Getting accurate information about children and families in order to assess risk. Information is so difficult to find.
Glitches continue: - documents don't generate in readable form; submit buttons don't work; buttons that are there don't work eg Care Plan required; records don't work correctly ie one day they work correctly then they don't eg unable to complete a Court Outcome record for 3 days; next approver's continue to be wrong or absent so work can't be approved in time; legal documents are not compatible thus don't generate properly etc etc etc
Hard to find information, complicated screens
Hard to find information, too complicated.
Hard to find older records
Hasn't yet reached it full potential
Having access to accurate information to be able to properly assess safety for children.
Having individual cases instead of family cases Having to duplicate information across siblings
Having to add a record for every child eg phone call record. Time consuming in large sibling groups.
Having to add the same record multiple times for siblings in OOHC. ie: Sibling group of 6, you have to add a Home Visit record 6 times, 1 on each open case.
having to add the same record to multiple children individually instead of them being grouped together as a family.
having to copy notes across to multiple children

having to create multiple records for siblings and copy and paste. This requires a Word Doc to be opened so I don't need to retype the same things, it is enough to keep having to add all parties who attended the event. Trying to create carer reviews and the algorithm adding checks for children
Having to do J&Os for multiple children and going back several months if not a year
Having to do the same note for multiple families
Having to duplicate all notes and events onto each child's case. A lot of time wasted
Having to duplicate notes on all children in a family
Having to duplicate records across family groups. This is time intensive and needs to be resolved.
having to duplicate records due to the notes and events not going across sibling groups. It significantly adds to work load.
Having to duplicate records for individual children instead of a plan involving a family.
Having to enter the same record for every child in a family - especially when there are 5-7 children. This is very time consuming and records need to be able to be attached to multiple children at a time.
having to go into many areas to get a result
Having to put information into each individual child in a family of multiple siblings AND legals getting approved and generating legal documents
Having to put records on each child's case when there is a person group. It would be far more convenient to be able to put records on one child's case and they populate on to the other children's cases, if and when they apply to the other children.
HAVING TO RECORD THE SAME RECORD FOR A SIBLING GROUP (CAN BE UP TO 8 SIBLINGS) ON THEIR INDIVIDUAL PROFILE AS YOU CANNOT RECORD FOR A SIBLING GROUP
Having to recreate multiple records across sibling accounts
Having to repeatedly do the same task for each child as the families are not linked and day to day casework needs to be updated individually. It is extremely time consuming and we could do a lot more with this time than sitting in front of the computer.
Having to upload the same note/attachment for every child in the same family - for example, the same phone call is recorded as many times as there are children in the family rather than uploaded once and assigned a relationship with each relevant child. It is tedious, repetitious and it causes backlogs
Having to write records individually for each child in a family is time consuming. In a large family you may be adding 7 identical records. This results in some records not being added to a child or all the records only being added to one child in a family.
Historic items are not always easy to search
Historical data is lost - I do not have access to kids and only my manager in my office does who does not have time to look things up for me.
Historical information is hard to access and often vital for decision making of allocations and staffing resources. Linking children and having multiple files for the same person is also very problematic.
Historical information required to make a decision about the safety and well-being of a child and young person
History checks and identifying family members
History checks are extremely difficult to complete especially when records haven't transferred over. It takes so many more clicks and searches to find basic info that is really important for Helpline. With management down our backs to improve speed and 'just grab what's needed' I am seeing important information overlooked.
History has not converted over properly from KiDs
History of children and carers. Especially because not all the attachments from KiDs are in ChildStory.
history searches. We are going to visit families 'blind' especially during after hours matters, because it is impossible to get fast and holistic information from ChildStory. This creates worker safety issues, and impedes an accurate assessment of safety for the children.
How complex it can be to do a simple task. Keep it simple as the more complex they make a system the less time caseworkers spend with families.

How difficult it is to enter information, that there is no auto save and we frequently lose information. That despite knowledge information, this often provides incomplete information, incorrect information, incoherent information or there is a critical piece of information missing making it difficult to progress assessment in a timely manner. That it is very time consuming with little direction or support in using ChildStory and this has an impact not only on how we can enter information, but on the outcomes for families and workers mental health and well-being. Ant fixes usually generate further issues that we are meant to just sort out ourselves. We are never told of these additional issues but simply told we do encounter that it's a known issue that is being worked with no ETA for the fix...because there are so many they are working through them and each time they fix another problem is generated. All this impacts on us meeting our time frames with not support or acknowledgement around this. We have pretty much been an experiment, this should never have been implemented until functioning. The stress of ChildStory has also created an inhibition to using it further stressing workers. I don't know anyone who does not have a ChildStory horror story or who is still struggling with it. There are so many areas that still do not function as they should. Having shells within shells is counter intuitive and most workers still struggle to know where they are in CS and what they are doing. Case Plan and documents are a nightmare to edit on CS and generally we have to download, edit in word and reattach, doubling the time to complete tasks. Nothing links properly in CS to make it easy for Caseworkers to follow information. Mostly it's guess work and hope for the best. No one likes it, most are scared to say this for fear of being targeted. Generally it is put back on workers who are gas-lighted into thinking and feeling the failures of ChildStory are their failure. It's not intuitive and never will be. It still does function properly and remains cumbersome and difficult to use.

How genograms are populated

How laggy it is.

How to use it, operations. trying to work out where it all fits

I actually think ChildStory started off with a lot of potential as I was never a great fan of KiDS either. However, it's quite a shame that not enough time was given to the test phase prior to mass release. What we seem to have encountered is that we're all still in a test phase whereby we constantly have to feedback when the system is glitching. Many times we're met with the response of either: - This is a known issue - this is how to fix it, or - This is a known issue - we're working on a fix (which tends to take time. - Or, that's weird! Never seen that glitch before. I've lost count of how many errors and glitches we come across. Such as: - Records being duplicated (but the second duplicated record is blank. So you have to make sure you click into the populated record). - Errors with entering dates. - User format issues - not being able to edit columns to make them more user friendly - like including dates, or names associated with records. - Not being able to link some records to a child's plan. - Having to click multiple hyperlinks to try and find basic information. For example: Trying to confirm the date and amount that a care has been paid is way too complicated. I find the telephone IT support very helpful. Our local onsite support are also fantastic - the online IT portal to report errors however is a waste of space and time. It's only use appears to be to record the fact that you have an error - We tend to find that we always have to speak to a real person in order to get something fixed (either by phone or through our local ChildStory rep/champion - I hate that term).

I am a new worker, never used KiDS. However have worked in the sector a long time. CS is NOT intuitive. It doesn't make sense. It is difficult to get the information you need - as it has not migrated from KiDS in the correct spot. Also, the information is just difficult to locate generally.

I am an experienced caseworker who was on extended leave when ChildStory came in. It took over 6 months of requesting training before I was able to access a fairly basic training which did not resolve all the particular areas of issues that I regularly encounter.

I am confined to my desk with data entry and spending way too much time trying to work out where to record the information and recording it. Last week we were informed that all the Life Story work that has been imputed into ChildStory has been recorded in the wrong place, and so we have to do all that work all over again. I should be out doing more quality face to face visits with children and their families. Physically, during the work week the pain and discomfort in my upper body increases, and I believe it's because of the increased time that I am spending on the computer. I have been noticing by Saturday it either stops or eases.

<p>I am required to complete approximately 50 risk assessments a year, 90 percent are alternate assessments. An alt assessment has a min of 3 times the questions or up to 4 times the number of questions than the former SAS2 in KIDS. This results in 2 to 3 times the hours to complete an assessment without any benefit to the child or family or reader- The questions just result in the writer repeating information over and over again. The wheel was not broken and that replaced it - silly - and placing everyone under work loads not sustainable. Data remediation then results as the Department has a 60 days expectaion to complete while numbers of reported children increases. We have bean counters celebrating Child Story while practitioners drown.</p>
<p>I am unable to identify records when I look at a persons list of records. Family relationships are a mess. Person identifier (Chile/other etc) is a mess - this is going to result in crucial information being missed. The person records need to be merged, but the developers are no longer doing that. Lauren Dean is now the Director of Child Story; she has been disastrous in every position she has held; completely deaf.</p>
<p>I cannot keep up with the work arounds. Can't even task a person in a case plan who is not a caseworker.</p>
<p>I do not have as our unit is not a Field work unit</p>
<p>I don't really have a major issue.</p>
<p>I find the formatting very difficult to navigate and the Case Plan template is terrible. Case Planning a crucial part of our work and this should have been resolved well before now!!</p>
<p>I hate the system and do no trust it. I feel like I am drowning in work and just cannot get on top of it. It is quite possibly the worst system I have ever used in all my years of employment. It is an appalling system and it is clear that there was absolutely no consultation of people that actually use the system day in and day out. It is a system that just makes no sense. It is not intuitive, it is bulky takes up an enormous amount of my time and has made my job infinitely harder. I love what I do but I bloody hate Child Story</p>
<p>I have completed numerous events, meetings and home visit records that completely disappear. IT cannot locate it and there is no record of it on the system. If I leave the department that information stays with me (in my head) and not on the system where I have put it. I am currently working with a father who has a significant violent history with substantiated sexual abuse and animal cruelty on his KiDS records and none of this information is on ChildStory. The caseworker prior to me did not have KiDS access, completed SARA and it states that he has no history that would endanger his now 4 month old daughter. I have had to re-do SARA's to ensure the information is recorded appropriately. It's a joke!</p>
<p>I have lost confidence in the accuracy of the information both because of the ttansition of records from kids and the cumbersome nature of adding things to child story and wondering if the new information from the last 2 years is on there either.</p>
<p>I have multiple issues with Child Story. The processes overall are clunky. It is difficult to enter information (often have to do this multiple times for large families). The entry of legal information and documents is a nightmare. Secure records are a nightmare. The triage and field assessment process is clunky and not logical. This is what happens when we use a database that was developed for corporations like Telstra. To be honest, I am not hopeful that anything will change. I am also not confident that the PSA will be able to effectively address this issues as nothing has been successful in the past. I think the horse has bolted and there is no going back. The Government figure they just wait it out and there comes a time when it is just simply too late to turn back.</p>
<p>I have to spend an extroidinary amount of time.of cutting and pasting the same file note in the separate children 's cases despite being in the same family and the issues are exactly the same . Try it when you have 3 or more children (up to 8 kids) in one family ! The amount of time I waste by cutting and pasting is unbelievable. How can.that meet the Deptsttments target of Seeing more Children,?'</p>
<p>I just can't name only one. Assessments deleted halfway through completion without warning. Records saving but the attached documentation not there you look back later.... it's disappeared. Records not saving at all. Records for children in the same household need to be created separately for each child as they are not shared across siblings. This is for each and every record- every phone call, email, report, home visit, meeting... they need to be individually created for every sibling, every time.</p>
<p>Impossible to find anything or work out where to put records. Even with the 'knowledge guide' the instructions don't match up to the tabs in childstory. Also too many 'glitches' so it is hard to know if it is a 'glitch' or if you have done it wrong.</p>

Impossible! even the search function can be horrendous, even with a DOB you can get a huge list for some reason. There seems to be continual 'glitches'. Constantly fixing problems with it.
In consistence Between Manager on what should be record on Childstorey and how. This results in having to rewrite Case plans S149/S163 to get them approve when manager and MCS changes position adding more stress on Caseworker to make dead lines in regard to Case plans Home visits.
In the past we could create one home visit record/phone record/file note for a family group (eg six children). With the introduction of ChildStory, we now need to create a record for each of the children. So three phone calls and one home visit equates to 24 records being created as opposed to four. Ridiculous time consuming program.
Inability to access accurate history fast
Inability to easily change approver details
Inability to locate information that is available on KiDS
Inability to locate migrated records. I have consulted the knowledge articles & resources and spoken to ChildStory support. I have been later advised that I should continue cross referencing KIDS and logging issues in order to locate missing records.
Inaccurate data transfer from historical records on KiDS.
Inadequate access to older records. Confusing pathways.
Inadequate face to face training
Inadequate training and support. How to articles and training that are confusing and do not help
incomplete data, and data that is scrambled !
Incomplete records placing children at risk of serious harm.
Inconsistency - e.g. sometimes things show up on timeline, sometimes they show up in other places
Inconsistent information - all records have not been transferred over to CS and all checks, ie CS checks, legal records, birth certificates etc etc etc are not on CS and provide no reliable source of information on which to base an assessment upon.No one has any faith in the reliability of the information on CS - at the beginning people were not able to do the work due to the system being "unstable" or problematic, now its because things change and domino effect occurs - when you think you know how to do something - an upgrade occurs and the process or the tab or the button is no longer available or greyed out - its very frustrating - and reduces our effectiveness as practitioners and we end up being very well paid data entry workers
Incorrect and missing data
incorrect records not able to be removed even if confidential information placed on wrong child
Ineffective system creates immense stress and anxiety in trying to complete my records/work effectively for children. This creates frustration and often tears. Significant time is wasted on this system and as a result children are not receiving the services they need. Bring back KIDS! At least it worked.
info not saving
Information (history) missing or difficult to find - is then clear on KiDS
Information accessibility , sometimes it can be a little clunky, however the improvements to OOHC Case plans and reviews could be extended to Family Action plans, assessments and Parties in notes and attachments and events - actually being able to add parties to any record would be great. Also Approvals - if we could select who needed to approve the record and have it (ChildStory ensure they had the right delegation) rather than inherit wrong people . that would be great also.
Information being everywhere and no where convenient
Information can be hard to find as it can be stored in multiple places. Being unable to locate important information could lead to increased risk to children and young people.
Information disappearing, I type information into CS e.g. s149 assessment and I hit the save button and everything just disappears. there have been occassions were this has happened two or three times on the same assessment and No I am not hitting the cancel button. Only the save button. This is still not fixed. Addresses phone number etc. are extremely difficult to change and are not consistent for the person.
Information disappearing. You put it on, when I reported it was ignored and here we are another 6 months did they discover the issue. Its till happening.

Information from KIDS not on childstory
Information goes missing from assessments such as alternate assessments, 149b-k and CIF forms or you have to add information a number of times.
Information has not migrated across properly. I have handed over cases to new caseworkers and they constantly come to me to ask me for information on my computer as I saved it previously on KiDS and it hasn't migrated across to ChildStory and they can't find the information.
Information is constantly repeated unnecessarily
Information is difficult to collate and not reliable, i.e. can incorrectly identify children who are in statutory care
information is very hard to find. You can never be sure if you have recorded something properly so that you or someone else can find it again when needed. you end up doing the same process over and over again to be sure. Reporting is ridiculous especially for multi location uses, who work in grouping situation and not a lone CSC
Information missing from child story, so if a history check is not done in kids, vital information is missed
Information not copied on the system from KIDS
Information not recorded from KiDS to CS, the printing function, being able to find records for a child in a quick way and review summary
Information not saving in Risk & Safety Assessments, not able to save if only half way through.
Information transfer from KIDS not completed properly - information in ChildStory is incomplete for many of our young people.
Initially learning the system and then keeping up to date on changes.
Insufficient history for each child and or young person or possible POI's.
It appears that records can be changed, even after they have been completed and saved.
It depersonalises the children and young people in our care.
It does different things every day. Sometimes what I did yesterday does not work today. It may or may not work tomorrow.
It does not connect records with history or other children in the family. You cannot link records. You have a family of 9 kids you have to enter each note 9 times. It is a waste of money and time. You cannot find the history easily.
-It does not have all the information that was in KIDS (info lost) -Some information from KIDS didnt transfer appropriately to Childstory, so some info lost. -more clicks, more information needing to be duplicated which takes alot of time
It does not work well so therefore all information has not been recorded of our information/activities which decreases our understanding of children and their experiences in their families and puts them at greater risk.
It doesn't meet our needs
It increases the time required to complete all tasks
It is a bit better to when first released but there is still not enough support with one person doing a large area. I cant be problematic getting in to see her. I could not do some things without her assistance. It is impossible to look up records to find a note and attachment from months ago.
It is a complicated, confusing, counter-intuitive and time-consuming tool that IS NOT fit for purpose.
It is cumbersome and complicated. There are many steps in completing records.
it is cumbersome and you have to duplicate many records
It is cumbersome with many layers and hard to negotiate while easy to miss things - for example, when writing a note we must manually add the other subjects - this is not done consistently in our busy days.
it is not a logical system. You can't go back, three different records for the one thing -a report
It is not easy to record notes across multiple siblings without having to enter it for each child. This is often not done so difficult to see records for all children or have to search across multiple children to see all the info for a family as there is no standardised recording by Caseworkers.
It is not fit for purpose and never could be
it is not intuitive

it is not logical it is not sequential there are too many places people can record information and when i search for it to see if it is on ChildStory I have to look for ages. On KIDS it was all in one place and easy to find
It is not user friendly and has made our job harder.
It is not user friendly and there is no linking for records within family units.
It is not user friendly, as it is clunky and difficult to navigate.
It is not user friendly, has not been tested properly and has been rolled out too soon without the proper protocols being followed. Where is the training!
It is not user friendly. So much time is wasted trying to find out how to do things or where to find information.
It is slow and hard to find the information quickly you need. there are still a lot of glitches which require then logging a request to get rectified.
It is slow and sometimes difficult to find things. When searching for history, a lot of items have migrated to the wrong place and thus it is difficult to do file reviews. It's difficult to find parents own histories.
It is so cumbersome, I am not able to spend enough time with children and families
It is to complicated to navigate and it was not built to support OOHC model that has non allocated matters (needs a resubmit allocation space)
It is too difficult to use and it is causing staff to leave the Department.
It is unnecessarily "clunky" too many screens, too many options and information is able to be left in all the wrong places.
it is very convoluted and not practical
it is very difficult to locate some records and there is way too much time taken to find things which are easily found on KiDS
It is very difficult to navigate on Child Story when you are looking for information. It is certainly not user friendly quite the opposite
It is very slow doing financials as it goes from one page to another and there are too many tabs at the top and not all information is on one screen it could all be over 3-4 pages
It is very slow doing the ASM and refresh, it is very difficult to understand the Legals so many caseworkers are making mistakes in their history checks for Legals.
it is very time consuming to use and it doesn't work properly with records and data being lost
It isn't user friendly , too many glitches and we're still asking how to do things on ChildStory
It isnt user friendly. Navigation around it is difficult. Seeing history, substantiated reports, family connections etc is difficult.
It pretends it's able to do things which it can't. For example trying to add a referral is impossible as the NGO is either not registered or nothing happens when you try to add the referral, so you then do it by hand
it still doesn't work in a lot of areas and FACS pretending it does
It takes double or triple the amount of time to add records to the system than it did in KiDS, mainly because when there are more than one child in a family, the record needs to be added to each individual child's case, rather than to a plan, as in KiDS
It takes me longer to complete things on Child Story as well as Child Story loosing my work which results me in now doubling my work by typing it all up in Microsoft Word and then copying and pasting everything into Child Story. Child Story has not migrated all records from KiDS which is a concern including PCH statuses.
it takes too long to find something & is not user friendly
It's complexity .. no certainty if system error or I'm not doing something correctly .. no list of system errors you can refer to to trouble shoot
It's just not intuitive, or clear, or user friendly. The recording guide changes all the time so half the time I just put stuff where I feel like it should go, which isn't a great solution.
It's unreadable. Non intuitive. Ugly as sin and is authentic as a manger caseworks integrity... Zero!!!!

It's a point of sale system It is not meant to service children and their families It's NOT a client information system.
its a time waster
It's a very convoluted system.
It's 'clunky' and requires far more effort and time in finding important documentation and navigating through the system.
Its complicated, having to go through several screens to find the right one, manual is out of date, the processes are confusing, work is still lost and the whole system needs redesigning with caseworkers
its just another clunky system
its lay out and visual feel is confusing, its hard to navigate and work out where things are and where to put certain documents, NOTHING is in date order (old information) or alphabetical order in lists, you need to go in and out of documents or records to work out what they are instead of being clearly labelled or dated so you can skim past things till you find what you want.
It's not an easy or intuitive system to use. The layout is dreadful, the terminology doesn't reflect FACS business - Carer authorisation is under Organisation, you can't sort by date so end up scrolling through unnecessarily and entering into each record to locate things. The combined issues - layout, functionality, lack of data migration mean simple entries or searches take in incredibly long length of time to complete. Child Story is not fit for purpose.
It's not child focused.
It's not intuitive and clunky and cumbersome to use.
Its not user friendly and navigation gives me the headaches and stress
its not user friendly at all
Its so complex if a box is not ticked the system fails to recognise that work has been done. Moreover there seems to be so many glitches that come up. You have to do the same task several times if the family is big. For example today I could not log-on as something had changed with no warning the lines to child support were jammed I had to wait half an hour before I could do my work. Perhaps the people at the top should spend a month as a caseworker to fully understand the complexity of this software and its limits. I think it will take me some years to understand this software. I have never had this issue in other employment its a shame no one appears to care we have a lemon to work with. Its shame we don't have the leadership to admit this software is a disaster. Perhaps children lives could suffer because no one knows how to navigate at the ground level where it matters. I often feel frustrated and stressed having to use child story.
its so cumbersome, screens within screens. Always have to search for records. its very time consuming
its sooooo slow
It's still really hard to drive. The Salesforce platform allows for recording of information in many different places, which means we will likely struggle to find this information when we need it later.
its too complex and too many ways to do 1 thing. Getting legal records and History is very difficult
JCPRP has not really been included in Child Story effectively, and no one appears to be trained in JCPRP Child Story work.
Just 1? Top 3 if I am permitted: 1. Alternate Assessment this process is not functioning as designed/intended. 2. Secure Access/records - the process creates more visibility and conversations for matters requesting secure access if there is a relieving manager (who has not been 'delegated'). 3. Due to difficulties in reviewing/searching children within ChildStory adequately - duplicate children are created which splits the history. Similarly history being split for a child between their child/young person profile and "other". *Some of these questions should have allowed for an "other" option or allowed me to not select an answer. Reason being the variability of the impact of ChildStory and particularly not knowing how much ChildStory has or has not placed a child further at risk.
Just one!!!! Copying records to every sibling, not being able to effectively navigate to locate essential information in a chronological order as there are records everywhere, it takes 7 clicks to generate and print something, doing filing, bundles or subpoenas is a nightmare due to this- just to name a few..
Just the amount of time

Kids records have not been migrated and many of the ones that have been migrated are empty with no content. You cannot do a comprehensive search on child story . The time line does not work, nor does the advanced printing or redaction. I could go on
KILL THE 20 TAB LIMIT KILL IT WITH FIRE
Klunky and counter intuitive, and gradually piling on the complexity
Lack of access to historical records eg, can't read meeting records if you weren't a party.
Lack of after hours support
Lack of detailed Knowledge articles to assist with understanding correct recording of all areas of work in ChildStory
Lack of functionality and navigating is a nightmare. Losing work in a faulty system.
lack of information, missing information
lack of real time support
lack of specific training and time to learn the system, expectation of management that time frames should still be the same even though you need to learn a new system.
Lack of support
Lack of timely and reliable information pre and post introduction. Insufficient timely supports available to resolve issues.
Lack of training and support.
Lack of training in ChildStory has been the biggest issue.
Lack of training in my specific area of work
lack of training specific to the work and functions we need it for, the training we have received so far is vague and unhelpful and more geared towards other professionals
Lack of training. I was stopped from attending important training for no reasonable explanation. This is why I struggle with ChildStory.
Last year when I was CLO I reported that multiple current legal matters had the attachments in the Legal Matter record disappear. This was observed by other CLOs across the state. Legal records are probably the most important record held on Child Story. There was no explanation for why the records disappeared apart from there being a 'glitch.' I do not trust that all records have been restored.
legal records, migration issues, relationships
Legal status. recording of Victim Compensation
Locating historical information that provides an accurate chronology of the events.
Locating older records
Locating records
Locating records which relate to more than one child and are linked to more than one child. Also the consistency in where information is located in profiles
Location and visibility of records
Loosing my work throughout doing my narrative and assessment and requiring to take extra time to re-write work. Computer errors, slowed loading and freezing. Creating new roles and families is a lengthy process and has errors all the time. Relating relationships sometimes never registers or saves or never shows up on the page. You need to keep refreshing ChildStory for every little update you change or action you do.
Loosing work and not being able to retrieve it
losing assessments that have been created
losing data in field assessments when I pause, losing PACS and ACs and having to retype.
Loss of time due to issues and having to record multiple items or losing work which has increased my work load and stress levels.
Management resolution
Many staff have not become competent in the use of Childstory and therefore there are varying degrees of information being entered onto the system. Lots of information are being entered on 'child role' pages and not 'other role' pages & therefore is not consistent.

Migration of data adoptions is incorrect and incomplete. Also, functionality reality is not as was requested in build. Too many "work-arounds" and rubbish data needs to be entered to approximate an outcome in CS.
Migration of historical data and records.
migration of information from KIDS to CS. Person Merges not occurring
Missing information or missing person records in ChildStory but the information is recorded on KiDS. KiDS records need to be accessed when completing historical information required by Court.
Missing records. Records that have migrated without subjects, attachments and critical information that assists in making informed decisions.
More training please!!! Amounts of steps required to print ONE document. Historical information very difficult to find.
multiple clicks to access information. Information being held in different person profiles and not related
Multiple steps to print a document Missing narrative sections in assessments
Must place records individually onto all siblings records after opening their Child Story- a time consuming duplication. Inability to sort records by date and in person relationships to sort into role sections.
My main concern is that records can be edited or deleted by another party.
My top three would be: Data migration is not complete. There are records in Child Story that have a title but are blank, or you cannot open attachments at all. Legal records are confusing and do not show what orders are actually in place. The 'Safety - POI / PCH' records tell you nothing about what led to that status - there's no assessment linked to it to explain what sort of harm was caused and in what context. Why the 'other' person role and 'child/young person' person role have DIFFERENT RECORDS AND RELATIONSHIPS. The in ability to link records between siblings. I am still beyond confused as to who would think that we would need to have the same home visit or meeting record in different siblings' engagements. I understand in OOHC we want to try and make records personalised and relevant to each specific child (although it doesn't make sense as to why they would expect an exponential increase in our work output without decreasing our caseloads) but especially in Child Protection, if we go to a home visit and there are multiple children there, it is incredibly painful trying to copy and paste the same record into each sibling for a separate event in separate engagements.
NA
NA
Navigating care and case plans.
Navigating the system
Navigation
Navigation. There are too many layers to go through to find information. We are unable to search notes and attachments and legals remain hard to find and read
New problems crop up with ChildStory daily, i.e. one problem gets fixed and another occurs.
Next Approver, Person security, error messages not meaningful, profile, access issues, queue's, lists that don't display columns that are meaningful.
NIL
No "one way" to find ALL the information
No being able to have records automatically across cases.
No clear instructions on what information is stored where in OOHC
No issues - I have only ever worked with childstory. the questions asked in this survey did not pertain to my employment circumstance.
No search bar to find things easier. People log records in different places. Sometimes the recording tool makes no sense. i.e. log in child's care plan - when the child does not have a care plan/isn't in care, what then?
none
None. This survey is putting words in my mouth.
Non-intuitive and added layer of administration for me. What I do could be completed by a clerk.
Not able to trust that the search functions

Not all historical records are on the system- has not transferred successfully from KIDS.
not all parts are functioning yet
Not all the functions are ready to be used yet, and it was hard to receive adequate training when the system was not ready to be used. I find I am still working out how to do things using a lot of trial and error.
Not being able to access information prior to 2017. Separate engagements for each child requiring constant duplication of records. Its a dud of a system and needs to be scrapped.
Not being able to accurately find information about what is happening or has happened for a child makes is hard to determine if a child is truly at risk. Its hard to get a full picture when you cant find all the pieces!
Not being able to add records across multiple children or siblings cases without copying and pasting to each childs case
Not being able to easily view old records and sometimes not at all
Not being able to find information in relation to history and previous reports and whether abuse has been substantiated or not.
Not being able to find things that are on KiDS in ChS
Not being able to link records to numerous cases
Not being able to locate all relevant records and attachments as many single records in KIDS have been broken into multiple records in ChildStory and often detached from the main record
not being able to locate families on Child Story when they are known on "KIDS"
Not being able to readily find information. Often the information can literally take hours to find and at times has not come over from KiDS it is frightening. Children are at risk as it is impossible to use this CS system. Why did DCJ purchase this and not design one with our own IT experts from our leading universities to meet child protection needs. It is unacceptable that this sales program even be utilised at this time - please stop this caos before any further children are put at risk.
Not being able to record across several cases, having to cut and paste all information into sibling groups.
Not being able to trust old records migrated from KiDS
not clear where to locate historical notes and attachments, hard to find information.
Not easy to navigate
Not efficient (too many hyperlinks to click) in locating and downloading multiple records in one profile.
Not having access to all information especially when completing a PAC. This is more complicated during after hours call outs as there is no support any issues that arise.
not having everything KIDS had
Not having known errors fixed so childstory won't allow correct data to be saved
Not intuitiveness or logical. There Are too many numbers instead of names/titles, childs name is not in docs when printed.
Not knowing how to use it.
Not streamlined, not user friendly, have to click on many things when doing an assessment, there should be a smarter way to run an assessment then constantly clicking through
Not user friendly
Not user friendly Not all information has transferred over from KIDS
NOT USER FRIENDLY & SLOW
Not user friendly, can't find history. If there are 4 children in one family you have to cut and paste in 4 children's records. This takes too much time so most CW only record in one child's record
not user friendly, cant find information quickly, too many numbers, children not all in same plan, information not come across from kids. too many steps to get something completed.
Not user friendly, interface can be confusing. Report an issue and nothing seems to happen or if it does it takes over a month.
Not user friendly. Doesn't suit the work we do.

Not user friendly. Its been almost 2 years and we are still confused by how it works!
Notes & attachments don't go into date order
Notes and attachments not going accross cases, next approvers not adding or updating and the difficulty in getting a quick snapshot of a childs history
Now having to fix issues that were created when Child Story went live and was not working properly.
Nowhere to go to check on work arounds. Do not go to knowledge. Bash your head against the wall instead.How do we know what does not work until we encounter the problem. Migration of records has been very poor. Some of the carer checks and updating of details takes forever. Will not properly save an address with a unit number in it. Will not allow the worker to assign a casework task to anyone apart from a caseworker. Are they serious? How do you print a s149 assessment with the correct date? Can we make the text box on case plan tasks a little bit bigger? Make it like the strengths and needs. I have had occasions where I have called the child story line to get rid of some aged case plans, as I have been unable to open a new case plan. The child story worker has been unable to get rid of some old case plans "as they are corrupted".
Number of layers to records, going in and out of records, not being sure the data will be there the next time you look, losing information and having to start again
Numerous glitches, shuts down- goes offline, is too slow loading and you can't link siblings for adding notes and attachments. You have to go in individually and put these on. Onerous!!!!
Numerous issues for example gaining access to a child's locked record. Having to reopen childstory everyday to log in. Childstory is slow.
Old records are not clear
one problem is solved,another one springs up,
Ongoing glitches, resulting in worker frustration and stress.
Only one? Probably the shocking privacy breaches. I have viewed records completely unrelated to a person on their timeline. When then finding these records on KiDS the person was not a subject/related participant to the records in any way. Or assessments (such as current Adoption Assessments) appearing on the timeline of every child that person has previously cared for.
Only one? The amount of time it takes to actually do a simply task such a broadcasting a placement request.
Only the people who are participants in events like home visits and meetings can access/read them. This is a huge issue all children's records should be accessible unless secured.
OOHC case plan records are difficult and very time consuming.
Over complicated and poor record management program. Not user friendly at all... It is a risk for the department if the record management and workflow is not improved as a matter priority!!!!
Overly complex, non-intuitive, nebulous error messages OOHC FSPs not engaging into partner portal tasks (updating placements etc). Tokenistic placement referral and broadcast function.
people are even less likely to do sufficient history checks as it is just too difficult and time consuming.
Person groups need fixing so we don't have to keep making multiple records of the same thing across several siblings.
Person Search functionality is dangerously poor
Phone support is helpful but frustrating. Often the advisor can access a 'button' to fix an issue that CW can't. Onesight support twice a week is good but the 'fixes' are one of, they continue to happen,
POI and PCH alerts migrated from KiDS with no i formation about why the person is a POI or PCH
Poor design

<p>Poor information transfer from KIDS to Childstory poses a risk to children. We distrust Childstory. It is not purpose built for our needs. Management has not given us the tools required to do our job's well but continues to demand that we meet their deadlines and time frames. From inadequate CDP training, that is content-driven, rather than real-work focused; a system (childstory) that has doubled our workload; open-plan offices (we are sardine-canned) so, we can't hear ourselves think BUT we are required to write high quality assessments (etc...); we have managers that don't provide the guidance we need (they try but they are trying to meet management expectations too); and then, our pay doesn't reflect these demands. While these executives sit in their comfortable private offices - we put our lives at risk and they're paid 3-5 times more than we do.</p>
<p>Poor or no access to KIDS. History is crucial when endeavour to predict future risk for a child or children.</p>
<p>Previous records are not as easily accessible.</p>
<p>Printing information from C/Story is a dead-set joke, pages and pages of date stamps, time stamps and other meaningless rubbish - we work in Information Access and my biggest fear is not being able to locate client paper files and being forced to rely on C/Story.</p>
<p>Processes were supposed to be simplified and easier to access. This has not been the case unfortunately.</p>
<p>PSA, not listening to all members and not representing the views of all members and only those that are stuck in the dark ages and not willing to consider the benefits of ChildStory. The continued archaic view of the PSA in this area is only hindering progress. I sit with all of my colleagues, those that are not progressive spend hours of WORK time talking about KIDS and ChildStory and the PSA everytime you send something out. It is completely unhelpful.</p>
<p>randomly glitches like not being able to attach and doing records only to have them disappear completely. Frequently not being able to attach to CS</p>
<p>Really difficult to find information in logical way on such things as what brought child into care. Use the timeline people say - but having to click into things to find nothing of relevance is a huge time waster I have had no training in ChildStory other than the 2 hour webinar. There is NO training specific to Psychologists - we have not been offered training. Little ability to customise to see what is required for MY ROLE - as a Psychologist. How do you find a Care or case plan - certainly NOT by searching for 'care plan' Logical says to me clicking on 'relationships' would bring up people related to the child - NOPE Logic to me says clicking on 'assessments' would bring up assessments - psychological, speech, cognitive, etc - NOPE No ability to export all 'notes' to a word or excel document and look through them all without having to click into and open everything I came from ADHC - bring back CIS or TRIM</p>
<p>Record keeping for large family groups Poor recording/knowledge tool Lack of specific training for different work units</p>
<p>recording data like addresses, phone number and other simple data takes way too long, so long that people tends not to use CS and data are not recorded/</p>
<p>Records access. There is no way to collate and compile records for Care Leavers apart from a very lengthy manual extraction process. We were told by Patchwork they would include an option to download records and this would be a simple process but it's not happened and we in the records unit are struggling with this new program.</p>
<p>Records are being attached all over the place , some on the eldest child some the youngest. Histories haven't migrated System is difficult to navigate quickly No real conventions or business rules around recording to ensure consistency</p>
<p>Records are not in chronological order in the time line and it is difficult to navigate because of how the records are grouped. It has become difficult to do reviews and be confident that we haven't missed an important record.</p>
<p>Records can not be located either because they don't exist or because the system is so complex that they are not easily found.</p>
<p>Records contents cannot be viewed in the timeline, and they are not date ordered. They are ordered by the date they are added. Each record therefore needs to be individually opened and read. Madness.</p>
<p>Records don't automatically attach to each child in a family. You have to enter individually on each child</p>
<p>Records may be lost when a staff member leaves the Department. Putting notes reports meeting records and other information on Child Story and then not being able to find the information.</p>
<p>Records not coming across from kids</p>

Records not in correct spot, things not working properly when they say they are
-Records not transferring over from KIDS such as assessments, legal records etc. - When a person is recorded as PCH, this is not clear on ChildStory unless you are in the PCH profile. Once in the PCH profile, there is no way of knowing who this person caused harm to. -Numerous person profiles with different identifiers that are not able to be merged. Information is being missed.
Records that have not been converted.
records transferring over with date of transfer, not date of record making reviewing histories more cumbersome
Records, reports, assessments, etc. not being correctly linked to children and families/information being recorded in too many different places. These things result in us missing pertinent information that could place children at further risk of harm.
Relationships and trying to ensure legal records are correct particularly if shared aspects of PR. Relationships and identifiers when doing carer checks Relationships and Placement record where there is restoration. Where a parent has a history with FaCS and their child has an open case, the parents roles have come over from KIDS as a child and young person but they are still listed as a parent. Legal records will not lets a child be a parent to a child, sometimes. Relationships are also playing havoc with s149/s163 assessments, while Caseworkers are filling out the parents information, when the assessment is generated in "print" (the only way you can view the assessment), they are finding only one parent will show up. This is because, the relationships and roles have not come over properly. Also, there is not a 'one way to fix this'. When I have tried to use what I have been told on another matter, it has not worked and something different has had to be done. I just ring CS helpline to get them to help me every time to fix up the relationships so I can do the records properly. Time consuming.
Relationships not being mirrored on both child and other roles. This can hide important history, support networks and people who pose a risk to the child. The Genograms also do not work so I continue to use Genopro.
Required aspects were not built into ChildStory, e.g. the ability to merge persons.....not sure why those who designed thought that would not be needed.
requires significantly more time to enter and find relevant records. not user friendly and often I cant navigate and find the info I need to find.
Retrieving a number of certain records and/or bundling records.
Rollover of information has been incomplete and incorrect in some cases. It has been very dangerous to see young people as listed as in the care of the Secretary when they are not. It could lead to after hours actions being taken that there is not legal standing to undertake. For instance, if a young person with complex disabilities is listed as in the care of the Minister and they present to a Hospital, permission could be given for treatment in lieu of parental consent.
Secured kids getting lost because no one can see them, then they don't get a service
Sibling duplication, location of records
Simple solutions. There should be capability for staff to fix issues themselves rather than having to rely on Child Story staff to fix things. Main one being changing "Next Approver". If the allocated manager is not the person on your work, we should be able to search for them and allocate them to our work.
simply the stress ChildStory creates around the office is a big issue
Single open cases for sibling groups with no ability to link resulting in needing to duplicate records.
Slow
Slow program, complete frustration that we have been provided a tool and told that "it's all good' and it doesn't work, contantly having to develop "work arounds" for the parts that dont work.
Slow program, constant change in practice advice, double ups in recording
slowness and going backwards and forwards between children in the one family
So many I can't put them all but having to do each record on individual children is one of the most time consuming. If you have 5 children you have to put each record on each child so for example 5 phone calls means 25 seperate records
So many iseuues

some people using it as an excuse to not do their work, wanting 20 hours, as endorsed by the union to do nothing.
Some things take longer to do/ place on Childstory. There is a lot of duplication. Childstory is still not fully functional.
Still difficult to navigate and miss information for the child
Still don't know how to use it. On site support don't have the time to help everyone and refer us back to the knowledge articles which take too much time to go through. It doesn't work.
Still not being able to link children to Home Visit records which would save vast amounts of duplicating records and wasting time. PLUS, the dictionary in Childstory is only good for one day. Tomorrow, the same old words are highlighted again because they can't be remembered for more than one day.
Subpoena responses are a joke. The printing has tripled and records cannot be filtered for a timeframe when there is large number of records for child
SUBPOENAS
System still doesn't do the things it should. Workarounds still being used.
System was not properly completed before launch date, and is still an incomplete database application for the purposes of child protection work
takes time to find out the records
Takes too long, loses information and not easy to locate history.
Tedious, time consuming and not user friendly, cannot find information that you need quickly, have to access secured persons often and this too is time consuming.
That assessments and formats of templates were changed without consultation. E.g. the Alternate assessment (previously SROH) was changed, and a policy/guideline still hasn't been implemented as to how to do this assessment. Other biggest issue is that you have to add a record for all children, and with large sibling groups this adds so much more time to our work
That children are not linked together from the one household. If there is a family of 7 children, i will need to put that file note on 7 times, instead of the 1 like in KIDS
That each child has a separate record. This in itself is a great idea. However there is no relate button or ability to merge records. For sibling groups you need to document records - i.e phone calls - multiple times. There needs to be adjustments made to ensure you only have to document once for a family group.
That in large families I have to add records individually to each case- this means extra hours per week where I have families of several children.
That information has not been brought over to Child Story such as legal paperwork and relevant information to keep the child safe
That it exists
That it is not yet right!
That NGO's can't access and use the system as they should
That records are not accurate or did not migrate
That some sections don't seem to work. In particular with care plans even with all the fields filled in on the initial care plan when you generate the initial s78 word document it does not bring all information from child story to the word document. Not all fonts are the same - doesn't bring siblings across - we want to use date of final orders as starting point and cant enter this- the document can be edited to file but then has to be uploaded and the changes can't all be reflected in the in the system document.
That the correct and relevant information from KiDS has not migrated across
That the information migrated over is not where it should be on Childstory or that it has been recorded incorrectly so can not find it (eg recording of court orders- the paper copy)
That the records in childstory are so incredibly inconsistent and if you were just relying on CS and not using kids you potentially would not know the full history for a family when assessing safety and risk the other issues are that the time it takes to enter information and the amount of times management changes where to record information means that sometimes the information is not being recorded as we physically do not have the time to keep wasting on a system that's broken

<p>That there are ongoing problems that no-one is addressing. That it impacts on everything we do but it is hidden and we all just cope with it the best we can.</p>
<p>that there is no simple pathway when completing review work to check history records</p>
<p>That we have to cut and paste the records for the case into each child. In KIDS, all children were together in one case and you did not have to do separate records. We are expected to copy and past all records without exception. I have families with 6-7 children. I can't keep on top of my work as it is. I have refused to do it and i will likely be brought up on it. We keep being promised that this is being fixed, but when. It is one of the biggest issues. It's still glitching and loosing records; so i do my work in a word document. When you create a word template, in many applications it doesn't work.</p>
<p>That we need to put on individual records per child which is incredibly time consuming. Can't see if records are closed at a glance. Takes longer to complete work hence stress associated with meeting deadlines.</p>
<p>That workers will stop recording altogether because their are too many steps/processes to update records.</p>
<p>That you can not clearly arrange and view all of a childs records on one page chronologically. If you needed to complete a history review/summary it would be very challenging.</p>
<p>That you have to copy and paste records for each individual child in the family it is time consuming and needs to be changed ASAP if you have a large family it can take a couple of hours just to duplicate the records to each child</p>
<p>The amount if time it takes to print records for bundles (bundle button not efficient, correct or time saving), subpoenas and voc files.</p>
<p>the amount of "in and out" you have to do and indiviudal saving. increasing risk of RSI and time we have to spend. For example Case Plan tempate. Outcome and Actions are in and out where as KiDs is all on one page fields are not alphabetical and hard to see what you are looking for the amount of time taking to click in out out is frustrating , time consuming and increases stress and less time with children. This makes QA harder to get done.</p>
<p>The amount of time it takes -particularly doing multiple records for one family and not being able to relate records.</p>
<p>The amount of time it takes to put records on for a family as you have to repeat the record for each child. The time it takes to find information, especially if looking for relationships. The time wasted waiting for problems that have been logged to get fixed.</p>
<p>The basic functions to do our job do not work. We are constantly having to get others to help us. The information is not clear and it is difficult to locate.</p>

The biggest issue is that we don't know what we know anymore. ...I was a coach when CS was introduced and called time on it from the outset - I wasn't popular with managers but everyone (everyone) knew exactly what I was talking about. The same search eg on a name produces different results, if you repeat the search often enough, CS will only return the last result again and again, new relationships can appear on a profile after 40mins - too bad for the cases I finish <40mins. On and on and on. The biggest takeout for me is that in my role (doing referrals not intake) is that we spend the biggest part of our day doing remediation. And after 20mths of CS, it is perfectly evident Helpline staff have Buckley's of entering data accurately. Relationships aren't done, addresses aren't updated, multiple (multiple, multiple, multiple) profiles are created all day, every day. I have been at the Helpline on and off for 15yrs and never imagined I would see the poor data quality we see now. But no one says a word because everyone knows there is no way to cross check or correct or match. Sometimes I am in the position myself of having to create a new profile because despite how confident I feel that the child is already created, if their profile doesn't come up, I don't have the choice but to create another one. The other reason no one (no one) says anything is that they fear being pulled up/blamed for some drama due to poor data but they simply do not have the hours to waste. In my conversations as a CS coach, we agreed CS is 3-4 times the amount of work - yes the clicks are 3-4 times the number, but along with that goes the brain power to keep clicking and keep going all the way back to match and check. Add the dozens of shortfalls (mismatched relationships, times CS adds things the caseworker didn't add, 'hides' relationships, pulls up different data on the same search, the only thing you could say for sure is that CS can no longer say what we know. I relate this not just as coach (what a hopeless misnomer, I spent the first 4mths of coaching debriefing CWs from their stress, if I had a dollar for each time someone said they were ready to punch their screen AND if I had a dollar for everytime I got shut down by managers during the 'intro')... I maintain the database is not a database if you can't pull up the data. My job requires a list of reports (dates and subject) - I can hardly credit that I am forced to liaise with external agencies 'by hand' - scraping up info and pasting it onto a Word doc to produce an outline of a child's history (when I can download an entire KiDS record onto .xls sheet in 20secs). I maintain there is no way to use the database as it is - it isn't fit for purpose. It is a ridiculous waste of staff time; there is no remedy available as you rightly point out, the tickets requesting fixits are indecipherable - CS staff have no idea what we are asking so they email me asking 4-12 mths after my request asking what I wanted. If I generated a ticket for everything that isn't ok on any day (wrong date for legal order, name is not correctable, address won't update, can't fix relationship, CS won't accept new data, 1xNote generates multiple numbers (which one do I pick to give the external agency as a reference), it would take several hours because the ServiceNow front page is virtually indecipherable, and (being the persistent type) I have learned it has no capacity for most of these problems to be logged, so I have to do all kinds of roundabout things - which has only ever resulted in annoying and/or perplexing people at the other end. All in all, the biggest waste of time. It is patently clear the Department has absolutely zero interest in maintaining any kind of quality of data - I work in permanent state of disgust. I was called for jury service this week - the first cull, I listened to some 30 charges of historic sexual assault against 7 victims from 3 families. And all I could think was that victims dating from the introduction of CS have maybe 20% of the chance of accessing their records now, that they did while we were on KiDS. Not that KiDS was a dream - it's demanding to prioritise what is needed to be known, what is shareable etc, but now it's near undo-able. Ultimately staff cannot know what we know about a family because you are always aware the info that comes up is incomplete. It bugs me badly that I can be caught out legally as well as doing shoddy work, so I routinely run half a dozen checks on every single aspect (spelling, address, aliases). I should add I am not a member of the union but I have been encouraged by colleagues who I talk to about the fatal loss of standards. I presume you would know about the tranches of reports that got lost throughout the first year - I have switched off from managers' problems with CS now but I would ask how they are to know what they are seeing is everything that has come in. My own answer is - they can't. As for the shabby quality - extraordinary to me that anyone would pay for such poor work - try entering an address - the screen occupies the whole screen so you can't access the data you need to input! Salesforce must still be laughing. The page views are huge requiring all kinds of scrolling to find 3 pieces of info, but the info itself is jammed into such narrow lines it is commonplace to see CWs with their noses on the screen because it is just about unreadable. I don't think design ever came into it. It's a joke, but a very expensive one. Add to that, it has effectively ditched the families of NSW in the brink. The data is unrecoverable now, a great big hole in 40yrs of as careful attention as we could manage. I consider it criminally negligent to wantonly persist with such grotesquely inadequate design or use-ability. Basically we can't do the job. And every day that passes, is just that bit worse. It is years now since Defence Dept

staff walked out because they were entering made up addresses for people applying to work in Defence...needless to say, security checks were compromised. But the issue is when you enter dubious data, you wreck all the data. And that's what we have done now. Of course, the decision-makers are liable but I believe even the newest CWs know on some level it isn't good enough - and they definitely feel responsible. And we don't have any way to be responsible anymore. So now you got an essay! That's because there is no one to tell. Really speaking all 2000 caseworkers should be on the street until such time as we have a use-able database - as it is, we are flying by the seat of our pants. Inevitably, that means dropping families in it.

The business end (finance) was rolled out in Dec 2017 without completely understanding the financial implications of using ChildStory as it relates to the financial guidelines. Still we encounter daily issues with financial processes and grey areas that take too long to resolve, creating far more work at Admin, CW, MCW and above levels and to-ing and fro-ing between all of these levels to try to make things work. Appropriate automated delegations are not working properly in ChildStory either, leaving a lot of guesswork. Not confident that all records made it over from KiDS, especially records relating to files that were in a section that was not copied over at all.

The confidence that I have read all the correct records to make an informed decision

The confusing inappropriate language that is used

The constant loss of my work when the program encounters errors and after having typed lengthy reports, my work vanishes- CS technicians response- oops sorry about that. As a relatively new employee this is very stressful and frustrating. Also, the initial training during CDP workshops is inadequate and poorly facilitated.

The constant problems with recording. Once one thing is resolved another issue arises.

The constant requirement of duplication of information. i.e. a phone call to a carer who cares for 5 children needs to be added to each of the 5 children's open engagements because children now have their own individual cases/engagements, as opposed to plans which had all the children in that household.... and it's not a simple solution of just adding them as a subject because then records go to the added children's person details page as opposed to their open cases. The ChildStory perspective is that the information needs to be recorded on each of those 5 children's open engagements. That's 5 times the recording of EVERYTHING that should be placed on once. Multiple hours per day, per week, per month, per year WASTED on recording.

The data migration. I simply do not have confidence all data has migrated correctly. I believe most data has been migrated correctly.

The department swears the the 'knowledge' tab will tell you what you need to know. However my experience is you type something in and there is no clear idea of which link to click on. Very time consuming.
The different aspects of this database do not speak to each other. We have significant data redundancy, increased workload, and growing frustration that Childstory DOES NOT WORK.
The doubling up of records and how hard it is to find things
The fact that CS is slowing down my production of work and getting through my caseload. As a consequence my Manager Caseworker is NOT allowing for the ongoing issues of CS. The Manager Caseworker is not interested in any issues, they continue to PRESS Caseworkers for time demands. Also the CS assistant that does attend our office is OFTEN SHORT TEMPERED and states look up 'Knowledge' Caseworkers do not have time for this. They need assistance immediately.
The families do not group on Childstory, this function does not work and has not worked since the program was launched. This means that we have to duplicate records (notes, attachments, meetings, home visits) on every sibling of a family. If there are multiple siblings, for example 8 siblings, this means that each record has to be created filled in and completed at least 8 times. If this is a meeting or a home visit and you have to individually upload every person to every record this is taking time away from caseworkers spending time with their families.
The flow of information for a case is disjointed and not kept in chronological sequence
The flow or format.
The inability to create one Event or Notes and Attachment record for a sibling group
the incorrect information the time it takes to go from one section to another the amount of areas that you have to go to for printing
The information is just so hard to work out and see. You cant do things easily and if you don't use a process daily you really have to re-learn how to do it each time - its not logical, its hard to see information and sometimes you can see stuff and other times you cant. It doesnt do the basics of what we need and is so complicated that staff constantly battle will the work or not? So time consuming to make a change to anything - case plans are a nightmare.
The information on Childstory cannot be relied on to be accurate as it has not transferred over accurately or people have not been created in childstory yet they existed on KiDS
The infrastructure of the system is so profoundly flawed, unintuitive, and dependent upon users knowing a staggering amount of different processes.
The lack of history that has come across from KiDS. At times I have only been able to find the family through KiDS as data had not migrated over correctly.
The lack of information and it is not user friendly. It does not advance print properly, it does not redact and I could go on and on.
The legacy records It's complicated process to find what you need Wasting time doing something that doesn't even work properly yet
The length of time it takes to complete checks. Working at the joint referral unit, I worry about the quality of the checks completed by my colleagues who do not have KIDS access. In terms of records such as judgements and outcomes, if a person is identified as a PCH, it takes a lot of searching to see why this is recorded and what assessment it relates to. I stopped logging issues is because I no longer have carriage of cases and by the time things are resolved the CSC or JCPRP has it. I make a note for them to do the request for this reason. Furthermore, I went on maternity leave May 2018. I logged numerous issues working as a MCW prior to this time. I returned June 2019 and found that all the issues were still sitting there and must have been deactivated while I was off. About a week after my return I got a tonne of emails telling me each issue had been either closed or resolved.
The length of time that it takes to use the system is not effective
The loss of casework time with the children because it takes so long to do all the record keeping and document completion on CS. The processes on CS need to be done for each individual as the grouping function does not work effectively for siblings. Also historical documents are not correctly and easily categorised with conventional labelling and it is not possible to easily locate documents through a hot linked index. The search function is inadequate and slow given the size of the system and the importance of historical records finding them is cumbersome and excessively time consuming.

The need to duplicate notes/attachments/home visit records etc for each sibling. Person groups do not duplicate to the case, only to the person record. For a family with 8 children, the work needs to be duplicated 8 times.
The negative impact of ChildStory on productivity.
The program is broken and after 18 months it should be working properly. Why wasn't the money spent updating KiDs? Staff are frustrated, losing hours and are becoming more stressed. ChildStory is affecting staff well being and mental health
The Program is extremely complicated and nobody has been trained to work on CS
the program was not ready to be launched, and 2 years in they are still correcting issues that were present initially. the steps and processes are over the top and it feels like you have to click in to click in to request approval, and click the box, and complete the process. I feel exhausted with the processes and helping others to understand the processes, and frustrated by the lack of flow with things like the case plans.
The quality of the records that print out including home visits and family action plans which are embarrassing to share with families and don't meet what they need.
The relationships are not connected. For example, I responded to a pre natal report where it was not picked up that the mother had another child removed from her care only few months ago. The relationships are not connected in Child Story. It was only due to a police record where it was noted that the mother possibly has another child that it was established that the mother has a child removed. The child was located in KIDS.
The roll out has created anxiety for staff and seems to be filled with fields, and waiting times for any entry. Support however has been positive and staff working through issues
The speed/the errors/losing information
The system freezes OFTEN and work is lost- this creates stress in the work place, places children at risk by delaying a field response and wastes times. Duplicate persons have not been merged making history checks times consuming, very difficult and pertinent information is missed!
The system is not fully operational eg: if you have several children in 1 family, you have to copy and paste across each child; very, very time consuming.
The system is slow and cumbersome and completing the same amount of work on KiDs takes far longer to complete on ChildStory. The system is counter-intuitive and too complex; I do not believe most caseworkers will master how to effectively use the system, which results in work not being recorded. I see this all the time with legal records not being completed, which means children's care status (whether they are in OOHC) is not correctly recorded, and important court documents, instructions, and outcomes are not uploaded and therefore not accessible by other caseworkers or managers.
the system is so complicated and unnecessarily confusing (i.e. entering a simple date as 1.1.2019 is not acceptable but has to be 1/1/2019 or 1-1-2019) this is a simple example then you have all the other confusing pages in between records - probably part of the stats they are collecting and the irrelevant pages so much so that one forgets where they were at. finally it is NOT intuitive at all - whoever said that they were not telling the truth. This is the most archaic system I have worked with – I have never seen any system that sends you a receipt of any kind where you can tell what it is in regards to – you have to drill into the receipts and go through at least another 2 pages to figure out what and who it is about – an absolute waste of time on daily basis.
The system is so layered and difficult to get around quickly
The system is way too slow and doing financials can be daunting and time consuming. It's created mental health issues for me but hard to prove nearly everyone says that it's not ChildStory is fine others hate it
the system itself the system was not designed to be friendly, just a system that stinks
The things that still do not work. Having to double up caseworkers time on things, ie Family action plans, case plans, affidavits, legal paperwork doubled
The time it takes to complete history checks, add notes and meetings, complete legal documents etc
The time it takes to load data onto the system. CS is very rigid and if you make an error, it takes 3 times as long to correct.
The time it takes to locate information. Not fixing issues specific to my specialised area

<p>The time it takes to navigate to find information you require; to simply add anything to child story (esp if the note is for more than one child and the doubling up of recording), to upload attachments such as home visit notes; to work out how to correctly record in legal records, to simply change a phone numberand it goes on and on. I hate working with ChildStory. It makes my job 100% harder.</p>
<p>the time that it takes to create records particularly FGC referrals where the service request is just not fit for purpose.</p>
<p>The transfer of information from KiDS to Child Story. While they say all the information has come across this isn't always evident to Caseworkers or Manager Caseworkers. This results in a person's history being missed when conducting person searches through child story and vital information about an individuals' history is missed which impacts the assessment and intervention conducted by front line staff.</p>
<p>The unreliability of the information</p>
<p>the way it has migrated the records, not always early to find, not easy to read and you have to go into each individual record to determine the parties</p>
<p>The whole bloody system</p>
<p>The whole system is absolute shit. And we keep being forced into using areas of the system that are not yet fully functional (family group conference referrals, care plans), rather than applying work-arounds like attaching scanned versions of forms, or being able to generate an initial document from some information in child story and working off that that in word.</p>
<p>The whole system is useless and illogical. We need running case notes so anyone that picks up a case can see what is going on.</p>
<p>There are always issues with locating info and kissing info when adding</p>
<p>There are lots of components that do not work</p>
<p>There are several files that were not migrated properly, or impossible to locate, in ChildStory. These files are pertinent to my role. I cannot confidently complete a task by using ChildStory exclusively and have to rely on colleagues to conduct an additional KiDS search.</p>
<p>There are so many processes in my daily work where some fault has to be referred using Service Now before I can proceed with the process. Not only is Service Now opaque and not user friendly but the issues often go unfixed or take so long that the simple process of submitting a carer review for approval is left undone for a considerable time, so long that it is quite difficult to come back to and find what you are up to.</p>
<p>there are still usability issues and things that could be improved. And there are still times when ChildStory updates something and tells us we can use it but it doesn't quite work properly. eg case plan review button, service request for legal VC audit that is in the recording guide but can't be used as there is no que set up</p>
<p>There are too many "clicks" needed to use CS - and it is easy to get lost when you are trying to enter information. The Legal record and OOHC case plan are examples of this - they can be used but aren't user friendly and slow down caseworkers who are trying to accurately record their work.</p>
<p>There are too many 'workarounds' for multiple issues, as opposed to just fixing the issue identified.</p>
<p>There continues to be issues in 'relationships' with many larger families with complex inter relationships not being captured as some children aren't linked with parents etc despite having a long FACS history There are issues with older 'POI' and 'PCH' records not being shown There are many children who still have 'duplicate' person profiles It's difficult to always trust the system when records indicate 40 cases for example - yet only 20 contacts were ever made?</p>
<p>There is difficulty easily capturing an understanding of the whole picture for a child or young person. There are many areas to check for instance if completing a review on a child or young person's history. The timeline is not always accurate and does not always show all of the information. In this regard it is time consuming as you should really check each aspect to ensure that you have the whole picture. This is why it is important to be able to cross reference the information with KIDS to ensure that the information entered was completely entered and accurate reflection of the whole picture. This is very important for young people who have been in care and may have left care some time ago, children and young people who are now having their on children, and gaining an accurate picture of the intervention that has been</p>

<p>implemented across time with families who have lengthy history with FACS or where there are intergenerational issues.</p>
<p>There is no one issue. To suggest children are placed at risk because of Child Story is disgraceful. Keeping children safe is about the practice framework and keeping dignity and respect at the forefront of how we work with families is how children are kept safe. Please stop blaming Child Story for some practitioners lack of understanding of a vitally appropriate recording system.</p>
<p>There is no way to a record to multiple children</p>
<p>Things not saving. Lack of training.</p>
<p>Things not working properly, a word limit on safety and risk assessments, having to individually add to the genograms instead of adding a whole new one.</p>
<p>This system was not purpose designed for our work and so has so much superfluous functions that caseworkers can get lost in.</p>
<p>Time - having to put the same record on multiple times for multiple siblings.</p>
<p>Time consuming</p>
<p>Time consuming</p>
<p>Time consuming as have to put records on eg 3 times for 3 children</p>
<p>Time consuming process as you put in the same information in different areas over multiple siblings</p>
<p>Time consuming.</p>
<p>Time it takes to locate records and printing for VOC claims. Also it brings up records (in this case another young person) in timeline. Also things are not in date order in timeline</p>
<p>time taken to add records individually to every child in a family - should be able to add info to all children's record simultaneously</p>
<p>Time to find things</p>
<p>Time to look for information, time to add information on, lots of double clicking, not user friendly at all. Cannot drag emails across</p>
<p>Time to put on Case Plans</p>
<p>Time wasted searching and duplication</p>
<p>timeline - hard to review previous files and what other casework has involved</p>
<p>Timeline does not appear to work effectively and there is very limited detail when completing a person search resulting in the entirely wrong child having a report and a subsequent case opened despite not being the correct subject child.</p>
<p>Timeline, chronological ordering of notes does not exist, there are too many duplications</p>
<p>To comprehensive, nonsensical too complex</p>
<p>To many clicks to get somewhere simple, and not delivering on promises.</p>
<p>To respond to Subpoena requests you have to go into each Case that the child has, you cannot print everything at once.</p>
<p>Too complex and labour intensive for minimal benefit</p>
<p>Too complicated - too many steps/levels/places to record information</p>
<p>Too cumbersome, slow and confusing.</p>
<p>Too difficult to locate important information about families. For example, a team mate searched for a POI in Child story and there was no evidence of that person even having a history with FACS. I recognised the name from my experience in FACS and we searched KiDS. He is on the child protection register for with multiple charges against children under 10. We only found this on KiDS, it was not evident on Childstory.</p>

Too many clicks and unsure about what to fill in and where
too many different places for info to be saved.
Too many false records
Too many numbers
Too many numbers. Ross reports coming across as non rosy. Having to put multiple records on because families not linked. The list goes on
Too many places to log information meaning that different CW log info in different places making it difficult to find. Also having notes and attachments open to NGO's as they come on board is a big breach in client confidentiality.
Too many screens to navigate to find documents.
Too many steps involved in every function
Too many steps to take to get to the information that I require. This results in unnecessary stress frustration anger and delays processing my reports.
Too many to identify a single issue that is the biggest concern
Too much clicking and scrolling. I now have wrist issues and migrated data is missing and/or incorrect
Trying to find full historical records
Trying to find historical information
Trying to find records
Trying to navigate the entire system accurately
Unable to search for people effectively which causes duplicate records to be made. It also impedes the completion of records in a timely manner
Unable to search for people using partial names in the "search person" box
unable to name child without being given clear details on their proper name and culture/identity
uncertainty it is an accurate reflection of records held
Undertaking history checks, logging events and other file notes, working with a family with multiple children and having to put all file notes on all cases
Usability and relevance. Finding documents Printing documents Double entering of data System is too pedantic.
User ability, difficulty reviewing history and finding accurate records for children and families. Its jumbled and difficult to find.
Very hard to do a chronological history check.
Visibility of information vital to completing assessments about the safety and risk of vulnerable children and young people
Wastes time because it doesnt work
Wasting time in going through a maze of tabs that aren't user friendly to upload documents or navigate through a case.
We are now nearly two years in and have people showing us what needs to be done. There is also doubling up in lots of issues
We have to put records on each child as they aren't going over to the other children. This so so time consuming when there are multiple children. They don't give you less cases so you are always behind.
We were lied to about its flexibility and intuitiveness. You cant print HV records that another CW has put on. You have to put individual records on for family members.
When I am expected to complete some many notes and documents in child story and I can not due to system issues it creates anxiety in me to the extent I want to walk out.
when I encounter a problem which is frequent, I have to log every issue before I can call someone for help, this takes up a lot of extra time. as far as the frequent problems experienced, 1. no next approver in nearly every assessment started, 2. multiple parties (many who dont belong in the assessment are automatically generated) , 3. checks that don't save once completed because of errors in the system.

<p>WHEN THERE ARE OPEN CASES FOR SIBLINGS YOU CANNOT USE THE PERSON GROUPS TO ONLY ENTER ONE RECORD WHICH IS AUTOMATICALLY ADDED TO THE OTHER CHILD'S RECORDS. TRY ENTERING FILE NOTES AND EVENTS FOR A FAMILY OF 6 CHILDREN INDIVIDUALLY PLUS ATTACHMENTS AND NARRATIVES EVERY DAY. THIS MAY BE OK FOR CHILDREN IN OOHV BUT RESPECTFUL FOR CHILDREN WITH FAPS IF RECORDS ARE MISSED OR NOT ADDED.</p>
<p>Wiping out records when you press save. You have worked on a record for sometimes hours and the record is completed wiped. Also not being able to relate people or records to each other to show a clear link to records and events.</p>
<p>Wish it was faster Record notes and attachments in chronological order regardless of the date the note has been recorded</p>
<p>Working with multiple children in a family where here all documentations have to be put onto child story individually. Would love to have the KIDS plan back - really miss that.</p>
<p>Y concern is that events and notes might be recorded at a number of different places, as to the engagement itself or a case plan (as per changing guidelines) or the child. If there are more than one child, previous case workers might have attached only to the oldest or the youngest child. It is easy for a caseworker who is handed over a case to overlook important information, to the detriment of a child or a family</p>
<p>You can not rely on the system and there isn't enough support to be confident in using the system</p>
<p>You can't easily find records or relationships.</p>
<p>You cant find migrated data from KIDS. You don't know what you're missing.</p>
<p>You can't trust it. It looses our work and causes undue stress. You have to spend so much unnecessary time trying to find 'work arounds' and digging to find what you are looking for</p>
<p>You have to double up on writing things for each child, instead of a sibling group.</p>
<p>You have to drill into too many different screens to access information you need - particularly attachments</p>