

# Caring Community & YOU

How do 'levels of access' determine what records are visible?	Each different role, whether within FACS or an external organisation, will have different access rights. Children and families will have predetermined permissions that determine what they will be able to view. Caseworkers will work with families to give them access and explain what they can see.
Can you turn off how the information is shared between users, family members or communities?	Yes, in some circumstances a caseworker may determine that it is not appropriate for a person to have access to certain record types or all records.
Can children and families read records or access home visit records?	More information will be provided prior to release 2, however, the key information children and families will be able to access is their case plan and life story work.
What happens if a young person is in the app on their phone and shows others the information about them, or their phone gets stolen?	We cannot prevent who young people show their information to, so it is important for caseworkers to talk to young people about what information they share with others, taking care of property etc. If a phone is stolen, ChildStory has secure access so others will not be able to see the information without a login.
Can caseworkers see all the children a carer has?	Yes.
Is the carers' register getting linked properly?	There will be some integration with the carers' register. More details in release 2.
How will change of carer address get updated in OCG register?	The process will be similar to the current situation – a carer's address will be updated in ChildStory and a request made for this to be updated in the Carers Register.
Is life story work more fun and interactive for the children?	Yes! Children, young people, carers and families will be able to contribute from release 2.
Can ChildStory send text notifications to families and carers?	Caseworkers will be able to send text messages from ChildStory, for example reminders can be sent, and these will be saved as records in ChildStory. People won't be able to reply to these texts – they will need to contact their caseworker.
Is there something in ChildStory that is similar to a Carer Development Plan?	The information included in a Carer Development Plan will be included in a carer household's details in ChildStory.
When a child or young person changes placement, how do we make sure the previous carer no longer has access to that child's information via the Caring Community?	There will be clear processes in place for this and more specific information will be provided prior to release 2.