

Partner Community

Can service providers automatically see the system? Do we still need to refer things to them?

After release 2, service providers will receive placement and referral requests through ChildStory and will respond via ChildStory. If they accept a placement or referral they will then be given access to certain details of a child's case. They will no longer need to request information and then wait for us to respond with information. Service providers will give access to ChildStory to appropriate people in their organisation.

Will ChildStory have any links with Corrective Services?

Not at this stage.

If a caseworker has moved from FACS to an NGO agency, are they able to view the same things on the child's profile as they had before?

FACS caseworkers can see everything; NGO caseworkers will be able to see a predetermined selection of records. What any user sees in ChildStory is determined by their current role.

What will be the JusticeLink functionality?

From release 2, FACS will be able to make court applications and submit court bundles online. FACS will receive listing dates, order outcomes, and updates to correspondence or documents from Justice through ChildStory.

How much access will legal staff have?

FACS legal staff and external legal practitioners will have access to the records relevant to the cases they are working on.

When it comes to victim's compensation, how will it work?

Release 1 will be the same as today (manual forms). There will be more details about how it will work in release 2.