

Confidentiality and security

How secure is ChildStory?

ChildStory has been through a very rigorous process to satisfy all privacy, security, confidentiality and policy requirements of the NSW Government. We have also briefed the Privacy Commissioner.

How is ChildStory going to be secure on a mobile device?

The mobile device applies the same security standards as the desktop version. FACS supplied devices can also be de-activated remotely should they be misplaced.

Will you have the ability to view records of children you're not managing?

FACS caseworkers will have access to all child records on ChildStory unless the record is secured. However, as is the case now, staff should not access unnecessary records.

What happens if a file is secure and you need access?

For most secure records, caseworkers will be able to acknowledge they are accessing a secure record and gain access immediately. Your manager will be notified if you access a secure record. For highly secured records, you will need to gain approval from your manager, however this again will be done within the system. Records are secured at a person level.

How does ChildStory work with password protection and regular network access?

Logging in to the FACS system requires password access. Once logged into FACS you will be able to access ChildStory just like any other application.