ChildStory functions

Will it be easier and quicker to collate and print bundles for court?	Yes, you will be able to collect all the documents you need and amalgamate them into one document which you can then redact online (reporter details will be automatically redacted) and print. From release 2, these can be submitted electronically.
What does information entered into ChildStory look like when printed?	There are a couple of different ways to print in ChildStory – you can print a simple screenshot, or combine various fields or records into a report format. We will show you some of these as we get closer to go live.
How will redaction work?	We will have some templates that will automatically redact some information upon creation, such as the reporter's name and address. You will then be able to use an online tool to hide other information. You can save both redacted and non-redacted copies.
What does the redacted copy physically look like?	Your redacted components will be fully blacked out ... you will not be able to hold it up to the light and see what was removed. No more photocopying!
Will all printing jobs still default as double-sided? Courts require documents to be printed single-sided.	This is a FACS default setting which you can then override.
Will documents print in date order?	For complex printing processes, you can determine the order of printing.
Is there a size limit for genograms?	No.
Will the genograms generated be able to show different kinds of relationships?	Genograms only show family relationships. There is another feature called a network that you can use to represent other relationships including kin, friends, carers, coaches etc.
Is it intuitive enough to display a genogram without doubling relationships?	Genograms are based on the information within ChildStory. Therefore if there are incorrect relationships recorded for a person then the genogram will be incorrect.
Does the genogram display if a person is deceased?	Yes.
Does the genogram display person alerts?	Yes, persons causing harm and persons of interest are identified on the genogram. They are not shown when you create a pdf of the genogram so you can share it.
For genograms, are some things automatically created? Such as sibling relationships under the same parents.	Genograms only use the relationship information in ChildStory – it does not automatically assume relationships, you need to add them.
Genograms: can you edit the PDF and add notes?	No.
Do the genograms reflect psychological relationships (e.g. where a child believes someone is their father even though they're not)?	No.
What about relationships in KIDS at the moment, will these relationships be transferred?	Relationships will be transferred over but some may need amending as ChildStory caters for more specific relationships such as aunty or uncle rather than aunty/uncle.
If a child has several stepfathers (not end-dated relationships), will the genogram present an error message, or will it still generate?	The genogram will not pick up this as an error, which is why it is important to end date and fix incorrect records. When you view the generated genogram, the inconsistency will be clear for you to fix the relationships of this child in the system.
How does the 'Send SMS' button work?	By clicking this button, you will be able to send a SMS text from ChildStory, for example you may send a reminder about the time and location of a family contact. Recipients won't be able to respond to these texts.

Can caseworkers receive confirmation when a family receives/reads a message?	No.
Are there prompts for users, such as a review being required in certain number of days?	Yes, there will be automatic notifications for some key activities, reviews and approvals.
If a new report comes in for an allocated case, will there be a notification sent to the caseworker and/or the manager?	Yes. ChildStory has inbuilt notifications that are sent to the caseworker when a change or new information is recorded on a case. This includes when a new report comes in.
Regarding submitting OOHC plans for approval, will you receive an email if the plan is declined?	Yes, a caseworker will receive an email and reasons for why something was not approved. New versions of documents can be kept and some key changes are tracked.
Will there be a reminder in ChildStory so I can see when something is due?	Yes. When actions or events are created you can also create associated reminders. Similarly, there will be reminders when reviews are due.
Can you turn email notifications off?	Yes.
Will the approvals system be re-made?	Approval processes follow the policy and financial delegations currently in place. All approvals will be done through ChildStory.
How will a manager know someone has requested approval?	The manager will be able to see a list of all approval requests on their homepage.
With all the forms, do you have a system in place for updating those forms when they change?	Many forms are now fields in ChildStory and the fields can be changed when required. The forms that are incorporated into the system will also be upgraded or replaced as needed. There will no longer be multiple versions of the same form around the office.
Will all forms, such as legal forms, be available in the system?	Yes. Some will be fields that you fill in, others will be forms that can be attached.
How do legal forms work in ChildStory?	Caseworkers will complete fields in the system and then generate a document from that information that will look the same as the existing legal forms. Managers will review the information, and can amend fields in the system, before it is forwarded to the legal team for their review. The legal team will also be able to access the system.
Can forms be auto-populated with information that is already in the system?	Yes, many of the forms you complete manually today are now incorporated as fields in ChildStory and some of these fields will be pre-populated.
Legal documents and placement records - will they be formatted more simply?	That's the plan. We will have caseworkers come in and test the systems to make sure they are useable.
Can a sibling group be split so that one child is sent to JIRT while the others aren't?	Siblings can be considered in the same report but can be split into separate transfer records before sending. Even though the record covers a sibling group, behind the scenes they're considered as their own individual cases.
How are siblings going to be represented in ChildStory i.e. can I create a case record that covers all of them?	Yes, this is possible. For most of the key records you can have all siblings in the record, but behind the scenes they will still have their own records and they can be separated and put back together again later.
Are you able to link cases?	Yes.
The current system times out. Will ChildStory also time out while caseworkers are in the app?	ChildStory will time out after two hours of inactivity.
Will there be an autosave feature?	Not everywhere. But we have implemented this in key places and users are always warned when they navigate away from a page that they need to save their work.
Will we be required to click on a save button every time an action is made?	Most records will require saving, and for those records it will remind you to save the record if you try to navigate away without having done so.

Can you autorecover unsaved documents when things crash?	It is not anticipated that ChildStory will crash. There will not be an autorecover function.
Do you need to manually merge plans?	No. There's going to be the concept of 'one case open for a child at any time'. A case only gets opened when you work with that family, so when reports come in, there's no new case. Multiple reports for a child will simply be recorded in a related list in that open case.
Will we have to manually relate records?	No, ChildStory compiles the related lists for you.
In terms of the financial component, are you going to have the same restrictions as are in KiDS e.g. currently in KiDS, unless there's a placement, you can't create financials for that child? Is there going to be an option to create financials if placement is not complete?	There won't be the same restrictions as in KiDS. You will be able to create financials even though there isn't an open case, for example you will be able to create a financial within the triage process. The types of financials you can create will be determined by where you are in the process of working with a child and family.
Will financials be more streamlined and efficient?	Yes.
Do adhoc payments still need to be printed out and signed?	No, financials (including submissions for adhoc payments) will be processed within ChildStory.
Are PCards incorporated in the system?	In part. From release 2, you will be able to record where PCards have been used, but ChildStory is not integrating with the PCard system itself.
Will active financial records need to stay open during the transition to ChildStory?	Some financial records will need to be closed and others won't. You will receive information about what activities need to happen to ensure a smooth transition to ChildStory, closer to go live.
Will we be able to see a single view of all financials for a child?	Yes.
Is the home visit template automatically generated in ChildStory?	ChildStory has a specific type of meeting record for home visits but this is not the same as the current home visit template. We will be able to show you what this looks like soon.
Can we attach our own templates?	It is possible to attach your own records but ChildStory is designed so that in most cases you shouldn't have to. You should be able to simply put information into the fields that are already there. However where required, attachments to records can operate similar to the current process.
What is the text limit in free text fields?	You will not need to worry about breaching this … it is large.
What is the maximum number of tabs for main and sub-tabs?	There is a limit of 20 main tabs and 10 sub-tabs under each of those main tabs.
Is spell check available in all fields?	Spell check is available in all fields where you are writing narrative text.
Is the spellcheck function in ChildStory Australian English?	The spellcheck function in ChildStory is aligned to your web browser's language. If your browser's language is set to Australian English, then spell check will be that in ChildStory.
If a report came to the local office, will we still need to create a letter to return to the mandatory reporter?	Mandatory reporters who are registered with the Reporter Community will be able to see the status of any reports they have made online. Letters will still need to be sent to mandatory reporters who aren't registered, or other reporters.
Will mandatory reports still be screened by the Helpline?	Yes.
It says 'Delete' next to some of the records in the screenshots of the OOHC case plan – will you really be able to delete?	No, caseworkers won't be able to delete these records. Once you put in a record, you can't just delete it. Specified people will be able to delete certain records. **The delete button you can see won't be there when you start using the system.**

Will you be able to delete accidental records or accidental attachments?	This depends on how much has been created in the record. There will be an in-system request process to delete records. A range of records can be marked as 'created in error'. You can remove attachments you have uploaded, however this will be audited.
Can you have more than one ChildStory session open at once?	Yes you can. However you are able to have multiple tabs open in just one session. And as information will be prepopulated, users won't have to cut and paste information from one part of the system to another.
In case management, what does 'age' refer to?	The age of the case is how long the case has been open.
What is the definition of 'engagement'?	An engagement is one of the new concepts that you are going to see; it is a grouping of types of records associated with engaging or working with a person or family. It includes contacts, triage records and cases.
What does 'Includes restrictive practices?' mean in the case plan details section?	If there is a behaviour management plan in the system for a young person, and it includes restricted practices, you will see that box checked.
Where will the progress notes in an OOHC plan be displayed?	Progress notes appear in the related list called 'Outcome progress notes'. You can get to it by scrolling through the related lists or using the quick links at the top of the page. You can also view your progress notes from within the measures of wellbeing.
Can auditing be done in the system?	Auditing can be done in the system.
Will users still have to print, scan, sign, and upload files?	Not as much, because most of the functionality is incorporated into ChildStory. However there is the ability to upload files if required.
Is there a summary page of all your cases?	Yes, there is a home page, where you will be able to see your cases, contacts, and upcoming work and deadlines. It will also display your calendar, which will synchronise with Outlook.
Can you tell whether a report is ROSH or non-ROSH and whether it has been sent to the WAM?	Yes, all reports will show their status.
Can I transfer ownership of a record I have active, if I am unable to return to it?	Yes, there are different levels of permission and some profiles can redesignate case ownership.
Will doing a safety assessment create a new screen?	A safety assessment will open in a new sub-tab with some information auto-populated where it already exists in the system.
Can you timeframe progress notes?	Yes, and you can set reminders as well.
How do you upload an attachment and relate it to multiple records?	You can attach a document at the case level if it is relevant to many records within the case, or at the record level if it is specific to just one record. You can also attach it to a group record, for example, for several siblings.
What types of text will search be able to pick-up?	We will provide detailed information during training, however the search functionality is much greater than KiDS.
Will we have digital signatures in ChildStory?	Not in the first release.
Can you back-date records?	Not for everything, but in general yes.
Will we still be able to submit the case plan even if it is incomplete? Every family is different and at times, we won't be able to complete every field in a case plan.	Yes, you will be able to. Every plan will have different mandatory fields that must be completed, but not every field in every plan will need filling in before submission.
Which records can be linked?	A range of records can be linked, and the system does a lot of this automatically. We will provide more information in our face-to-face training sessions.
Can you cut and paste in the system?	Yes.

Will the system stop you from creating obviously inaccurate relationships (e.g. a person being both child and parent)?	No, but when a genogram is generated, you will be able to view these relationships pictorially and this will help you to easily identify problems in the person relationships.
Will the system have an indicator that a child is culturally and linguistically diverse (CALD)?	Yes. In the person record there will be a CALD indicator based on the cultural background and/or language properties recorded against that person.
When reports are made to the Helpline, if the caseworker forgets to ask the reporter for their consent to pass their details onto JIRT, then the information they provide cannot be shared with health/police. Will ChildStory have a validation to stop this happening?	The Mandatory Reporter Community online report contains this as a mandatory field (whether the reporter consents to their information being shared: Yes or No). Without this consent, the report cannot be submitted.
Does ChildStory improve how legal records are related to other records in the system?	Yes.
How will records be related to each other e.g. legal to plan? Will the system have smarts to do this for the user?	Most of this is maintained by the system. We will be able to explain all the linkages in our face-to-face training.
Will ChildStory automatically detect data remediation errors?	ChildStory has a range of validations on fields and there will be reports that are available to check the completeness of records. ChildStory also has assessments, case plans and care plans 'in' the system. Bringing this information together and re-using it across a child's record will mean better quality overall.
Is there a system in place for cleaning up errors after a record has been submitted?	There are different processes for different types of records. For some records, users will be able to request a 'soft delete' where the record won't be able to be seen but is kept in the background. Some other records will be able to be cancelled or marked as created in error.
If I have a photo of the family and there are four kids, do I need to add it four times?	No you don't need to add it four times, you could add it to a group case plan.
Will ChildStory prompt users to complete assessments and other tasks?	Yes, there are prompts for some tasks such as reviews and assessments. Also, feed view will provide a chronological history of activity on a case so that caseworkers can see what has already been completed.
If a staff member is off sick, can a manager see their records and any tasks that are due?	Not for everything, however there are a number of ways for managers to get access to important tasks for their teams. We will provide more information in our face-to-face training sessions.
How does the NDIS work in with ChildStory – where do the plans go?	There is a separate record for NDIS information and the NDIS plan can be uploaded there.
Can actions/tasks be shared with other staff?	Actions are only for a single user. We will show you other ways to share information in our face-to-face training sessions.
Does a placement update the main address or just the placement address?	Just the placement address.
Can attachments be dragged and dropped?	No, they are selected and uploaded.
Can I store my own letter templates in ChildStory for later use?	Your own letter templates can't be stored in ChildStory but there are many templates built in.
How will we search the Casework Practice site?	In release 1, there will be a link to the Casework Practice website from ChildStory.
Do reminders travel with ownership of record?	This depends on the record, however for a range of records, yes.

Are there alerts for missing information? For example, if a child is school age but does not have an education plan, will this be alerted?	A range of alerts and validations have been built into ChildStory, however we have tried to limit these. Education coordinators will get a notification about children entering care and reminders about reviews of these plans in release 2.
In OOHC case plans, will there be check boxes to indicate we have undertaken mandatory tasks like charter of rights, S149b-k, discussion about confidentiality etc?	Caseworkers need to explain these activities so there are fields for narrative about them, not just check boxes to say they have been completed.
What will risk of harm records will look like?	We will provide this level of detail in our face-to-face training sessions. Contact records can easily be accessed from a child's case.