

ChildStory Partner Community Factsheet for Partners

What is ChildStory?

ChildStory is much more than just a casework management IT system. ChildStory will allow everyone involved in a child's life to easily contribute to the child's online records. And importantly, the child or young person, depending on their age, and stage of development, will have direct access to key information about themselves.

The ChildStory Partner Community

From June 2018, FACS partners will be able to interact with FACS via the online ChildStory Partner Community. Partners include contracted service providers, which will be able to view and manage contracts on the Partner Community (replacing the Contracting Portal).

In addition, the Partner Community will give agencies that provide permanency and out-of-home care services (under the Permanency Support Program) and/or child protection programs (such as Brighter Futures, Youth Hope, IFBS, IFP) access to information that has, until now, been held in FACS' systems.

This means the Partner Community will replace some existing portals and forms for those programs including the Minimum Data Set (MDS), DoCS Connect, Referral Management System (RMS) and manual completion of Client Information Forms (CIFA/CIFB). There will no need for providers to change or enhance their current systems as this will compliment rather than replace provider's case management tools.

Accepting and managing a referral or placement request

- Placements and referrals will be administered through the Partner Community.
- The Partner Community will broadcast placement requests state-wide to all contracted partners. The requests will include initial information from the placement needs assessment (instead of emailing the CIFA form).
- Partners will be able to filter placement requests by location or type of placement. Partners will also be able to accept placement requests online. Specific information about how this works with existing FACS units such as the Central Access Unit (CAU) or the Brighter Futures Unit will be explained during the learning activity.
- Rather than broadcast referral services, FACS will send them directly to the partner it is working with around a particular child or family via Partner Community.
- When a partner accepts a placement request, they will immediately be able to see the remaining information from the placement needs assessment held in ChildStory (instead of being emailed the CIFB).
- This means the partner can start immediate planning based on the child's specific needs or situation. The key information about children that will be visible to partners will be 'live', so when FACS makes changes, partners will see them too.
- The Partner Community will allow partners to easily report to FACS without having to duplicate data that is already held in our systems. Partners will also be able to request closure of the placement or transfer the case back to FACS in line with program guidelines and case management policy.

Viewing and managing financial information

- The Partner Community will replace existing financial management mechanisms including the Contracting Portal and monthly reconciliation spreadsheet processes.
- Partners will be able to access/view all relevant deeds, program guidelines, contracts and other relevant financial information. Partners can also submit documents that require a signature via the Partner Community.
- For each contract, the partner will view a list of planned payments for the next period. Payments will be based on contracted services and reconciliation against services provided.
- Partners will be able to view information at the individual child level, and flag and add comments about payments that they need to discuss with FACS.
- Monthly placement and service verification processes will occur through Partner Community, with payments visible at children/family level. This will allow partners to easily reconcile and dispute any cost line items associated with that child or service.

Access and support

- Once a partner has access to ChildStory they will be able to administer access for their users.
- FACS will set up any new users in ChildStory and partners can then set and manage access and permissions. Password resets will be managed via automatic, online processes.
- Partners will also be able to request changes to data/information related to children if they notice errors or their information changes.
- FACS will offer a dedicated support team for anyone using the system. Details will be provided prior to go-live.

How FACS is assisting partners to prepare for change

- FACS will invite partners that provide the child protection services above to joint FACS and NGO learning sessions to gain familiarity with the Partner Community and discuss best practice.
- Partner representatives will be able to communicate these changes back to their staff, supported by access to online resources and follow up working groups to help them.
- Any partner that currently uses the Contracting Portal will receive communication and instructional videos on how to use the new tool.
- FACS is currently seeking representatives to attend interactive joint sessions in the last two weeks of May 2018.
- ChildStory has received invaluable input from the NGO Reference Group and its Policy and Technical Working Groups. Partner representatives will be invited to attend working groups when the Partner Community is launched to continue to provide this important feedback and input.