

Accessing ChildStory Partner Community and Ongoing Support

How do I access ChildStory Partner Community?

If you were nominated by your agency as a person requiring access to ChildStory Partner Community then you should receive a notification email with your initial login details when the system is live.

Once you are set up, the secure site address is:

<https://partner.childstory.nsw.gov.au>

Use the login button on the top right of the homepage.

When do we start using ChildStory and what happens to our existing systems?

ChildStory Partner Community will be launched in June. We will provide more specific details about the date in an email shortly. Many of the other FACS systems including the Referral Management System, MDS and DoCSConnect will be retired. Communication will be provided to the users of each affected system with more details.

How do I access support if I need it?

- Learning resources have been developed including reference guides and how to videos. These are all available on our website <http://childstory.net.au/training/>
- You can email our support team at ChildStory.Support@facs.nsw.gov.au
- For urgent queries, you can telephone our support team on **1300 356 696**

Browser requirements

The Partner Community operates on a number of Internet browsers. Please ensure you are using Partner Community on one of the supported browsers listed below.

Platforms	Safari (latest version)	Chrome (latest version)	Edge (Windows 10 only)	Internet Explorer 11	Firefox (latest version)
Apple Mac OS Desktop	✓	✓			✓
Microsoft Windows Desktop		✓	✓	✓	✓

What happens if a new staff member needs access to Partner?

In the future, there will be a two-stage process to establish a person new to the ChildStory Partner Community:

1. Upon written request FACS will set up a person linked to your organisation
2. Your agency ChildStory system administrator will set a role and profile for this person