ChildStory

NSW GOVERNMENT | Communities & Justice

Permanency Support Program

DCJ Roundtable

August 13, 2019

Summary – Permanency Support Program

ChildStory

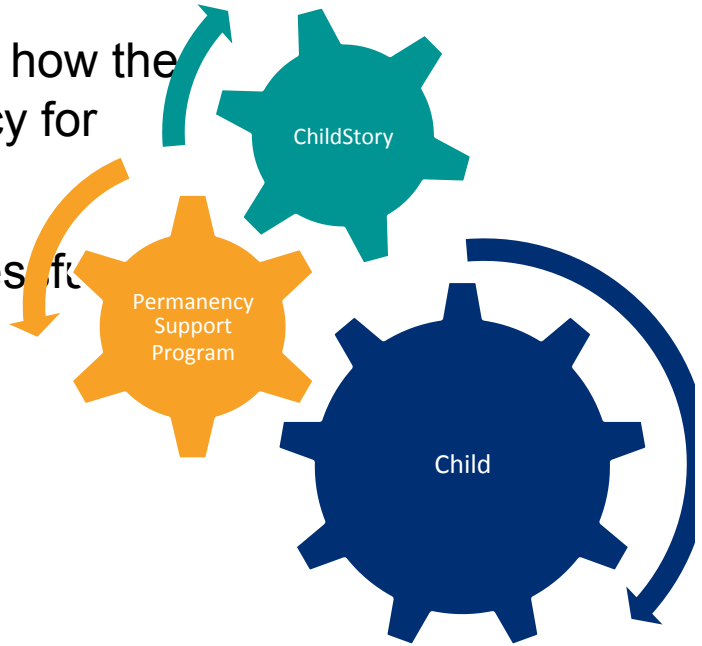
- NSW Communities & Justice is working to make a number of enhancements to ChildStory to improve accuracy and usability of data.
- These enhancements will enable Funded Service Providers (FSPs) to better access ChildStory, streamlining the work of caseworkers and FSPs.
- Part of the enhancements involve data remediation relating to increased information quality of children and young people in Out of Home Care.

Summary continued

- Commissioning will be conducting a full year payment reconciliation for the 18/19 financial year in December 2019.
- To facilitate the reconciliation, FSP data will be collected in August 2019. Where possible, we will use the data already provided by FSPs. In addition, we will collect data related to National Annual Reporting requirements.
- ChildStory system enhancements over July, August and October will give greater usability to FSPs.

What do the changes mean for the PSP

- Improved functionality of ChildStory will increase usage by FSPs
- Accurate data will give us a clearer picture of how the PSP is meeting its targets to provide permanency for children and young people
- Overall enhancements will help bed down successful implementation of the PSP reforms



What do the changes mean for the PSP

The data collection and remediation work will support FSPs to:

- have greater access to children they case manage on Partner
- report placement changes, review case plan and make service requests
- have correct PSP packages allocated to each child
- undertake the verification process on Partner

What training is proposed?

- To ensure users understand how to use ChildStory as it relates to their roles and responsibilities, ChildStory will deliver a phased training strategy alongside system implementation.
- This will include communications to FSPs about the changes; online access to e-learning and Knowledge Articles; and ChildStory face to face sessions across the State.
- FSPs will be asked to send key users or ‘champions’ along to the face to face sessions.

What is Changing in ChildStory?

Where	Details
CAT	When the Child Assessment Tool (CAT) is back-dated on the child/young person's Case, the associated PSP financials for the Child Needs Package are now back dated to the date of assessment of the new CAT
Case Plan	When the Case Plan is back-dated on the child/young person's Case, the associated PSP financials for the Case Plan Goal Package are now back dated to the start date of the new Case Plan

Contingencies	Three new contingency (ad hoc payment) types have been added to cover expenses for children and young people in care
	• Drivers Licence
	  ○ Obtaining a Driver's Licence
	• Not in Placement – Residential Care
	• Temporary Care Arrangement (TCA)
	  ○ TCA Placement – Funded Service Provider

Specialist Packages	Issues applying specialist packages to placements, that commenced prior to July 2018, have now been resolved and specialist packages can now be added to all applicable placements
Verification of PSP Financial Line Items (FLI's)	Partner Contract and Finance Managers can now view all FLI's applicable from 1/7/18 for verification purposes.

What is Changing in ChildStory?

Where	Details
Temporary Care Arrangements	A new Placement Purpose of Temporary Care has been created and Temporary Care placements can now be tracked. If a child/young person is placed in temporary care with a Funded Service Provider, PSP packages will not be triggered. If the child/young person enters statutory OOHC, then this can be managed via the request change functionality, which would then generate packages.
Change Request - Placement Provider	Change Request on the Placement Provider field can be used to correct placement information or to record when a carer moves between agencies. The Placement Provider field determines if a Partner user can see a child/young person's information; it is also an important part of a child's care history and indicates where payments should be made.
Partner Caseworker Profile - Permissions	Permissions for the Partner Caseworker Profile have been extended so that a user with this profile is now able to record an internal placement move or whereabouts for a child/young person looked after by an FSP.
Partner Placements/ Placement requests	Where an FSP has a whereabouts record for the CYP, and they have end dated the placement, they are now able to record an internal placement move or request FACS to locate a placement.
Household Validations	FSPs no longer need to provide household authorisation details for Hotel / Motel, Parent or Residential Care placement types when submitting a new placement to FACS for approval.
Case Plan Goal Package default value	When a CYP has a long-term final order, the default case plan goal package will be long term care where no OOHC case plan is recorded to ensure FSPs are paid more accurately.
Case Coordination- Restoration Support	A new Service Type is available on the placement, Case Coordination - Restoration Support for DCJ users only. This can be used in cases where an FSP has placed a child/young person in the care of parent/s in line with an approved care plan.