

Queensland Legislative Assembly
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MP: Hon Cameron
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Tabled ☒
By Leave ☐



Office of the
Director-General

Department of
**Child Safety, Seniors
and Disability Services**

Our reference: CSSDS 02498-2024

Mr Luke Twyford
Principal Commissioner
Queensland Family and Child Commission
principal.commissioner@qfcc.qld.gov.au

Dear Mr Twyford

I am writing regarding the Department of Child Safety, Seniors and Disability Services' transition from the Integrated Client Management System (ICMS) to a new client management system (Unify) and the expected availability of child safety corporate data over the next 12 months. This is particularly relevant to your organisation as the department provides you with a six-monthly data release to support principle focus regional snapshots as well as data as required to satisfy requests made under section 35 of the *Family and Child Commission Act 2014* to inform your Oversight program of work.

On 23 September 2024, ICMS will be replaced by Unify providing an opportunity to transform the way the department works. This includes ensuring we are placing clients at the centre of everything the department does by improving information, collaboration and enabling more streamlined processes for client and case management. Unify will improve information sharing internally and enhance external collaboration with the Queensland Government, social services and justice sector peers for their work with young people, families, carers and services.

Alongside this system introduction, there will be practice reforms in how child safety responds to intakes, investigations and assessments (the Enhanced Intake and Assessment Approach (EIAA)). The EIAA offers a contemporary way of working with families by providing a range of proportionate, flexible child protection responses which ensure children get the right response at the right time. The needs of children and families will be assessed and earlier support offered directly by child safety or a support service. If children are considered at high risk of harm, conventional investigative approaches will be available.

From December 2024 to February 2025, new corporate datasets from Unify are scheduled to be progressively delivered to the department's performance reporting and analytics area. Each dataset will subsequently undergo user acceptance testing and validation. New measures to reflect the revised approach to intakes and assessments will also be tested.

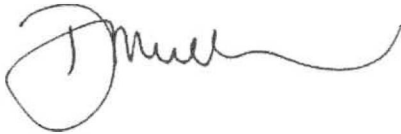
Corporate data from the new Unify system is expected to be available toward the end of 2024–25. The first datasets to be delivered will be for the September 2024 reporting period.

As a result, June 2024 data will be the last quarter of corporate data available from ICMS and the six-monthly data release the department prepares for your organisation will be provided as usual. The department will provide further advice in early 2025 regarding the anticipated availability of data for the September 2024 reporting period onwards and the subsequent six-monthly December 2024 data release to the Queensland Family and Child Commission.

I thank you for your understanding during this significant transition.

If you require any further information or assistance in relation to this matter, please contact Ms Carina Muller, Executive Director, Performance Reporting and Analytics, Department of Child Safety, Seniors and Disability Services on telephone 3097 6154 or via email to carina.muller@cyjma.qld.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'D Mulkerin', with a large circular flourish at the beginning and a long horizontal stroke extending to the right.

Deidre Mulkerin
Director-General

13 / 6 / 2024