COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE

Public Briefing – Auditor-General's Report to Parliament 17: 2014–15, Managing Child Safety Information

Response to Questions on Notice

Please find below the Department of Communities, Child Safety and Disability Services' response to questions raised at the public briefing on 11 November 2015.

Q1. Will the Department of Communities, Child Safety and Disability Services table the Highlight Reports provided to the Director-General?

Highlight Reports for May, June, July, August, September and October 2015 are included at Attachment 1.

Q2. Will the Department of Communities, Child Safety and Disability Services table the full response from the Director-General to the Auditor-General, noted on page 37 of the report?

The Department of Communities, Child Safety and Disability Services' comments and response to the proposed final report of the performance audit on managing child safety information were published in full in the report tabled by the Auditor-General. These can be found at Appendix A, pages 38 to 44.

Appendix A also contains a summary of feedback provided to the Queensland Audit Office by the Department of Education and Training, however, the Department of Communities, Child Safety and Disability Services does not have access to the response in full.

Action Plan: Performance Audit on Managing Child Safety Information
Update – 27 May 2015

Key Highlights

- The department has agreed with all recommendations from the recent Queensland Audit Office report into Managing Child Safety Information and is working towards improving practices and systems to better manage child safety information.

- A factsheet and Action Plan roadmap has been published on the department's external facing internet site in response to the recommendations from the Queensland Audit Office.

- A recommendation will be proposed to the Information Steering Committee to reallocate $0.400M within Child and Family Reform to support addressing these recommendations during 2015-16.

Recommendation	Lead Area
1	Information Services
2	Information Services
3	Child & Family Practice (Excluding 3.5) Information Services (3.5)
4	Information Services
5	Information Services
6	Child & Family Practice

Contact Details

If you have any questions about this report or would like additional information, please contact the Chief Information Officer:

- Phone: ▮▮▮▮▮
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	Current Activities	Next Steps	Progress Update
1	1.0.1 Develop an information management Model for Child and Family Reform activities. This model will be co-developed in consultation with the department's Child and Family reform NGO partners.	1.0.2 Incorporate Information Management design into the ongoing Child and Family Reform activities.	1.0.1 A review of existing information mapping activities has commenced with support from the IS Architectural Review Board to refine the approach. Resources have been allocated to support the realisation of this recommendation through the development of a fit-for-purpose Information Management Model.
2	2.0 Utilising the Information Management model from recommendation 1, ensure information is appropriately shared and protected across the service chain and that all new solutions and processes adopt this practice.		
3	3.1.1 Use DCCSDS and Education Queensland monthly meeting to identify data inconsistencies and progress strategies to address inconsistencies.	3.1.2 DCCSDS and Education Queensland undertake data cleansing to enable accurate recording and reporting of student attendance and ESP completion. 3.1.3 Implement the ICMS upgrade to improve the recording of ESP eligible children, the notification of schools and the recording of completed ESPs.	3.1.1/3.1.2 A meeting has been set with DET on 3 June to discuss strategies for the data cleanse process. 3.1.1/3.1.2 ICMS change request for the ESP section in the Education Tab has been finalised and prioritised for July ICMS release. Negotiations are occurring for related ESP changes to Case Plan form to be released in July ICMS release vs. Sept/Oct.
	3.2.1 Use DCCSDS and Education Queensland monthly meeting to progress review of Memorandum of Understanding and to progress strategies to more accurately measure school attendance, suspensions, exclusions, absences and abscondments.	3.2.2 Finalise the revised Memorandum of Understanding.	3.2.1 & 3.2.2 A meeting has been set with DET on 3 June to discuss the review of the MOU and reporting measures.
	3.3.1 Negotiate memorandums of understanding, service agreements, procedural guidelines to enable monitoring.	3.3.2 Review memorandums and service agreements when due for renewal to ensure service quality and efficiency are monitored. 3.3.3 Review procedural guidelines, in consultation with partner agencies to ensure effective monitoring.	No update
	3.4 establish regular monitoring processes for education support plans, health passports and transition plans		3.4 Meetings with key stakeholders are being explored to identify strategy options
	3.5.1 Engage NICTA to research information management and data matching methodologies and solutions. 3.5.2 Co-design with EQ to implement these solutions to provide joined up data sets.	3.5.3 Investigate and implement solutions for the non-state school sector and other providers.	3.5.1 IS has commenced discussions with NICTA and DET to assist in researching information management and data matching methodologies and solutions. 3.5.2 Face-to-face meetings to explore options and available opportunities are being planned between all stakeholders. 3.5.3 Meeting with DET booked for 3 June to discuss strategies and reporting for the Independent and Catholic schools.
4	4.0.1 The selection of a new Intake and Referral solution will incorporate secure information exchange requirements. Selection and implementation of this solution will be in collaboration with the department's Child and Family reform NGO partners.	4.0.2 The Information Management Model for Child and Family Reforms will outline the information exchange requirements. These will be utilised for the selection of new systems.	4.0.1 Vendor for the Child and Family Reform solution has been selected and a contract has been finalised.
5	5.1.1 Launch the CRES secure email service and ensure availability to over 600 staff.	5.1.2 Extend the availability of the CRES secure email service to all staff.	5.1.1 Additional licences to support expansion of CRES secure email service for use by the whole department were approved.
	5.2.1 Complete an eDRMS pilot to determine security and process suitability.	5.2.2 Rollout an eDRMS solution to all staff within the department.	5.2.1 Vendor for eDRMS Pilot selected, contract being finalised.
	5.3 Reviews to be conducted six monthly for ICMS and other Child Protection systems.		5.3 Six monthly reviews of user access commenced in February 2015 with ICMS and GMS. IS will define the schedule for user access reviews and report to relevant governance bodies on progress.
	5.4 Implement the pop-up notification capability and ensure the availability of encrypted USB devices.		5.4 1000 secure USB Devices are being procured and a launch is in planning between IS and Corporate Communications.
6	6.0.1 Modify the guide and ensure inclusion in new contracts.	6.0.2 Monitor compliance and financial impact on NGOs.	No update

* Information is current as at 27 May 2015.

Action Plan: Performance Audit on Managing Child Safety Information
Highlight Report – 24 June 2015

Key Highlights

- The department has agreed with all recommendations from the recent Queensland Audit Office report into Managing Child Safety Information and is working towards improving practices and systems to better manage child safety information.

- A factsheet and Action Plan roadmap has been published on the department's external facing internet site in response to the recommendations from the Queensland Audit Office.

- The Information Steering Committee have approved reallocation of $0.400M within Child and Family Reform to support addressing these recommendations during 2015-16, pending finalisation of departmental budget allocation.

Recommendation	Lead Area
1	Information Services
2	Information Services
3	Child & Family Practice (Excluding 3.5) Information Services (3.5)
4	Information Services
5	Information Services
6	Child & Family Practice

Contact Details

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	Current Activities	Next Steps	Progress Update
1	1.0.1 Develop an information management Model for Child and Family Reform activities. This model will be co-developed in consultation with the department's Child and Family reform NGO partners.	1.0.2 Incorporate Information Management design into the ongoing Child and Family Reform activities.	1.0.1 **A review of existing information mapping activities has commenced with support from the IS Architectural Review Board to refine the approach. Resources have been allocated to support the realisation of this recommendation through the development of a fit-for-purpose Information Management Model.**
2	2.0 Utilising the Information Management model from recommendation 1, ensure information is appropriately shared and protected across the service chain and that all new solutions and processes adopt this practice.		
3	3.1.1 Use DCCSDS and Education Queensland monthly meeting to identify data inconsistencies and progress strategies to address inconsistencies.	3.1.2 DCCSDS and Education Queensland undertake data cleansing to enable accurate recording and reporting of student attendance and ESP completion. 3.1.3 Implement the ICMS upgrade to improve the recording of ESP eligible children, the notification of schools and the recording of completed ESPs.	3.1.1/3.1.2 **A central and regional education data cleanse process will occur August to October 2015.** 3.1.3 **ICMS changes for the ESP section in the Education Tab are on track for July/Aug release. Related ESP changes to the Case Plan form are scheduled for Sept/Oct ICMS release.**
	3.2.1 Use DCCSDS and Education Queensland monthly meeting to progress review of Memorandum of Understanding and to progress strategies to more accurately measure school attendance, suspensions, exclusions, absences and abscondments.	3.2.2 Finalise the revised Memorandum of Understanding.	3.2.1 & 3.2.2 **A new governance structure has been developed between DCCSDS and DET to monitor the implementation of educational outcomes for children in care. MOU review is underway and will include new reporting measures.**
	3.3.1 Negotiate memorandums of understanding, service agreements, procedural guidelines to enable monitoring.	3.3.2 Review memorandums and service agreements when due for renewal to ensure service quality and efficiency are monitored. 3.3.3 Review procedural guidelines, in consultation with partner agencies to ensure effective monitoring.	3.3.2 & 3.3.3 **An action plan between DCCSDS and DET is being finalised. The plan details initiatives aimed at improving educational outcomes for children in care including conducting a state wide survey of CS staff to obtain data to improve effective monitoring of children's education outcomes.**
	3.4 Establish regular monitoring processes for education support plans, health passports and transition plans.		3.4 **Meetings with key stakeholders are being explored to identify strategy options.**
	3.5.1 Engage NICTA to research information management and data matching methodologies and solutions. 3.5.2 Co-design with EQ to implement these solutions to provide joined up data sets.	3.5.3 Investigate and implement solutions for the non-state school sector and other providers.	3.5.1 **MOU being established with DET to share education related information.** 3.5.3 **DCCSDS met with EQ, NICTA and Glentworth 23 June to discuss options around future data sharing. Focus is on a "child in care" flag within OneSchool.** 3.5.3 **Education Support Plan work in ICMS is expected to go live early August with changes to the case plan form in late Oct.**
4	4.0.1 The selection of a new Intake and Referral solution will incorporate secure information exchange requirements. Selection and implementation of this solution will be in collaboration with the department's Child and Family reform NGO partners.	4.0.2 The Information Management Model for Child and Family Reforms will outline the information exchange requirements. These will be utilised for the selection of new systems.	4.0.1 **The Child and Family Reform project is currently undertaking base system configuration with InfoXchange Australia and will then move to the co-design phase with our NGO partners.**
5	5.1.1 Launch the CRES secure email service and ensure availability to over 600 staff.	5.1.2 Extend the availability of the CRES secure email service to all staff.	5.1.1 **CRES secure email service will be launched department-wide through a formal communications plan final week of June 2015.**
	5.2.1 Complete an eDRMS pilot to determine security and process suitability.	5.2.2 Rollout an eDRMS solution to all staff within the department.	5.2.1 **The vendor contract for eDRMS pilot has been finalised and pilot preparation has commenced.**
	5.3 Reviews to be conducted six monthly for ICMS and other Child Protection systems.		5.3 **Six monthly reviews of user access commenced in February 2015 with ICMS and GMS. IS have defined the schedule for user access reviews and will report to relevant governance bodies on progress.**
	5.4 Implement the pop-up notification capability and ensure the availability of encrypted USB devices.		5.4 **1000 secure USB Devices have been procured and a launch is in planning between IS, Corporate Communications and regional reps.**
6	6.0.1 Modify the "Basic Recordkeeping Guide" to cover Information Security and Recordkeeping standards and ensure inclusion in new contracts.	6.0.2 Monitor compliance and financial impact on NGOs.	**No update.**

* Information is current as at 24 June 2015.

Queensland Government

Action Plan: Performance Audit on Managing Child Safety Information
Highlight Report – 30 July 2015

Key Highlights

- The department has agreed with all recommendations from the recent Queensland Audit Office report into Managing Child Safety Information and is working towards improving practices and systems to better manage child safety information.

- A factsheet and Action Plan roadmap has been published on the department's external facing internet site in response to the recommendations from the Queensland Audit Office.

- The Information Steering Committee have approved reallocation of $0.400M within Child and Family Reform to support addressing these recommendations during 2015-16, pending finalisation of departmental budget allocation.

Recommendation	Lead Area
1	**Information Services**
2	**Information Services**
3	**CFCS Commissioning (Excluding 3.5)** **Information Services (3.5)**
4	**Information Services**
5	**Information Services**
6	**Child & Family Practice**

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	Current Activities	Next Steps	Progress Update
1	1.0.1 Develop an information management Model for Child and Family Reform activities. This model will be co-developed in consultation with the department's Child and Family reform NGO partners.	1.0.2 Incorporate Information Management design into the ongoing Child and Family Reform activities.	1.0.1 **Phase 1 activity is underway to document and review information flows between corporate and end user information systems, as well as to and from external entities. FACC and IFS implementations are mapping information flows between entities.**
2	2.0 Utilising the Information Management model from recommendation 1, ensure information is appropriately shared and protected across the service chain and that all new solutions and processes adopt this practice.		
3	3.1.1 Use DCCSDS and Education Queensland monthly meeting to identify data inconsistencies and progress strategies to address inconsistencies.	3.1.2 DCCSDS and Education Queensland undertake data cleansing to enable accurate recording and reporting of student attendance and ESP completion. 3.1.3 Implement the ICMS upgrade to improve the recording of ESP eligible children, the notification of schools and the recording of completed ESPs.	3.1.1/3.1.2 A central and regional education data cleanse process will occur August to October 2015. 3.1.3 The ICMS release will be 10 August.
	3.2.1 Use DCCSDS and Education Queensland monthly meeting to progress review of Memorandum of Understanding and to progress strategies to more accurately measure school attendance, suspensions, exclusions, absences and abscondments.	3.2.2 Finalise the revised Memorandum of Understanding.	3.2.1 & 3.2.2 A new governance structure has been developed between DCCSDS and DET to monitor the implementation of educational outcomes for children in care. MOU review is underway and will include new reporting measures.
	3.3.1 Negotiate memorandums of understanding, service agreements, procedural guidelines to enable monitoring.	3.3.2 Review memorandums and service agreements when due for renewal to ensure service quality and efficiency are monitored. 3.3.3 Review procedural guidelines, in consultation with partner agencies to ensure effective monitoring.	3.3.2 & 3.3.3 An action plan between DCCSDS and DET is being finalised. The plan details initiatives aimed at improving educational outcomes for children in care including conducting a state wide survey of CS staff to obtain data to improve effective monitoring of children's education outcomes.
	3.4 Establish regular monitoring processes for education support plans, health passports and transition plans.		3.4 Meetings with key stakeholders are being explored to identify strategy options.
	3.5.1 Engage NICTA to research information management and data matching methodologies and solutions. 3.5.2 Co-design with EQ to implement these solutions to provide joined up data sets.	3.5.3 Investigate and implement solutions for the non-state school sector and other providers.	3.5.1 In line with the MOU review (see 3.2.1), DCCSDS is working with Glentworth to strengthen the MOU's work schedules to better describe the data interchange processes and responsibilities. In particular this will take into account the intricacies surrounding real-time transfer of information rather than flat file transfers of information. 3.5.1 NICTA has completed an ICMS duplicate report which focused on person matching. NICTA is currently negotiating a package of work with DET which includes person matching.
4	4.0.1 The selection of a new Intake and Referral solution will incorporate secure information exchange requirements. Selection and implementation of this solution will be in collaboration with the department's Child and Family reform NGO partners.	4.0.2 The Information Management Model for Child and Family Reforms will outline the information exchange requirements. These will be utilised for the selection of new systems.	4.0.1 The Child and Family Reform project is currently undertaking base system configuration with InfoXchange Australia and will then move to the co-design phase with our NGO partners.
5	5.1.1 Launch the CRES secure email service and ensure availability to over 600 staff.	5.1.2 Extend the availability of the CRES secure email service to all staff.	5.1.1 CRES launch related activities during July included Intranet features, Yammer posts and a letter from DDG Corporate to RED's encouraging staff to register. Just over 250 staff have registered to date.
	5.2.1 Complete an eDRMS pilot to determine security and process suitability.	5.2.2 Rollout an eDRMS solution to all staff within the department.	5.2.1 The vendor contract for eDRMS pilot has been finalised and pilot preparation has commenced.
	5.3 Reviews to be conducted six monthly for ICMS and other Child Protection systems.		5.3 Six monthly reviews of user access commenced in February 2015 with ICMS and GMS. IS have defined the schedule for user access reviews and will report to relevant governance bodies on progress.
	5.4 Implement the pop-up notification capability and ensure the availability of encrypted USB devices.		5.4 Data Loss Prevention (DLP) desktop notifications have been configured and deployed to a number of test users. Notifications will occur when (1) a USB storage device is connected to a computer and (2) when an email potentially including sensitive information is sent to a public web mail address such as Hotmail and Gmail.
6	6.0.1 Modify the "Basic Recordkeeping Guide" to cover Information Security and Recordkeeping standards and ensure inclusion in new contracts.	6.0.2 Monitor compliance and financial impact on NGOs.	6.0.1 **Nil update.**

* Information is current as at 30 July 2015.

Queensland Government

Action Plan: Performance Audit on Managing Child Safety Information
Highlight Report – 31 August 2015

Key Highlights

- The department has agreed with all recommendations from the recent Queensland Audit Office report into Managing Child Safety Information and is working towards improving practices and systems to better manage child safety information.

- A factsheet and Action Plan roadmap has been published on the department's external facing internet site in response to the recommendations from the Queensland Audit Office.

- The Information Steering Committee have approved reallocation of $0.400M within Child and Family Reform to support addressing these recommendations during 2015-16, pending finalisation of departmental budget allocation.

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1	Information Services
2	Information Services
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5	Information Services
6	CFCS Commissioning

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	Current Activities	Next Steps	Progress Update
1	1.0.1 Develop an information management Model for Child and Family Reform activities. This model will be co-developed in consultation with the department's Child and Family reform NGO partners.	1.0.2 Incorporate Information Management design into the ongoing Child and Family Reform activities.	1.0.1 Nil Update (activity to document and review information flows between corporate and end user information systems, as well as to and from external entities parked as a result of resource being reassigned to ninja team systems review).
2	2.0 Utilising the Information Management model from recommendation 1, ensure information is appropriately shared and protected across the service chain and that all new solutions and processes adopt this practice.		
3	3.1.1 Use DCCSDS and Education Queensland monthly meeting to identify data inconsistencies and progress strategies to address inconsistencies.	3.1.2 DCCSDS and Education Queensland undertake data cleansing to enable accurate recording and reporting of student attendance and ESP completion. 3.1.3 Implement the ICMS upgrade to improve the recording of ESP eligible children, the notification of schools and the recording of completed ESPs.	3.1.3 The central and regional education data cleanse process has commenced and is on track for finalisation by October 2015. 3.1.3 The first stage of the ICMS upgrades was released on 10 August 2015 with improved reporting for the Education Support Plan. The second phase of ICMS upgrades is on track for the October/November 2015 release.
	3.2.1 Use DCCSDS and Education Queensland monthly meeting to progress review of Memorandum of Understanding and to progress strategies to more accurately measure school attendance, suspensions, exclusions, absences and abscondments.	3.2.2 Finalise the revised Memorandum of Understanding.	3.2.1 & 3.2.2 Meetings between DCCSDS and DET are occurring, in accordance with the new governance structure, to monitor the implementation of actions to improve educational outcomes for children in care. The MOU is currently being revised to include new reporting measures.
	3.3.1 Negotiate memorandums of understanding, service agreements, procedural guidelines to enable monitoring.	3.3.2 Review memorandums and service agreements when due for renewal to ensure service quality and efficiency are monitored. 3.3.3 Review procedural guidelines, in consultation with partner agencies to ensure effective monitoring.	3.3.2 & 3.3.3 The action plan between DCCSDS and DET has been finalised and the actions are being progressed to improve educational outcomes for children in care including the development of a state wide survey of CS staff to obtain data to improve effective monitoring of children's education outcomes.
	3.4 Establish regular monitoring processes for education support plans, health passports and transition plans.		3.4 Meetings with key stakeholders are being explored to progress strategic options.
	3.5.1 Engage NICTA to research information management and data matching methodologies and solutions. 3.5.2 Co-design with EQ to implement these solutions to provide joined up data sets.	3.5.3 Investigate and implement solutions for the non-state school sector and other providers.	3.5.1 In line with the MOU review (see 3.2.1), DCCSDS is working with Glentworth to strengthen the MOU's work schedules to better describe the data interchange processes and responsibilities. In particular this will take into account the intricacies surrounding real-time transfer of information rather than flat file transfers of information. 3.5.1 NICTA has completed an ICMS duplicate report which focused on person matching. NICTA is currently negotiating a package of work with DET which includes person matching.
4	4.0.1 The selection of a new Intake and Referral solution will incorporate secure information exchange requirements. Selection and implementation of this solution will be in collaboration with the department's Child and Family reform NGO partners.	4.0.2 The Information Management Model for Child and Family Reforms will outline the information exchange requirements. These will be utilised for the selection of new systems.	4.0.1 The Child and Family Reform project is currently undertaking base system configuration with InfoXchange Australia and will then move to the co-design phase with our NGO partners.
5	5.1.1 Launch the CRES secure email service and ensure availability to over 600 staff.	5.1.2 Extend the availability of the CRES secure email service to all staff.	5.1.1 CRES fully implemented – currently over 650 registered users.
	5.2.1 Complete an eDRMS pilot to determine security and process suitability.	5.2.2 Rollout an eDRMS solution to all staff within the department.	5.2.1 The vendor contract for eDRMS pilot has been finalised and pilot preparation has commenced.
	5.3 Reviews to be conducted six monthly for ICMS and other Child Protection systems.		5.3 Ongoing (schedule and progress provided to ISSC).
	5.4 Implement the pop-up notification capability and ensure the availability of encrypted USB devices.		5.4 Testing nearing completion. Implementation to be scheduled first week of October.
6	6.0.1 Modify the "Basic Recordkeeping Guide" to cover Information Security and Recordkeeping standards and ensure inclusion in new contracts.	6.0.2 Monitor compliance and financial impact on NGOs.	6.0.1 Nil update.

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Queensland Government

Managing Child Safety Report - Recommendations

1. *Develops and implements a co-ordinated model that includes a holistic approach on information management and sharing across the entire child safety service chain.*

2. *Implements contemporary information systems that:*
- integrate the information that is held across all parts of child safety services
- automate information exchange with authorised persons
- are flexible and adaptable to changes in business processes
- provide relevant functionality and reporting
- enable the collection of relevant information and promote outcomes based reporting
- Make it easier to manage multiple records on the same client within different media and in different formats.

3. *Uses information available across organisational boundaries within the service chain to gain insights and improve service outcomes. For example to:*
- verify whether children not recorded as attending schools are really not attending schools and implement plans for their educational support
- implement effective measures to address school attendance, suspension, exclusions, absences and abscondments to evaluate the success of its partnership with the Department of Education and Training
- monitor all aspects of child safety services including where the responsibility is devolved to other government departments
- establish regular monitoring processes for education support plans, health passports and transition plans
- implement mandatory recording of all reference keys for the integrated Client Management System and OneSchool to ensure that information on the same child is being recorded correctly and consistently in the two systems
- implement measures to improve and monitor the completion and timeliness of information about transition arrangements within the case plans and transition from care plans.

4. *Specifies the efficient and secure exchange of information as a key business requirement when selecting new systems or revising the existing system.*

5. *Improve security within the existing environment by:*
- extending secure email services in the current system to encrypt information exchange with all service providers
- identifying where sensitive child safety information is stored in the file system and ensuring access controls are authorised by business owners
- reviewing and updating user access levels regularly for key child safety systems
- preventing transfer of sensitive child safety data from the departmental network to unencrypted removable media (such as USB memory sticks).

6. *Develops security standards for service providers. These standards should be included in service agreements.*

Queensland Government

Action Plan: Performance Audit on Managing Child Safety Information

Highlight Report – 30 September 2015

Key Highlights

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- A factsheet and Action Plan roadmap has been published on the department's external facing internet site in response to the recommendations from the Queensland Audit Office.

- The Information Steering Committee have approved reallocation of $0.400M within Child and Family Reform to support addressing these recommendations during 2015-16.

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	Current Activities	Next Steps	Progress Update
1	1.0.1 Develop an information management Model for Child and Family Reform activities. This model will be co-developed in consultation with the department's Child and Family reform NGO partners.	1.0.2 Incorporate Information Management design into the ongoing Child and Family Reform activities.	1.0.1 Information flow modelling has recommenced with information flows segmented into six functions. IS are working with Mt Gravatt and Strathpine Child Safety Service Centres to develop and test the models, using Placement Management as the first segment. An internal IS working group has been established to assist with technical elements of the process.
2	2.0 Utilising the Information Management model from recommendation 1, ensure information is appropriately shared and protected across the service chain and that all new solutions and processes adopt this practice.		
3	3.1.1 Use DCCSDS and Education Queensland monthly meeting to identify data inconsistencies and progress strategies to address inconsistencies.	3.1.2 DCCSDS and Education Queensland undertake data cleansing to enable accurate recording and reporting of student attendance and ESP completion. 3.1.3 Implement the ICMS upgrade to improve the recording of ESP eligible children, the notification of schools and the recording of completed ESPs.	3.1.3 The central and regional education data cleanse process will be completed by end October 2015. 3.1.3 The first stage of the ICMS upgrades was released on 10 August 2015 with improved reporting for the Education Support Plan. The second phase of ICMS upgrades will be released in November 2015.
	3.2.1 Use DCCSDS and Education Queensland monthly meeting to progress review of Memorandum of Understanding and to progress strategies to more accurately measure school attendance, suspensions, exclusions, absences and abscondments.	3.2.2 Finalise the revised Memorandum of Understanding.	3.2.1 & 3.2.2 Meetings between DCCSDS and DET are occurring, in accordance with the new governance structure, to monitor the implementation of actions to improve educational outcomes for children in care. The MOU is currently being revised and Information Services is investigating the approach for future reporting measures.
	3.3.1 Negotiate memorandums of understanding, service agreements, procedural guidelines to enable monitoring.	3.3.2 Review memorandums and service agreements when due for renewal to ensure service quality and efficiency are monitored. 3.3.3 Review procedural guidelines, in consultation with partner agencies to ensure effective monitoring.	3.2.1 & 3.2.2 A DCCSDS and DET action plan has been agreed and implementation commenced. The MOU is being revised and Information Services is investigating future reporting measures. DCCSCS and DET are investigating appropriate methods to identify options to improve how children's school attendance and educational outcomes are monitored.
	3.4 Establish regular monitoring processes for education support plans, health passports and transition plans.		3.4 DCCSDS and DET are working together to review and improve reporting on educational outcomes.
	3.5.1 Engage NICTA to research information management and data matching methodologies and solutions. 3.5.2 Co-design with EQ to implement these solutions to provide joined up data sets.	3.5.3 Investigate and implement solutions for the non-state school sector and other providers.	3.5.1 The engagement with Glentworth to review and strengthen the MOU's work schedules with DET continues. These schedules will review requirements in line with legislative mappings to better describe data exchange processes and responsibilities. Legislative mappings are due for completion by 9 Oct. 3.5.1 Emergent operational needs at DET have taken priority over the package that NICTA was negotiating with DET.
4	4.0.1 The selection of a new Intake and Referral solution will incorporate secure information exchange requirements. Selection and implementation of this solution will be in collaboration with the department's Child and Family reform NGO partners.	4.0.2 The Information Management Model for Child and Family Reforms will outline the information exchange requirements. These will be utilised for the selection of new systems.	4.0.1 The co-design process with NGO Sector has been finalised, system configuration is complete. A targeted systems pilot is scheduled for this year Kummara and Mercy Community Services from the South West Region.
5	5.1.1 Launch the CRES secure email service and ensure availability to over 600 staff. ✓	5.1.2 Extend the availability of the CRES secure email service to all staff. ✓	5.1.1 & 5.1.2 CRES is fully implemented and will continue to be marketed – This activity is now complete and will be progressed to Audit for formal closure.
	4.0.1 Complete an eDRMS pilot to determine security and process suitability.	4.0.1 Rollout an eDRMS solution to all staff within the department.	5.2.1 Infrastructure environments have been created for the eDRMS solution. Configuration activities are underway to construct the pilot environment.
	5.3 Reviews to be conducted six monthly for ICMS and other Child Protection systems. ✓		5.3 A security review schedule for all key DCCSDS information systems has been formally documented and will be reported to ISC and ISSC – This activity is now complete and will be progressed to Audit for formal closure.
	5.4 Implement the pop-up notification capability and ensure the availability of encrypted USB devices.		5.4 Testing is continuing to ensure pop-up notification ability and reporting. Implementation end October. Encrypted USBs now available to staff.
6	6.0.1 Modify the "Basic Recordkeeping Guide" to cover Information Security and Recordkeeping standards and ensure inclusion in new contracts.	6.0.2 Monitor compliance and financial impact on NGOs.	6.0.1 Nil update.

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Queensland Government

Managing Child Safety Report - Recommendations

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- Make it easier to manage multiple records on the same client within different media and in different formats.

3. *Uses information available across organisational boundaries within the service chain to gain insights and improve service outcomes. For example to:*
- verify whether children not recorded as attending schools are really not attending schools and implement plans for their educational support
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4. *Specifies the efficient and secure exchange of information as a key business requirement when selecting new systems or revising the existing system.*

5. *Improve security within the existing environment by:*
- extending secure email services in the current system to encrypt information exchange with all service providers
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6. *Develops security standards for service providers. These standards should be included in service agreements.*

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Action Plan: Performance Audit on Managing Child Safety Information
Highlight Report – 30 October 2015

Key Highlights

- The department has agreed with all recommendations from the recent Queensland Audit Office report into Managing Child Safety Information and is working towards improving practices and systems to better manage child safety information.

- A factsheet and Action Plan roadmap has been published on the department's external facing internet site in response to the recommendations from the Queensland Audit Office.

- The Information Steering Committee have approved reallocation of $0.400M within Child and Family Reform to support addressing these recommendations during 2015-16.

Recommendation	Lead Area
1	Information Services
2	Information Services
3	CFCS Commissioning (Excluding 3.5) Information Services (3.5)
4	Information Services
5	Information Services
6	CFCS Commissioning

Contact Details

If you have any questions about this report or would like additional information, please contact the Chief Information Officer:

- Phone: ▮▮▮▮▮
- Email: ▮▮▮▮▮▮▮▮▮

	Current Activities	Next Steps	Progress Update
1	1.0.1 Develop an information management Model for Child and Family Reform activities. This model will be co-developed in consultation with the department's Child and Family reform NGO partners.	1.0.2 Incorporate Information Management design into the ongoing Child and Family Reform activities.	1.0.1 Information flow modelling continues. IS are working with Mt Gravatt and Strathpine Child Safety Service Centres to develop and test the models, using Placement Management as the first segment. An internal IS working group has been established to assist with technical elements of the process. FACC and IFS solution (and associated data model) pilot go-live in November 2015
2	2.0 Utilising the Information Management model from recommendation 1, ensure information is appropriately shared and protected across the service chain and that all new solutions and processes adopt this practice.		
3	3.1.1 Use DCCSDS and Education Queensland monthly meeting to identify data inconsistencies and progress strategies to address inconsistencies.	3.1.2 DCCSDS and Education Queensland undertake data cleansing to enable accurate recording and reporting of student attendance and ESP completion. 3.1.3 Implement the ICMS upgrade to improve the recording of ESP eligible children, the notification of schools and the recording of completed ESPs.	3.1.3 The central and regional education data cleanse process will be completed by 31 October 2015. 3.1.3 The second phase of ICMS upgrades will be released in mid-November 2015 and go-live from Monday 16 November.
	3.2.1 Use DCCSDS and Education Queensland monthly meeting to progress review of Memorandum of Understanding and to progress strategies to more accurately measure school attendance, suspensions, exclusions, absences and abscondments.	3.2.2 Finalise the revised Memorandum of Understanding.	3.2.1 & 3.2.2 Meetings between DCCSDS and DET are occurring, in accordance with the new governance structure, to monitor the implementation of actions to improve educational outcomes for children in care. The MOU is being revised with relevant DET and DCCSDS representatives. Information Services is continuing their investigation into the best approach for future reporting measures.
	3.3.1 Negotiate memorandums of understanding, service agreements, procedural guidelines to enable monitoring.	3.3.2 Review memorandums and service agreements when due for renewal to ensure service quality and efficiency are monitored. 3.3.3 Review procedural guidelines, in consultation with partner agencies to ensure effective monitoring.	3.3.2 & 3.3.3 DCCSDS and DET continue to meet on a monthly basis to discuss, monitor and analyse current process and procedure and determine where improvements can be made. The intent, scope and method for undertaking a survey to obtain data from agencies' staff to identify options for improving how children's school attendance is monitored and the educational outcomes being achieved is being discussed at a central office level.
	3.4 Establish regular monitoring processes for education support plans, health passports and transition plans.		3.4 Meetings between DCCSDS and DET are investigating options for the reporting for education support plans, health passports and transition plans.
	3.5.1 Engage NICTA to research information management and data matching methodologies and solutions. 3.5.2 Co-design with EQ to implement these solutions to provide joined up data sets.	3.5.3 Investigate and implement solutions for the non-state school sector and other providers.	3.5.1 Engagement with Glentworth to review & strengthen the MOU work schedules with DET is progressing well with both legislative mappings & use cases in the final review stage. With the Deloitte OneSchool Report released, work is occurring with the DET OneSchool stakeholders. Metadata mapping on the information sources has commenced. Discussions are occurring within DCCSDS on how the existing NICTA deliverable can be utilised to identify duplicate clients across systems.
4	4.0.1 The selection of a new Intake and Referral solution will incorporate secure information exchange requirements. Selection and implementation of this solution will be in collaboration with the department's Child and Family reform NGO partners.	4.0.2 The Information Management Model for Child and Family Reforms will outline the information exchange requirements. These will be utilised for the selection of new systems.	4.0.1 The co-design process with the NGO sector has been finalised and system configuration is complete. A pilot will commence this year with Kummara and Mercy Community Services from the South West Region.
5	5.1.1 ✔ Launch the CRES secure email service and ensure availability to over 600 staff.	5.1.2 ✔ Extend the availability of the CRES secure email service to all staff.	5.1.1 & 5.1.2 CRES is fully implemented and will continue to be marketed (1348 users registered) – This activity is now complete and has been progressed to QAO for formal closure.
	5.2.1 Complete an eDRMS pilot to determine security and process suitability.	5.2.1 Rollout an eDRMS solution to all staff within the department.	5.2.1 Infrastructure environments have been created for the eDRMS solution. Configuration activities are underway to finalise the pilot environment.
	5.3 ✔ Reviews to be conducted six monthly for ICMS and other Child Protection systems.		5.3 A security review schedule for all key DCCSDS information systems has been formally documented and will be reported to ISC and ISSC – This activity is now complete and has progressed to QAO for formal closure.
	5.4 Implement the pop-up notification capability and ensure the availability of encrypted USB devices.		5.4 Testing is continuing to ensure pop-up notification ability and reporting. Implementation end October. Encrypted USBs now available to staff.
6	6.0.1 Modify the "Basic Recordkeeping Guide" to cover Information Security and Recordkeeping standards and ensure inclusion in new contracts.	6.0.2 Monitor compliance and financial impact on NGOs.	6.0.1 Nil update.

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