



Speech by

Hon. Desley Boyle

MEMBER FOR CAIRNS

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MINISTERIAL STATEMENT

Integrated Child Management System

Hon. D BOYLE (Cairns—ALP) (Minister for Child Safety) (10.08 am): This is a landmark day for child protection in Queensland. The Department of Child Safety's new IT system, the Integrated Client Management System, or ICMS, is up and running. It went live on Tuesday night. Since then it has been progressively rolled out so that by tomorrow afternoon all child safety offices will have worked on ICMS.

One of the reasons this new IT system is big news is that it has been a long time coming. Its origins go back to when Judy Spence was minister, and so years and many millions of dollars later we have completed a mammoth but hugely important task. Creating this system has required new computers, new Telstra lines, increased server capacity and the transfer of 1.7 million documents of data.

Queensland is leading the way. In fact, to my knowledge no other jurisdiction in the world has built a comprehensive computer system designed from the point of view of the child protection worker. Child safety officers will be able to punch in the name of a child or a family and within seconds see the entire history of their contact with the department. Previously, to obtain a history head office had to do the search and it could take weeks. That slowed down the whole process. Now a child safety worker in any office in the state will instantly see these records. They can look for patterns of behaviour, see what has and has not worked in the past and make decisions based on all available information. Managers will be able to instantly check how many cases each officer is working on and where they are at with each case. Managers will more easily assign work based on who is best able to take on a new case.

By turning on ICMS we have fulfilled 109 of the 110 CMC recommendations. The last one, workload modelling, is not far off. This has been a joint project with my ministerial colleague Warren Pitt and his department. My sincere congratulations to all staff involved not only recently but also over many years. I know that they are celebrating all over the state today.