

Question on Notice
No. 816
Asked on Tuesday 17 August 2004

MRS R MENKINS asked the Minister for Child Safety (MR REYNOLDS)-

QUESTION:

Will he provide an outline of the proposed schedule for the development of the Integrated Client Management System by the Department of Child Safety including the key milestones and interim deliverables?

ANSWER:

I thank the Member for her question and for the opportunity to elaborate on some of the significant improvements we are making to the child protection system in Queensland. The Integrated Client Management System (ICMS) is part of a major program of work to improve information systems within the Department of Child Safety and Department of Communities. This program of work includes a major upgrade of ageing infrastructure, the development of reporting and business intelligence systems, and instigating better record keeping systems and practices.

A Request for Offer for the development and implementation of the ICMS was released to a closed group of vendors on the 22 December 2003. The Request for Offer closed on the 23 February 2004. The department has conducted detailed evaluation activities, including detailed product demonstrations and reference site checks. The department is currently finalising the selection of a vendor.

The ICMS is a major enterprise information system. Prior to implementation of the ICMS a number of interim systems will be established. The main interim deliverable will be an information system to support the introduction of Structured Decision Making. The department has set a target date of 1 January 2005 for this system.

The first phase of the ICMS itself will be the Carer Directory. As outlined in the department's Blueprint for implementing the recommendations of the CMC Report on Abuse of Children in Foster Care, deployment of the Carer Directory will commence in the first quarter of 2005. The Carer directory will be fully deployed by July 2005.

The remaining child protection functionality will be implemented as part of the second phase of the ICMS. Deployment of this functionality will commence in the last quarter of 2005.

The final phase of the ICMS is related to youth justice functionality. Deployment of this functionality is currently scheduled to commence early in 2006. Full deployment will be completed by 30 June 2006.