



Background

There are steps to finalise a case management transfer (CMT) on ChildStory that can **only** be undertaken by the Department of Communities and Justice (DCJ) due to ChildStory access requirements, such as:

- Updating the placement record
- Updating the carer's record
- Transferring the case from one organisation to the other

If these tasks are not completed by DCJ, transfers to ACCOs will not be captured via the OOHC Transition Dashboard and data or payment inaccuracies will arise.

When to notify DCJ during the CMT process

NGO and ACCO staff must contact DCJ at 3 critical points during the CMT process, to ensure that DCJ are updated with transfer progress and related carer and household details. The DCJ unit with secondary case management responsibility will then be able to update all ChildStory related transfer tasks in a timely manner. These are:

1. When a carer is authorised by an ACCO

Responsibility: ACCO to email DCJ unit with secondary case management.

When an ACCO registers the outcome of the carer assessment or reviews via the Office of the Children's Guardian (OCG) Carers Register, the Carers Register will provide the ACCO with a reference number.

Once the reference number is received, it is recommended that the ACCO **immediately email the DCJ unit** with secondary case management, either the Child and Family District Unit (CFDU) or Community Services Centre (CSC), outlining that a new carer has been authorised and providing both carer and household member details to DCJ, including:

Carer Details:

- Carer full name,
- DOB
- Carer cultural background
- Address

- Carer authorised as either “Relative/Kin” or “General Foster Care” Carer
- Authorisation is “Provisional” or “Full”
- Date carer has been authorised
- Agency (NGO) carer has been transferred from
- Carer Register reference number (known as APPH or CRH number).

Household Member Details (where applicable):

- Full names
- DOB
- Indigenous status

2. Prior to the NGO to ACCO CMT meeting

Responsibility: NGO to email DCJ unit with secondary case management

The transferring NGO is required to notify the DCJ unit with secondary case management responsibility (such as the CFDU or the CSC) prior to a CMT meeting to advise that the CMT is underway and due to be finalised soon.

Staff from both the NGO and ACCO attend the CMT meeting. DCJ units may attend, but there is no procedural requirement.

3. After the NGO to ACCO CMT meeting

Responsibility: NGO to contact DCJ unit with secondary case management).

The transferring NGO is to notify the appropriate DCJ unit within 2 business days of the CMT meeting. The NGO will provide the required documents and information that will be uploaded onto ChildStory and assist with updating placement and carer ChildStory records.

The information the NGO provides is:

- CMT meeting minutes,
- CMT checklist,
- CMT letters/other jointly signed documents and
- A confirmed start date for case management with ACCO to occur on (for example: *CMT commencing 5/10/24*).

The DCJ unit updates the ChildStory placement or carer records and transfers the case.

Information for DCJ caseworkers to update ChildStory records

Responsibility: All CMT related ChildStory tasks must be completed by the DCJ unit with secondary case management responsibility. Step by step information for DCJ staff to update ChildStory records following a CMT from an NGO to an ACCO, can be found in the ChildStory Knowledge Article: "Transfer an NGO Carer to Another NGO".

Only DCJ staff have the ChildStory access level to complete the tasks required to transfer case management from NGO to ACCO and update carer or placement details.

NGOs and ACCOs cannot perform these tasks via the ChildStory Partner Portal.

Note: If an NGO to ACCO CMT is from one District or Unit to another, the internal transfer tasks **are completed as a priority.**

Want more information?

ChildStory support

- For enquiries or troubleshooting relating to updating ChildStory records for NGO to ACCO CMT matters, please contact the ChildStory Partner Support team childstorypartnersupport@dcj.nsw.gov.au or 1300 356 696.

Aboriginal OOHC Transition questions

- For any questions or enquiries about the Aboriginal OOHC Transition, please contact the Transforming Aboriginal Outcomes (TAO) Project Management Office (PMO) via aboriginaloohctransition@dcj.nsw.gov.au

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