



“To ensure Queensland families, children and young people are cared for, protected, safe and able to reach their full potential through improved capability for our frontline staff, government agencies and partners to share information and integrate service delivery.”

The Department of Child Safety, Youth and Women (DCSYW), in partnership with the Department of Youth Justice (DYJ), has commenced fundamental work to support a four-year journey to replace our existing integrated client management system (ICMS). This new core Child Safety and Youth Justice system is called Unify.

The Program will:

- Better support our staff.
- Continue our service reforms.
- Enable more streamlined processes and engagement with young people, families, carers and services.
- Improve information sharing and collaboration across Queensland Government and with the social services and justice sectors.

It will build on the work already well underway with digital initiatives such as iDOCS, OurChild, CarerConnect, KicBox, CourtShare and CSXpress.

Our staff and stakeholders will play a crucial role in the success of this Program.

It aims to:

- Implement a new contemporary and coordinated case management system for vulnerable children, young people and families.
- Improve how we do business.

It will be:

- **Client-centric:** supporting targeted, needs-based responses to children, young people, parents, families, carers and communities while delivering earlier and more effective interventions;
- **Data driven:** improving how we manage data to enable the effective monitoring of outcomes and ensuring that future investment is directed to what works; and
- **Integration-enabling:** designed around collaboration and information sharing, enabling connected and integrated responses to clients across government agencies and non-government partners.

What does it involve?

The Program’s Tranche 1 has three stages, with Stage 1 occurring from the 1 July 2019 to 31 December 2020.

The Program involves three projects being delivered in a staged approach.

- Child and Family Unify Project: A Queensland where our children are safer.
- Youth Justice Unify Project: Improved pathways for youth to transition into the community.
- Technology Foundations: platform, data and integration services to migrate from existing systems.

## Key benefits:

The Program will deliver significant benefits to clients and the community. It will improve the efficiency and effectiveness of service system and the ability to make changes to the Information and Communication Technology (ICT) system, to align to legislation, policy and practice.

Benefits include:

- Easy access for clients to update their information.
- Service delivery staff can analyse outcomes of services and compare effectiveness.
- All users will have increased ability to analyse data and draw insights
- Easier sharing of information across other agencies and providers.
- Client information available on demand and in real time.
- Service delivery staff better able to plan and manage workload.
- Technology that supports service delivery is more agile and responsive to change.
- Flexible architecture to support future scaling if additional client groups or services are incorporated.
- Service delivery staff have the right information at the right time with technology supporting needs.

## Next steps

Planned activities for Stage 1 aim to deliver new functionality for Child Safety and Youth Justice, including:



- Increase access to information for intake services.
- Assist with faster identification and matching of foster and kinship carers.
- Enhanced search functionality across multiple information systems.
- Improve information sharing and collaboration with Education, Queensland Police Service, Queensland Health, early childhood and doctors.
- Improve court support through more timely information access that informs critical decision making.

## How can I find out more about Unify ?

If you have a question or would like to know more about Unify, email the Unify team:

[Unify@csyw.qld.gov.au](mailto:Unify@csyw.qld.gov.au).

## What does success look like for the Program?

 Our departmental reform agenda is enabled	 Our workforce is flexible and mobile
 The technology supporting service delivery is agile and responsive to change	 There are no critical assurance actions outstanding
 We deliver on the value proposition and benefits	 We have met the agreed deliverables for Tranche 1
 A child / young person's needs are met through improved information sharing and collaboration	 We remain within the program tolerances for time, budget and scope
 There is alignment with WoG strategic agenda	 Our strategies are appropriately applied