



Ms Natasha Brown  
General Secretary  
Public Service Association of SA (PSA)  
GPO Box 2170  
ADELAIDE SA 5001

Executive Services

Level 1 East  
31 Flinders St  
ADELAIDE SA 5000

GPO Box 1072  
ADELAIDE SA 5001

Tel (08) 8124 4185

[www.childprotection.sa.gov.au](http://www.childprotection.sa.gov.au)

Attn: Lisa Sigalla, Industrial Officer

**VIA EMAIL ONLY:** [enquiries@psaofsa.asn.au](mailto:enquiries@psaofsa.asn.au).

Dear Ms Brown

Thank you for your correspondence of 1 March 2023, in relation to the C3MS system.

During the timeframes indicated in your letter the C3MS was experiencing unusual intermittent periods of slower system performance which for some users would have been perceived as the system being unavailable. The department has been working with our external service partners on the issues, and has identified and implemented measures to optimise the system's performance.

The safety of children and young people remains our priority. To that end we are working closely with our local offices to ensure staff could and can carry out their responsibilities for keeping children and young people safe.

Staff are now reporting positively about the way C3MS is operating however, ongoing monitoring and analysis continues in partnership with our external service providers. Our staff are encouraged to report through to our ICT Directorate any C3MS issues. Such information from staff is useful to ICT in order to identify and diagnose issues.

In closing, the department has prepared a business case for government, which seeks investment for the system to be modernised.

Please contact Bianca Ranauro, Team Leader, Employee Relations, on 8226 7200 or at email [bianca.ranauro2@sa.gov.au](mailto:bianca.ranauro2@sa.gov.au) should you wish to discuss this correspondence.

Yours sincerely

Cathy Taylor  
**CHIEF EXECUTIVE**

10 March 2023