



Public Service Association of SA

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1 March 2023

Ms Cathy Taylor  
Chief Executive  
Department for Child Protection  
31 Flinders Street  
ADELAIDE SA 5000

By email: [cathy.taylor4@sa.gov.au](mailto:cathy.taylor4@sa.gov.au)

Dear Ms Taylor,

**Re: C3MS System Failures**

Recently the Public Service Association (PSA) has received numerous calls and emails from concerned members about the C3MS system failing regularly – often several times per day.

By way of example, it has been reported to us that on 21 February 2023 the system crashed in the call centre three times before 10:00am. It was reported to us that on 27 February the system crashed seven times. The PSA office is being told this is typical of recent frequent system failures.

Members are becoming extremely frustrated that they currently do not have access to a case management tool that works. This is impacting on employees' ability to perform important tasks, including complying with deadlines set by the courts and other tasks directly related to children's care.

Such system failures are completely unacceptable.

PSA members seek a commitment from the Department for Child Protection that it is taking every necessary step to remedy the issues with the C3MS system as a matter of urgency. Members particularly seek a commitment to a date by which these serious system issues will be resolved.

We seek this commitment on behalf of members by close of business on Friday, 10 March 2023.

The PSA contact person for this matter is PSA Organiser Lisa Sigalla. Ms Sigalla can be contacted by phone on 8205 3259 or by email at [lisa.sigalla@psaofsa.asn.au](mailto:lisa.sigalla@psaofsa.asn.au). Please direct any written correspondence to [enquiries@psaofsa.asn.au](mailto:enquiries@psaofsa.asn.au).

Yours sincerely

**Natasha Brown**  
**General Secretary**