



Inquiry into annual and financial reports 2024–2025

Answer to question on notice

Asked by: Ms Chiaka Barry MLA

Addressed to: Minister for Children, Youth and Families

Reference: HCSD

Hearing: 12 November 2025

In relation to: Child and Youth Record Information System

Question received: 19 November 2025

Answer Due: 27 November 2025

Can you tell me about the Child and Youth Record Information System (CYRIS)

- a. When was it introduced?
- b. What operating system is it built on?
- c. What connections does it have to other systems?
- d. What is the purpose of those connections?
- e. Where is the data stored?
- f. What security protocols are in place to ensure no unauthorised access to data?
- g. What is the training program for staff using the system?
- h. Is the system just a database, or does it have intelligent decision support elements?
- i. If it has intelligent decision support elements, what are these?
- j. Does the system have a management information system built in?
- k. Does it have a quality assurance module or capability that allows individual case review, and/or collecting case and outcome analysis?
- l. Do you have service standards for data entry, covering both data quality and date entry timeliness?
- m. What is the average time to enrol a new client on the system?
- n. Have you done any staff satisfaction surveys on the system, if so, what were the results?
- o. Has the effectiveness of CYRIS been externally evaluated?

Mr Michael Pettersson MLA: The answer to the Member's question is as follows:

- a. CYRIS was introduced for:
 - I. Child and Youth Protection Services on 1 October 2019
 - II. Bimberi Youth Justice in December 2020
 - III. Child and Family Centres in December 2021
 - IV. Child Development Service in April 2022
 - V. Therapeutic caseworkers that support the Therapeutic Support Panel in December 2024.
- b. CYRIS is built on Microsoft's Power Platform architecture within Dynamics 365.
- c. CYRIS has the following connections to other systems:
 - I. Access Canberra Smartform portal
 - II. ACT Education Student Management Register system
 - III. Content Manager electronic documents record management system
 - IV. ACT Government Data Lake
- d. The purpose of the above connections are:
 - Access Canberra Smartform portal: to receive reports of risk of significant harm forms submitted by the public.
 - ACT Education Student Management Register: to share appropriately authorised relevant information about a child.
 - Content Manager electronic documents record management system: secure storage of records.
 - ACT Government Data Lake: used for data analysis and reporting.
- e. Servers are located in Australia.
- f. Access requires an active ACT Government network account, a Microsoft Dynamics 365 licence, and security access groups added to the system. To obtain access a CYRIS User Access Form must be submitted and approved by a line manager, financial delegate and the Senior Director, Children, Youth and Families Business Systems. Once approved, security appropriate for the user's role are applied by the Digital Canberra Information and Communications Technology (ICT) System Administrator Team. Regular audits are conducted of user access to ensure accuracy. When a staff member leaves ACT Government their access is removed as part of the offboarding process.

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- g. Staff are provided group training at induction. Online targeted training modules and face to face training is provided for major functional releases. Individual ad hoc training is provided on an as needed basis.
- h. CYRIS is a database which does not use intelligent decision support elements.
- i. Not applicable.
- j. No, the system does not have a management information system built in.
- k. It does not have a quality assurance module, capability to undertake reviews within the system or collecting case and outcome analysis. These are undertaken outside of the system.
- l. Yes, there are service standards for data entry, covering both data quality and date entry timeliness.
- m. The time taken to create a new person record is generally less than two minutes.
- n. No recent staff satisfaction surveys have been done on the system.
- o. Yes, the effectiveness of CYRIS has been externally evaluated.

Approved for circulation to the Standing Committee on Social Policy

Signature:



Date: 1/12/25

By the Minister for Children, Youth and Families, Mr Michael Pettersson MLA