

# Family Preservation Data Collection – infoShare Platform Business Rules for External Family Preservation Service Providers December 2023

## Purpose

This document outlines the business rules, processes and roles and responsibilities for Family Preservation providers who provide data to DCJ through the infoShare platform.

## Background

DCJ contractual documents set out data reporting requirements for Family Preservation providers, specifying that:

- Data is provided on a quarterly basis
- Data submission must comply with DCJ’s minimum data set (the minimum data set is the minimum set of information that must be shared by providers with DCJ about clients and services delivered by providers).

DCJ has commenced planning to build and implement infoShare for Family Preservation data collection.

## infoShare

infoShare is the streamlined data collection system used by the majority of Family Preservation providers and replaces most other DCJ data collection methods. The use of infoShare will increase the consistency of data collected, provide evidence of the services Family Preservation providers deliver, and help DCJ and providers understand emerging trends.

Within DCJ, data will be used for several purposes:

- to report detailed data to the program management team and contract managers to help them manage the Family Preservation program
- to report detailed data to Family Preservation providers to assist in service delivery trend analysis, monitoring and tracking performance
- to undertake program performance analysis and program evaluation activities which assist in building the evidence base about what works in Family Preservation.

Family Preservation data is also used by DCJ for broader purposes, including high level counts for:

- statutory reporting, including national reporting to the Commonwealth. The Commonwealth publishes data in several annual reports comparing delivery of Family Preservation services across states.
- NSW-level statutory reporting by DCJ. DCJ has a responsibility to be transparent to the people of NSW regarding service delivery across its portfolios.

To better understand performance and broader service system related data, Family Preservation providers will access data reports, specific to the organisation.

## Privacy and Security

As providers hold personal information about service users, providers must comply with the requirements of relevant Commonwealth and NSW legislation and policy. In relation to privacy, information management and NGO information and communications technology (ICT) systems, providers must comply with their DCJ contractual obligations.

Further information about maintaining [secure information and notifying DCJ of information security incidents](#) is available on the DCJ website.

## Submission of quarterly data

Providers can choose to enter data using the following methods:

- Manually enter data directly into infoShare
- Bulk file upload into infoShare

Data must be provided to DCJ each quarter. Providers must ensure correctness and completeness of data by the end of the month following the end of each the quarter. For example, July to September data is due at the end of October.

## Organisation Administrators

Organisation Administrators have been identified for each provider and are responsible for managing organisation data, ensuring data quality, submitting data regularly, and being a key point of contact for their organisation for all data collection matters. Changes to provider Organisation Administrators contact details must be promptly communicated via email to [InfoShare@dcj.nsw.gov.au](mailto:InfoShare@dcj.nsw.gov.au)

For further detail please refer to the **infoShare Organisation Administrators – Roles and Responsibilities [fact sheet](#)**.

## Business Rules effective 15 December 2023

1. DCJ requires the following Family Preservation programs to collect data:
  - a. Family Preservation (formerly Brighter Futures & Youth Hope)
  - b. Intensive Family Preservation (IFP)
  - c. Resilient Families
  - d. MST-CAN
  - e. FFT-CW

- f. PSP Family Preservation (excludes exiting providers who are no longer accepting new referrals).
2. **IFBS providers are encouraged to use infoShare.** Nabu submits data through a local district contract approach.
3. Data submissions can ONLY be made through the infoShare platform.
4. Whilst there is no 'closure' for data submissions in the infoShare live environment, DCJ will take providers' data (at the time of data entry) in infoShare as final.
5. Family and Community Services Insights Analysis and Research (FACSIAR) will use financial year data from 1 July to 30 June each year, for production of reports to the Commonwealth.
6. If a Family Preservation provider experiences a crisis or event outside of their control that will impact on the organisation's ability to submit data in line with contractual requirements, the provider's Organisation Administrator can request an extension of time to their DCJ Contract Manager. Written requests for data extensions will be considered on a case-by-case basis and granted by DCJ contract Managers under exceptional circumstances, and in consultation with the infoShare team, [InfoShare@dcj.nsw.gov.au](mailto:InfoShare@dcj.nsw.gov.au)
7. Any requests for extension must be made three (3) weeks prior to the data submission deadline. In exceptional circumstances DCJ may approve up to a seven (7) day extension.
8. Where a provider has not requested a data submission extension and nil data has been submitted by the due date, the DCJ contract manager will contact the provider to discuss a resolution to the situation.

The following reasons **are not** exceptional circumstances:

- Provider claiming to be unaware of reporting requirements
- Delays caused by a third-party vendor
- Remediation of data

### **Requests for data submission extension and response to extension requests**

The provider must outline the reasons why they will not meet the data submission deadline.

Any requests for extension must be made three (3) weeks prior to the data submission deadline. In exceptional circumstances DCJ may approve up to a seven (7) day extension. The following steps apply:

1. Requests for extension are emailed to the provider's **DCJ Contract Manager**, by the provider's Organisation Administrator/s. The Contract Manager decides whether the extension is justified, using this document to guide decision making and in consultation with the infoShare administration team.
2. The DCJ Contract Manager has five business days to process the request for extension and respond to the Organisation Administrator. The infoShare Administration team must be copied into the decision response via [infoshare@dcj.nsw.gov.au](mailto:infoshare@dcj.nsw.gov.au).

DCJ's response will accept or reject the extension request, including reasons for the decision and where needed offer appropriate supports.

Local district Commissioning and Planning teams in consultation with the infoShare Administrator team, will discuss data submission resolution activities, in line with DCJ's [Strategic Contract Management Framework](#).

### **Considerations for assessing a data submission extension request**

In assessing a data submission extension request, DCJ will consider the following elements:

- Timing of request
- Provider history around data submission
- Reasonableness of request
- The organisation's size – if they are a small organisation with only one to two staff delivering the program, then an extension may be a reasonable request
- Engagement with infoShare implementation activities, receipt of communications, training, and resources
- Type of provider – new providers may require additional support to embed data collection methods

### **Roles and responsibilities**

Table 1 below outlines the roles and responsibilities for Family Preservation providers, infoShare Administrator team and DCJ Contract Managers.

**Table 1 – infoShare roles and responsibilities**

<b>Family Preservation Provider</b>	<b>infoShare Administrator team (DCJ Central Office)</b>	<b>DCJ Contract Managers</b>
Enter data into infoShare and submit to DCJ quarterly.	Check that provider data has been submitted or entered into infoShare on time.	Acknowledge and respond to any request for extension to data submission.
Ensure all data entered into infoShare is accurate and up to date.	Resolve any technical issues preventing user data entry.	Notify relevant DCJ teams of request for extensions outcomes.
Comply with the requirements of relevant Commonwealth and NSW Privacy legislation as per DCJ contractual documents.	Provide training and resources for all infoShare users allowing them to accurately record data promptly, as per data dictionary.	Follow up providers that have not submitted data and manage locally in consultation with the infoShare Administrator team.
Correct or delete any incorrect data, noting DCJ's timeframes for data remediation. Noting Organisation Administrators are not able to delete users or outlets.	Notify the Contract Manager regarding providers who have not yet submitted their data	Advise the infoShare Administrator team of any decisions/action plans relating to late/nil data submissions.
Request data submission extensions, as needed, and as per process outlined in this document.	Support contract manager in responding to provider extension requests.	Resolve in partnership with the infoShare Administrator team and providers, any issues regarding non-receipt of data and record same.
Ensure staff using infoShare are appropriately trained in system use.		Notify the Family Preservation Program team of any issues that relate to program management. Notify the infoShare Administrator team of data and platform matters.
Engage with, and take action where needed, in response to DCJ communications on infoShare.		Ensure any new Family Preservation providers are equipped with required access and information for infoShare.
		Analysis of data quality reports to confirm quality of data provided.
		Analysis of reports relevant to contract management activities.