

PSP Information Quality Reports Federated Analytics Platform Q&A Factsheet



Document purpose

This factsheet provides Questions and Answers relating to the two new Permanency Support Program (PSP) Information Quality Reports on the Federated Analytics Platform. It is for PSP Service Providers who deliver Foster Care, Interim Care, Supported Independent Living (SIL), and/or Intensive Therapeutic Care (ITC) and have onboarded to use the new reports.

1. What are the reports?

There are currently two new PSP Information Quality Reports on the Federated Analytics Platform:

- PSP Placements
- Case plan information (OOHC case plans, leaving care plans and cultural support plans).

The reports have been co-designed between DCJ and PSP Providers to assist with increasing accuracy and timeliness of reporting and recording of information related to children, focusing on, but not limited to:

- children and young people – name, age, Aboriginal status, CAT score
- placements – type, service provider, case management, carer details, entries and exits
- plans – dates for case, leaving care and cultural support plans, and case plan goals

2. Why should PSP Providers use the reports?

PSP Providers routinely report information to DCJ via the Partner Community in line with the OOHC Reporting Requirements outlined in Schedule 2 of the PSP Program Level Agreement. Provision of these reports facilitates timely access and data quality.

PSP Providers will be able to:

- Easily view large amounts of information on children they case manage (data source is Partner Community)
- Download non-identifying reports to compare with their own client management system and identify any information inaccuracies or discrepancies. For example, the reports can be used to check the below are accurately reflected, or updated where necessary:
 - recent planned or unplanned placement changes, or new placements/whereabouts
 - completed reviews for OOHC case plans, leaving care plans or cultural support plans
 - case plan goals and completed assessments of children's level of need (CAT score)
- Monitor review dates and plan to support children to update their plans
- Address incorrect information in line with the OOHC Reporting Requirements (Schedule 2, PSP Program Level Agreement).

3. Who should have access to the reports?

Authorised access is limited to PSP Provider staff who oversee reporting and information quality at a service level. Casework practitioners do not require access.

4. How can I apply to have access?

New applicants must complete the [Federated Analytics Platform User Access Form](#) and return it to DCJ with approval from the Principal Officer's work email address.

The form requires contact details and other personal information such as:

- valid Working with Children Check details
- business justification for the person to access service level data
- confirmation of reading the [Privacy and You for Service Providers](#) training module
- indication of access request for *Domain: NGO Placements and Plans verification reports and summary dashboard*
- Principal Officer approval.

All fields need to be entered or ticked on the form. Incomplete forms or insufficient information will cause delays in processing or may be declined.

5. What happens after applying for access?

DCJ will check the form for completeness, process the authorisation and provide notification to the applicant of approval or decline. If approved, the new user will receive an email with the access pathway and next steps.

6. Is there a recommended browser to use for this platform?

Yes. DCJ recommends using Chrome to open the Okta portal: <https://portal.dcj.nsw.gov.au/> because this was used for all the testing.

Approved users can still access the platform via other browsers. However, if you encounter an error message that reads 'you do not have access to this service', switch to Chrome and it should work.

7. Why do I need an Okta account to access the reports?

Access to the new reports is via the secure pathway DCJ Okta. This pathway aligns to DCJ security policy and ensures the protection of DCJ systems and sensitive data.

If a new user does not have an active Okta account, they will be sent an email with instructions on how to activate and verify a new account. Okta accounts can only be created using a work email address, personal email addresses such as gmail cannot be used.

8. Is it an issue having two Okta accounts?

No. Although it may be more desirable to have the apps available on one Okta account, you can continue to use separate Okta accounts to access different apps, noting they will be different email addresses and possibly require different passwords.

9. Where can I find information about how to access and use the reports?

A [Provider User Guide](#) is available on the DCJ website and provides information on the access process, how to use the secure platform, navigating the reports, identifying data discrepancies, how to download reports, and who to contact in DCJ to resolve issues.

10. How up-to-date is the information in the reports?

Information is updated at the beginning of each month to reflect information that appears in ChildStory. The reports do not show live data, and it is recommended approved users view the reports during the first week of each month to see the most recent information in ChildStory for comparison to their own client management systems.

11. Are Whereabouts records shown in the Placements report?

Yes. An enhancement was made mid-2023 to ensure whereabouts records were brought into the Placements report. Whereabouts records will appear in the 'Placement Type' column on the Placements report.

12. Are records for children and young people with case coordination / self-placed expected to show in the Plans reports?

If the Child or Young Person is still under PRM, they will appear in the Plans report and will require updated plans even if they are in an unauthorised/no placement.

13. Why are some children not appearing in the Placements or Plans reports?

The reports show information on children and young people who are under the Parental care of the Minister (PRM) and your agency has case management recorded in ChildStory. Some examples of reasons why they may not appear on the report:

- Another agency has case management
- Pending case management confirmation in ChildStory (draft status)
- Exited case management with your agency
- Timing of the report – such as case management transfer occurred mid-month and will appear in the refreshed report at the beginning of next month.
- **If showing in Placements report, but not the Plans report** – they no longer meet the requirements to have an open active OOHC Case Plan with your agency. The child or young person may have been transferred to another agency, been restored or left care at age 18 during the previous month.
- **If showing in the Plans report, but not the Placements report** - the child or young person is recorded in ChildStory as still being in your case management and requiring an OOHC Case Plan, but they have not had any open and active placements within the last three months.

14. Does the Leaving Care Plan replace the Case Plan when the young person turns 15?

Once a child turns 15 there is an expectation that leaving care is addressed in the young person's overarching case plan. Although conversations can commence before the child turns 15, it is only when they turn 15 that the leaving care/planning for independence questions need to be recorded.

These indicate you have addressed leaving care/planning for independence within the case plan and mark the option of a goal of planning for independence, if that is the goal.

In terms of reporting, this means we wouldn't expect to see a current LCP plan without a current case plan. However, it might show the LCP is not current and case plan not current, or, on occasions a case plan is current, and the LCP is not current (see Q14).

15. Why can't I record a Leaving Care Plan for a child who turns 15 if they have a current and complete OOHC Case Plan?

Where the young person is 14 at the time the current OOHC case plan is completed and turns 15 before the next OOHC Case Plan, they will show as being non-compliant for leaving care plan until the next OOHC Case Plan is completed. Casework Practitioners can only make the leaving care plan update when they review the whole annual OOHC Case Plan.

From a reporting perspective this is acceptable, because when DCJ looks at the data for reports, we always break down how many young people who do not have a LCP and are 15, 16 or 17.

16. Leaving Care Plan vs Long Term Care – why can I only tick long term care?

Previously there was a separate case plan goal for Leaving care, however that has since been removed and all current plans with this goal update to Long Term Care. The only way to determine if a young person has a valid Leaving Care Plan is if the LCP question = 'Yes – Planning for Independence' and the Case plan record is current and approved.

17. Why do some Aboriginal children show as not requiring a Cultural Support Plan?

Unlike other jurisdictions, NSW can allocate different aspects of Parental Responsibility (PR) to different people. For example, the Minister may hold PR for Residence, but a child's relatives will hold PR for other categories such as Education, Health, Religion and Culture.

It is best practice for all Aboriginal Children in Statutory OOHC to have a Cultural Support Plan however, if the Minister does not hold PR for Culture, it is not mandatory for the child to have one.

Prior to 2023, DCJ would include all Aboriginal children where the Minister had PR for at least Residence as needing a Cultural Support Plan. However, DCJ now check to see if PR for Culture is allocated to someone other than the Minister in their legal record. If the Minister does not hold PR for Culture, it is not required for these children to have a Cultural Support Plan and the report indicates this circumstance.

18. Regarding ITC, does the Start date reflect the placement entry with the Provider or movement between ITC houses?

The start date of a placement changes when the child moves to a new ITC home. If the whole home "e.g. House 1" moves to a new address but is still with the same provider, just an address change, the placement stays the same and the house address is updated. If the child moves from "House 1" to "House 2" (both ITC homes) then the first placement is closed and the next one starts. The child will have multiple rows/records in the placement report because there will be a record every time the child moved between homes.

19. Why does the URL include google.com? Is the information secure?

The Federated Analytics Platform was endorsed by the NSW Privacy Commissioner. A requirement of this endorsement was that the data be housed in Australia. Therefore, despite the google.com

site, the data does not go offshore. The data has extreme controls and additional information security measures such as:

- Restricted user access so they can only see children’s information for their agency.
- Full details with children’s names are only available on the online version with protection rules, and the workable downloadable version does not contain sensitive identifying information.
- Access via work email verification which ties the user to their place of employment. Users will only have access if they are working at the agency as per their Access Form. The code to verify their identity each time they log in is via their individual work email address.
- Records will only display on your agency’s reports if your agency has case management of the child, with an approved status in ChildStory i.e., if the status regarding case management is not approved, then the child’s record will not show in the reports at that time.

20. Lost access to the reports

An approved user will lose access in these circumstances:

- Not accessing the reports in a 90-day period – complete a new User Access form to re-apply
- Working with Children Check expires – ensure the WWCC is up-to-date
- Change agencies – complete a new User Access form with your new work email address to re-apply. A new Okta account is required to link to your new work email address.

21. Okta access issues

For issues relating to verifying a new Okta account for the first time, refer to the [Okta Self-registration guide](#) to view a step-by-step process, including screen shots for new users.

For existing Okta users, refer to the [Okta troubleshooting guide](#) for solutions to issues such as resetting a password, activating an inactive account, unlocking an account etc.