



infoShare Frequently Asked Questions

May 2024, version 11

This Frequently Asked Questions (FAQs) document provides information to Family Preservation providers about the data collection platform known as infoShare. This document outlines infoShare key dates, templates and processes.

The FAQs document is updated throughout the infoShare project.

Contact the DCJ infoShare team via email to InfoShare@dcj.nsw.gov.au

Index

Index	1
About infoShare	1
infoShare Go Live	2
Data submission	2
Data fields.....	4
InfoShare Platform.....	11
Training.....	13

About infoShare

1. What is infoShare?

infoShare is a new streamlined data collection system that will be used by all family preservation providers. infoShare replaces other existing family preservation programs’ data collection mechanisms.

InfoShare is free to use for DCJ family preservation providers.

2. Why is infoShare being implemented?

infoShare will increase the consistency of data collected, provide evidence of services delivered, and help DCJ and providers to understand emerging service system trends.

infoShare will offer service providers a visualisation of data, providing a selection of reports on the provider's data and for the broader community.

3. What is the minimum data set (MDS) and is it included in the template?

The MDS is the minimum set of information that must be shared by providers with DCJ about clients and services delivered by providers.

The MDS is included in the infoShare template.

4. Is infoShare a data tool only that DCJ are using, back ended with Tableau for intelligence and reporting (nothing else)?

Yes, infoShare is a data collection tool only. Data will be transported from infoShare to allow reports to be built in Tableau. Authorised and authenticated access will be required to use both applications.

5. What are the data submission requirements for FFT-CW and MST-CAN, and what will be the role of ebase going forward?

FFT-CW and MST-CAN providers are required to use infoShare for data submission requirements.

Providers are not required to use ebase for DCJ data submission. Data will not be available to DCJ via ebase.

However, the ebase system will remain available and unchanged for FFT and MST providers to utilise internally, for model fidelity and generation of outcomes measures such as the SDQ.

6. Is there a link between ChildStory and infoShare?

No, the data is not linked to ChildStory.

infoShare Go Live

7. When will infoShare go live?

infoShare is now live, and service providers are currently using infoShare.

Data submission

8. Are the data requirements for the bulk-upload different to the manual template we have been using?

No, the collected data for the bulk-upload and the manual templates are the same however ID and data structures are slightly different across the two formats.

9. Are providers now required to submit data quarterly?

As per the infoShare Family Preservation Business Rules, providers are required to submit data on a quarterly basis. Providers must ensure the correctness and completeness of data by the end of the month following the end of each quarter. For example, July to September data is due at the end of October.

10. Which method should I use to provide my data?

Now that infoShare is live, providers can either enter data manually into infoShare or provide data via a bulk file data upload. Providers will need to conduct testing on infoShare Instruct and identify which method is most suitable for their organisation.

If providers have a case management system that enables the collection of infoShare data items, they may prefer to use the bulk file upload method. The infoShare platform contains training resources to assist provider data entry.

11. Now that infoShare is live, will the client data that has been submitted be available to see?

Yes, the data submitted to DCJ will be available for respective organisations in the form of reports. Three reports will be available for providers in infoShare: Community Profile report, Organisation Service Delivery Report and Data Quality report. We will support providers to access these reports and offering training, once available.

12. Which programs need to submit data using infoShare?

The following programs need to submit data using infoShare:

- Family Preservation (formerly Brighter Futures and Youth Hope)
- Intensive Family Preservation (IFP)
- Resilient Families
- MST-CAN
- FFT-CW
- PSP Family Preservation (this excludes exiting providers who are no longer accepting new referrals).
- Intensive Family Based Services (IFBS)

13. Which clients should providers include in data collection from 1 July 2022?

- All families and children/young people (CYP) referred on or after 1 July 2022.
- All families and CYP referred before 1 July but still in program as of 1 July 2022.

14. What will occur to remediate providers' current data, and will this be sent back to providers?

A data quality report will be available for providers, so providers will be able to see where there might be a quality issue.

Data quality training sessions will be conducted frequently to collaborate with providers to help them improve their data submissions.

15. Will there be any error reports available where upload files fail?

An error report will be produced by infoShare if an uploaded spreadsheet fails to comply with the MDS requirements. Providers will need to fix the data (preferably in your case management system) and re-upload the file.

Data fields

16. Our organisation uses a case management system to collect data, however we do not collect some of the data items specified in the minimum data set. For example, we do not collect Family IDs for families that have declined a referral. How do we include this in our data submission?

If the provider's case management system does not capture all the data items in the minimum data set, providers will need to export the data items your system does collect and then fill in any data gaps manually.

In the specific example of the Family ID, the purpose of the Family ID is to identify individuals that are linked to a family group. Providers can create their own Family ID system if the ID is unique for that family group and is not used for any other family groups. We suggest using a Family ID that is meaningful and easily recognised by you.

17. Is there a way to enter session information for more than one person at a time? We have some large families (7-10 people) and adding one session in for each individual is very time consuming?

No, currently there is not however it will be considered as we plan for future development stages of infoShare.

18. Are providers required to capture declined referrals?

Yes, all referrals should be captured in provider's data collection, including referrals that are declined or those who refuse services.

19. What is meant by "Outlets" and what data should we provide?

This relates to the physical address of the Outlet or location where services are being delivered, e.g., 10 John Street, Wagga Wagga.

20. Should service providers provide outlet information by contract or by service and location? For example, we have one central office contracted

for two locations (Hunter and Central Coast). We previously recorded data separately, should we now use one spreadsheet?

Data needs to be provided by individual outlet and location, but can be provided in one spreadsheet using different Outlet IDs for distinct locations and by adding in the program being delivered at that outlet in the Activity field in the Services tab.

21. Previously we only provided data for children (0-17 years), do we now need to provide data for parents/caregivers?

Yes, providers will need to provide data for all family members in the household they are working with.

22. Do you want us to add information for clients who are fee for service or only funded family preservation packages?

Data should only be entered for family preservation services delivered under family preservation contracts. Any fee for service arrangements must not be recorded in infoShare.

23. Do we enter personal information relating to community referrals?

Where the client has consented to the sharing of their personal information with DCJ, the community referral should be recorded in the infoShare template.

If the client has not provided consent, the referral should not be recorded in infoShare.

24. If a community referral does not provide consent to collect data, how are our numbers reflected accurately?

If you do not have consent, you must not submit identified data. This affects only a small number of clients as only a few programs include community referrals.

To accurately reflect the number of clients, you will need to de-identify personal information in your infoShare submission such as:

- Client Name- Initials for name
- Client Address- Your service/Outlet address

This will show DCJ that it is a community referral where consent has not been provided.

25. What is the difference between consent to participate in the program versus consent to provide data?

Consent to participate in the program means they have agreed to participate in the family preservation program you are delivering.

The infoShare Family Preservation – Data Dictionary (V1.0.5) clarifies this under ‘Services,’ with the data item, ‘Date of Consent to participate in service.’ This is defined as the “Date at which client provides consent (either verbally or in writing) to begin/continue service delivery (page 6).’

Consent to provide data is separate to agreeing to participate in the program and involves the client agreeing to the sharing of personal information to DCJ for the purposes of reporting.

This relates to community referrals as all referrals via DCJ have a ChildStory ID and DCJ therefore already has identifiable data.

26. If one family has multiple packages, how do we capture that in infoShare?

infoShare does not count packages, it counts clients. infoShare does not capture packages or vacancy information.

In instances where CSC and provider agree that two packages need to be allocated to a family for the same program, there would be one referral ID for that family (one Universal Referral Form), with each child listed in infoShare.

If that family are receiving different programs at the same time (for example Brighter Futures *and* Youth Hope), they will need to be entered separately.

27. If a family has relocated during the quarter, do we update their suburb in the next quarter?

Yes, where a family has relocated and you have already submitted your quarterly data, the next quarterly data submission should have the updated information for that family. Providers should update the existing Address columns in the template and do not need to create a new row or record.

28. When recording whether a client has a disability, do they need to have a formal diagnosis?

No, a formal diagnosis of disability is not required. A client may have a formal diagnosis, a lived experience or self-identify as having a disability. Providers should use their discretion when recording this information.

29. Not all disability types are covered in the four options provided, how should we record disability types that are not covered?

To record a Disability Type that is not covered in the four options provided in the infoShare Data Collection Template, select “Yes” in the “Has Disabilities” field in the Clients tab, and select “No” for each Disability Type listed.

30. Can there be more information around the definitions associated to the different types of disabilities?

The Department is currently working to align disability definitions across collections including ChildStory and infoShare. For now, we are asking that providers use their own internal classification system and professional judgement to assign disabilities reported by clients to the relevant categories available in infoShare.

31. How do I record the Referral ID and ChildStory ID if these have not been provided by DCJ?

Providers will receive a ChildStory ID and Referral ID for referrals made by DCJ using the Universal Referral Form. With the current exception of IFBS programs, all referrals should be received via the URF. Please advise your contract manager if this is not the case.

Providers will not receive a ChildStory ID and Referral ID for community referrals, or referrals made by DCJ where the Universal Referral Form has not been used (IFBS referrals).

These IDs enable the unique identification of each referral and client, so it is important that they are included in provider's data. A unique referral ID should be used for each new referral. This includes if a family is referred multiple times.

If a referral is not received via the URF:

- Follow up with the referring caseworker or CSC to request the referral via the URF (exception is the IFBS program). If the URF cannot be sent quickly:
 - Providers can use the Referral ID that is generated by the infoShare Data Collection Template or,
 - Providers may generate their own Referral or ChildStory ID by adding 'XXXX' or 'ID N/A.'

If providers receive incomplete or inadequate DCJ URF referrals your manager should raise this issue with their DCJ contract manager.

32. Is the Request Number the same as the Family ID? It seems to serve the same purpose.

The Request Number is a unique ID found on the Universal Referral Form, which represents the referral. The Request Number is recorded as the Referral ID in the infoShare Data Collection Template.

The Family ID is used to identify a family group with whom the provider is working.

These are different IDs which serve different purposes in infoShare. Both are required.

33. If the same family returns for support at a later time, should the Family ID change or remain the same?

The Family ID should remain the same to support higher quality data collection. However, if your data collection system does not support this, the Family ID can be different if the service delivery timeframes are substantially separate.

Where a family unit has changed, a new Family ID should be created to reflect that this family unit is different to a previous one. For example, a primary carer may enter a new relationship, or a child may no longer be living in the original family unit. We have included functionality for up to two Family IDs, and if more are required this can be discussed on a case-by-case basis by contacting the infoShare team via email InfoShare@dcj.nsw.gov.au.

Please note that the Client ID must remain the same under all circumstances, even when the Family ID changes.

34. What is the Household Composition for intergenerational families? I.e. grandparents, parents, and children living together?

The appropriate Household Composition for intergenerational families is Group (related adults).

You do not need to collect data for family members in the house not participating in the program, for example grandparents.

35. How should we record homelessness?

The 'Is Homeless' field in the Clients tab should be used to record homelessness. If the family's housing status changes (for example if they are no longer homeless or are transient), then the 'Is Homeless' field should be updated each time the family's circumstances change.

Providers may not be able to record an address for a family that is homeless, however the address field should be completed with the outlets where service delivery is taking place. This is a system issue that will be addressed soon.

36. Could you clarify the definition for Date Client started receiving services?

As outlined in the Data Dictionary (V1.0.5), the definition for '*date client started receiving services*' is the date that the first session of service was delivered to a client. This field is not designed to capture data relating to pre-service meetings with families (i.e., to record commencement of the activity to obtain consent from families, in the engagement phase and prior to service delivery commencing) however, if providers have used this field to record the date of commencement of pre-service activity, data correction is not required.

In future infoShare design work, DCJ will examine the recording of pre-service delivery activities.

37. What is the difference between case centric and client centric?

Case centric refers to a group of people you deliver services to (training, group activity), whereas client centric refers to service delivery to a designated client. Most providers will deliver services that are client centric.

38. Do you factor staff travel time into Service Duration or just time for face-to-face service?

Service Duration is defined as the time spent providing services to clients and does not include staff travel time.

39. Are you required to enter a “Date client exited service” and an “Exit Reason” when a client does not consent to service?

An ‘Exit Date’ and ‘Exit Reason’ is required for all families that have commenced any aspect of service delivery (excluding the joint/initial meeting with the family where consent to work with the service is being obtained). This includes families that have commenced receiving services from your organisation but are yet to sign the agreement to participate form.

Examples:

1. if you have accepted the referral, met with the family and they agree to participate (verbal or written consent) AND the family starts receiving services from your organisation an ‘Exit Date’ and ‘Exit Reason’ is required.
2. if you have accepted the referral, met with the family and they decline to participate – thus, no service delivery commences, an ‘Exit Date’ and ‘Exit Reason’ is not required.

40. Is there any more detail around what goes into the sessions tab in the template and what are the rules around session data for those other than the primary client?

Currently data entry into the sessions tab is optional. DCJ will advise when the status changes.

The Sessions tab is used to collect information about the activities that providers have delivered to families/clients during their participation in the program. Each person in a household will need a separate session entry for each session that is recorded.

Section 14.3 of the Family Preservation Interim Program Service Specifications 2021 provides further definitions/detail which can be used by providers in the interim to assist with completing this tab.

The rules around mandatory requirement for session data are yet to be developed. Further information around this will be provided as details become known.

41. How much notice will be provided before any changes to mandatory or non-mandatory data fields?

This is part of the scope for family preservation recommissioning. As much notice as possible will be provided. DCJ will collaborate with providers in planning for these IT changes.

42. Can we see data about a family with other organisations?

You cannot see other organisations data. An overview report for the family preservation program broadly will be available in the future.

43. Does InfoShare have a similar access level to DEX?

Each organisation nominates ‘Organisation Administrators.’ These individuals are those within your organisation who are responsible for managing infoShare. They can set up the organisation’s details, add other users and relevant staff to InfoShare, so that those staff can access and submit data.

The level of infoShare access will be determined by your Organisation Administrator/s. Organisation administrators can see all the data that has been reported for their organisation, check data quality and analyse the organisation’s performance data.

44. Can you provide more details around the definition of Consent?

Please refer to the infoShare data dictionary - “*InfoShare Family Preservation template - Data Dictionary (V1.0.5).*”

The updated data definitions reflect in V1.0.5 of the Data Dictionary, for fields “*Consent of referral from family*” and “*Date of Consent to participate in service,*” may mean misalignment between what providers have recorded, to date, in those fields. DCJ accepts that there will be some data subjectivity in relation to these fields, particularly from the data submissions provided at the end of February 2023.

DCJ will further refine the data dictionary. Providers should switch to using the updated definitions provided, as reflected in V1.0.5 of the Data Dictionary located here <https://dcj.nsw.gov.au/documents/service-providers/deliver-services-to-children-and-families/family-preservation/infoshare-family-preservation-template-data-dictionary.pdf>.

InfoShare Platform

45. Where can I find infoShare user guides and videos?

All infoShare resources and key documents are available on the Data and Reporting section of the family preservation microsite:

<https://www.dcj.nsw.gov.au/service-providers/deliver-services-to-children-and-families/family-preservation/data-and-reporting.html>

46. What is the difference between infoShare ‘Users’ and ‘Organisation Administrators’?

For family preservation providers there are two role types related to infoShare: Users and Organisation Administrators:

1. Users- are content editors. They can add, edit, and delete records in infoShare through either the Data Entry Dashboard or File Upload option.
2. Organisation Administrators- are platform managers. They can add, edit and delete records and are responsible for:
 - a. Establishing your organisation in infoShare (including ongoing management of users and access, updating outlet data, and adding any other Organisation Administrators).
 - b. Ensuring quality data submissions are delivered on time.
 - c. Supporting users in infoShare using infoShare Instruct.
 - d. Acting as your organisation’s key point of contact between your organisation’s infoShare users and DCJ.

47. How many Organisation Administrators can each organisation have?

Each organisation will have at least two infoShare Organisation Administrators.

Organisations with multiple (more than two) family preservation contracts/Program Level Agreements (PLAs) can nominate a maximum of four Organisation Administrators.

To ensure contractual obligations to provide data are met, Organisation Administrators will be aligned with their organisation’s Family Preservation PLAs.

48. Can you see the client records that other users from your organisation have inputted or uploaded?

Yes, you are able to see, edit, and delete all client records that any user from your organisation has inputted or uploaded in the client list of the data entry dashboard.

49. How long does it take to upload files through the Data Upload?

This depends on the file sizes being uploaded. It is expected that even large files will process quickly. The process is a batch process which means jobs are queued in the platform.

50. Can I still edit client data that is uploaded through the Data Upload?

Yes, just select the record and click edit at the bottom. More information is provided on this action in the infoShare Data Upload Guide.

51. If we resubmit data, will it update existing records or will it duplicate the information?

Yes, data will be updated as you submit it.

52. In the temporary infoShare template (excel) it auto-generated client ID numbers, referral ID etc which we have been using - does this also happen on the infoShare portal or do we need to generate our own ID numbers?

Yes, the infoShare platform automatically generates a client ID if you don't have one. The recommendation is to use one generated by your organisation's client management system.

53. What data validation occurs on the infoShare platform? For example, does it check if information for existing clients matches what is already in the system and check that dates are in the past?

Yes, there is data validation within the system (picked up during data upload as an error message- data submission failed). For existing clients, the most recent data submitted will be added onto the infoShare platform and for example, where there is a change in address from previous upload, this will be overridden if client ID and name are the same.

54. What should people do when completing the Services record if the service is still ongoing, and consequently, doesn't have a Step Down or Exit date?

Leave the end dates blank if the service is ongoing.

55. Where can I see the client records that I have submitted through the bulk file upload?

These records are visible in the data entry dashboard.

56. Can I add new client records periodically as they come up or do I have to wait for the data submission date?

You are strongly encouraged to add new clients to the system as they come up, this will reduce your workload and ensure you have enough time to remedy your errors. You do not have to wait for the data submission date. These clients will then immediately be visible to you in the reports.

57. Does the infoShare platform have built in alerts, both for DCJ and providers, to advise of upcoming reviews?

No, infoShare is a data collection system, not a case management system.

58. For how long do client records will stay in the system. For example, if a client returns years later will their client record still be in infoShare?

The [State Records Act 1998 No 17](#) requires the Department to retain all records for archival purposes. All clients who have been provided a service by an organisation are recorded in infoShare and are be visible to the organisation's staff.

59. Under what circumstances would you need to delete a client?

Organisations are able to delete records that are put into infoShare, in error. Only Organisation Administrators will have access to delete any records.

Training

60. How do I find out about future training that is offered for infoShare?

The best way to access support for infoShare is in infoShare instruct. Once you have requested access to infoShare, you will be able to access infoShare instruct and the resources available there.

All infoShare resources, including any training and support videos that are published, will be made available on the Data and Reporting section of the family preservation microsite <https://dcj.nsw.gov.au/service-providers/deliver-services-to-children-and-families/family-preservation/data-and-reporting.html>.

Please don't hesitate to contact the infoShare team on infoShare@dcj.nsw.gov.au if you'd like to discuss other training needs.