

Family Preservation- infoShare Fact Sheet

infoShare Organisation Administrators – Roles and responsibilities

Purpose

This fact sheet covers the two role types for infoShare in Family Preservation (FP) provider organisations, particularly focusing on the responsibilities and activities of the infoShare Organisation Administrator.

Role types in FP organisations for infoShare

There are two main infoShare role types for FP providers - 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** will also be able to add, edit and delete records. Additionally, they are responsible for establishing their organisation in infoShare and ensuring data submissions are accurate and timely.

Users and Organisation Administrators have different views and privileges on infoShare.

Obligations of infoShare Organisation Administrators

Organisation Administrators need to be aware of their organisation's obligations under section 12 of the Privacy and Personal Information Protection Act 1998. FP provider organisations must take reasonable steps to ensure the data is protected, by taking such security safeguards as are responsible in the circumstances, against loss, unauthorised access, use, modification or disclosure, and against all other misuse.

Organisation Administrators **must have a valid Working with Children Check (WWCC)** obtained via Service NSW (this also applies to all infoShare users).

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Roles and Responsibilities

Organisation Administrators are accountable for:

Training Users

Organisation administrators should ensure users in their organisation are trained in how to input and upload data into infoShare. Organisation administrators should assist users to find and access training self-service materials, on the infoShare platform via InfoShare Instruct.

Managing organisation data

In managing organisation data, Organisation Administrators are required to initially set up their organisation in infoShare, to actively manage user and outlet data, and keep this information up-to-date.

Organisation administrators are expected to:

- Obtain access to infoShare
- Add and edit users
- Add and edit outlets
- Attach activities that their organisation delivers or provides

Ensuring data quality

Organisation administrators are responsible for the accuracy and consistency of the data their organisation submits to infoShare.

infoShare has a reporting tool that can be used to see the quality of the data in the system and remediate any outstanding data quality issues. To validate the quality of data submitted to infoShare, Organisation Administrators are required to access and interpret these data quality reports and edit data if there are errors or inconsistencies in their organisation's submission.

Submitting data regularly

Organisation administrators are responsible for ensuring that all data is submitted ahead of any deadlines communicated by DCJ.

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Being a key point of contact

Organisation Administrators are their organisation's main touchpoint with DCJ regarding infoShare.

It is important Organisation Administrators ensure their organisation's users channel any infoShare-related feedback or questions through them, to relay to DCJ, as well as share communications from DCJ to the users and other appropriate people within their organisation.

DCJ will communicate with Organisation Administrators via bulk infoShare emails and also individually, for organisation specific infoShare requests or queries.

Organisation Administrators should regularly check infoShare announcements (once the infoShare platform is live) to see when the next submission date is, and communicate this information within their organisation.

Resources

There will be a range of materials available to Organisation Administrators to assist with training users on the infoShare platform.

infoShare Instruct is a self-service platform for users to access materials on how to upload and submit data to infoShare. infoShare Instruct will be available to Organisation Administrators and Users, once infoShare goes live. It will contain user guides, fact sheets and training videos about the infoShare system and show how to complete common activities. It will also feature an interactive training environment, where Organisation Administrators and users can practise using infoShare without entering any real client data.

Organisation Administrators are encouraged to use and direct users to the infoShare Instruct resources.

Further Information

For more information about infoShare Organisation Administrators

Email us at the Info Share team InfoShare@dcj.nsw.gov.au

