

Appendix 6: Data Management in Brighter Futures

Child Safety and Permanency Directorate  
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**1 Purpose**

Data and record management in Brighter Futures is a combined responsibility of Brighter Futures Service Providers and the centralised FACS Brighter Futures Assessment Unit. This document is designed to support accurate and timely data and record management by Brighter Futures staff. FACS maintains a Brighter Futures minimum data set through the DOCS Connect Portal. Administrative data collected as part of the mandatory minimum data set enables FACS to monitor and report on Brighter Futures program performance as noted.

DoCS Connect is the main tool currently used in Brighter Futures to collect data and maintain records. This document should be read in conjunction with the Brighter Futures Service Provision Guidelines, Referral Procedures and [DoCS Connect support tools.](http://www.community.nsw.gov.au/docs-connect/about-brighter-futures)

In 2016, FACS is introducing a new record management system, *‘ChildStory’*. The introduction of ChildStory will mean significant changes to data collection and management across FACS funded programs. As a result, some of the current information and processes currently within DoCS Connect and the DoCS Connect support tools may be out of date. Please be guided by the Brighter Futures Service Provision Guidelines and it’s appendices in these instances.

**2 Referrals**

**2.1 FACS and Community Referrals**

For all referrals, Brighter Futures Lead Agencies should follow the following steps in DoCS Connect:

* + 1. Navigate to the Eligibility Referral view and create a new eligibility referral.
    2. Complete the Referral Information eForm.
    3. Only Submit Referral Information eForm when there is capacity to case mange and the answer to “Does the Lead Agency currently have the capacity to case manage this family if determined eligible?” is Yes.
    4. Indicate if a referral is a FACS ROSH Referral in the free text field for the question “Referring agency's involvement with the child / family”.
    5. Submit Referral Information eForm for processing by FACS
    6. Note: The entry made in the eForm ‘Lead Agency Reference’ field will appear in the Eligibility Referral view after the eForm is saved or sent.
    7. Note: There are three statuses in the Eligibility Referral view, New, Draft and Sent.
    8. A Family ID is created only after the eForm is sent. The case is then visible in the Case Management view

**2.2 Community Referrals**

For Community Referrals, the following additional steps are required:

* + 1. Generate and print the Transfer to Lead Agency Report in DoCS Connect
    2. Only enter an Allocation Date when the case is allocated
    3. Leave the Allocation Date field blank if the agency does not have capacity to
    4. allocate the case use the “3 months period exceeded” in Lead Agency Closure Reason field option to close those cases on Brighter Futures eligibility list for longer than 28 days.

**2.3 Monitoring and Managing Referral Outcomes**

DoCS Connect procedures for Brighter Futures service providers to monitor and manage eligibility referral outcomes:

* + 1. Navigate to the Tasks screen tab. Query for

Subtype = Eligibility Referral

Status = Incomplete

* + 1. This should return all new / incomplete Eligibility referral decision tasks
    2. Once you reviewed this task, you should set it to Complete

2.3.4 There are two possible decisions that can be made by FACS and these are found in Task Description: Eligible, Ineligible

* + 1. Where ‘Ineligible’ is recorded in DoCS Connect the family should not be offered the Brighter Futures program.
    2. When the outcome of the Referral Information eForm will be ‘Lead Agency Case Managed’ and formal agreement to participate in Brighter Futures can be sought from the family, agreement to participate in the Brighter Futures program is recorded on the Brighter Futures Agreement to Participate form and in DoCS Connect.

**3 Key Recording Points**

Data must be entered into DoCS Connect at key points of intervention. These include:

* + 1. Program membership information. This may include when a family agrees to participate in Brighter futures ([Case Management View](http://www.community.nsw.gov.au/docs-connect/about-brighter-futures/record-face-to-face-case-management)), or when an individual member chooses to leave the program.
    2. When [key person or family information changes](http://www.community.nsw.gov.au/docs-connect/about-brighter-futures/edit-new-persons-eform). This may include the addition of a [new family member](http://www.community.nsw.gov.au/docs-connect/about-brighter-futures/create-new-persons-eform), or when key information, such as address, disability or contact information changes.
    3. [When a case is closed](http://www.community.nsw.gov.au/docs-connect/about-brighter-futures/close-a-case). It is critical that closure reasons are selected appropriately from the following table:

|  |  |  |
| --- | --- | --- |
| **Case Closure Reason** | **When to Use** | **When NOT to Use** |
| **Plan Goal Achieved** | When the case plan goals have been achieved with the family, and the BF course of intervention is concluded | When the intervention has not been considered successful. |
| **Family Declined** | When, during the initial engagement phase, the family declines to participate in BF. | When, after a substantial period of intervention, the family withdraws from BF. |
| **Family Not Located** | When, following an initial referral to FACS, the family cannot be located at the address provided on the referral. | When the family cannot be located after contact and intervention has already commenced. |
| **Family Relocated** | When the family moves to a new area and does not continue to participate in Brighter Futures in the new area. | Any other reason |
| **Not engaging with services** | When the family ceases engaging by not attending BF appointments and services after a period of intervention. | When the family actively states they wish to withdraw from or decline to participate in BF. |
| **Family Withdraws** | After a period of intervention, the family states they wish to withdraw from BF. | When the family ceases engaging but does not communicate their intention to withdraw from BF. |
| **Assessed as unsuitable** | When the family is assessed as unsuitable for BF because risk is too high or service needs are to low. | When the basic eligibility criteria of child age and vulnerability are not met. |
| **Criteria no longer met** | Family do not meet basic eligibility criteria – there is no child under 9 in the family and/or there are no vulnerabilities in the family. | When family is assessed as unsuitable due to risk or service need issues. |
| **Ineligible** | Used only by FACS when BF eligibility criteria is not met | Not used by Brighter Futures Service Providers |