Novation process

Task card

This task card discusses the following:

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KEY HIGHLIGHTS
- The retiring legal entities ABN must remain active for the organisation to enter data against the organisation's ending program activity(s)   - Users will need to link their Digital ID, such as myID, to the organisation's new ABN using Relationship Authorisation Manager (RAM).   - Reports should be generated for retiring organisations prior to migration as access will not be available once the user accounts have been moved.

What is a novation?

A novation is the process whereby the rights and obligations of a current grant recipient under their grant agreement are transferred to another legal entity.

Refer to Table 1 for common terms.

Table 1 – Common terms explained

TERM	DESCRIPTION
Retiring	The organisation that is transitioning their grant agreements and the roles and obligations associated with these.
Substitute	The organisation that is taking on the grant agreements and the roles and obligations associated with these.

Before commencing a novation

Before commencing a novation, the following information will need to be considered:

- All data must be entered into the Data Exchange by the retiring organisation **prior** to the Organisation Activity End Date. Where the Activity End Date has passed, the organisation can no longer enter data, even within the 30 day data finalisation period or data quality month.

- For novation's taking effect at the end of a reporting period, it is recommended that some, or all, providers retain access to the retiring organisation for **an additional 30 days** to make the most of the 30 day data finalisation period.

> The retiring legal entities ABN **must remain active** while the organisation intends to enter data against the ending activities in the Data Exchange. If the retiring ABN is inactivated, the provider will be **unable** to access the Data Exchange and be unable to enter any required data.

- The Department is unable to migrate or create any data on behalf of the organisation. Any continuing outlets and client records from the retiring organisation will need to be re-entered or re-uploaded against the new organisation as required.

- Any case and session data entered against the retiring organisation should not be re-entered against the substitute organisation. Only case and session data relating to the substitute entity and occurring after the activity start date for this entity should be reported on.

- If any of the retiring organisations use system to system web services to upload information to the Data Exchange, and will continue to do so against the substitute organisation, a new system account will need to be requested by the retiring organisation **before** they are able to enter data against the substitute organisation. The substitute organisations will need to submit the system account request to dssdataexchange.helpdesk@dss.gov.au on behalf of the retiring organisation.

- The Program Activity being end dated for the retiring organisation will not impact the provider's ability to finalise data in the Data Exchange. A nightly batch job is run to update the Organisation Activity dates in the Data Exchange to match the grant agreement. Data entry until the end date will still be possible.

- If the substitute organisation is a Lead organisation, they will need to re-create delivery partners in the Data Exchange once the novation has been completed. Therefore, it is recommended that the retiring organisation note which delivery partner is associated with which program activity. (Once the novation has been processed the substitute organisation will need to communicate the change to reporting to their delivery partners.)

Processing a novation

> Once the below steps are completed, **access cannot be reverted**. These steps should only be undertaken by staff no longer requiring access to the retiring organisation's information in the Data Exchange.
>
> Organisations should generate any reports for the retiring organisation prior to migration as they will **no longer** have access to reports once user accounts have been moved.

Step 1 – Confirm your Digital ID and RAM requirements

If your organisation retains its Australian Business Number (ABN) but changes its Legal Name, there is no need to re-authorise staff's Digital ID. The Digital ID does not have a connection to the Legal Name of the entity; it has a connection to the ABN of that entity.

If your organisation has a new ABN, a principal authority will need to link to the new ABN using RAM and authorise all current staff to act on behalf of the new ABN. Authorisation administrators can also authorise staff.

Step 2 – Email address confirmation

Are the organisation(s) receiving new email addresses as part of the novation?

Yes	▪ The Funding Agreement Manager (after receiving a request from the organisation's CEO) can submit an email request to the Helpdesk to move all users to the substitute organisation record and state their new email addresses; otherwise, all users will need to be set up through the Data Exchange portal by an Organisation Administrator. ▪ The Data Exchange Helpdesk will **modify** user accounts and **move** the user to the substitute organisation record.
No	▪ The Funding Agreement Manager (after receiving a request from the organisation's CEO) can submit an email request to Helpdesk to move all users to the substitute organisation record; otherwise, all users will need to be set up through the Data Exchange portal by an Organisation Administrator. ▪ The Data Exchange Helpdesk will **move** the user to the substitute organisation record.

Step 3 – Next steps

The organisation will need to:

▪ Re-create **outlets** and assign **program activities**.
▪ Re-create any current and continuing **client** records.
▪ Create **cases** and **sessions** for any service delivered since the effective date of the novation for the substitute entity.

If you are a **lead organisation** will need to:

▪ Re-create any **delivery partners** against your organisation in the Data Exchange.
▪ **Communicate** the change to reporting conditions to your delivery partners.

You can find more information on outlets, clients, cases, and sessions on the Data Exchange Protocols and the Training page.

For system support, contact the Data Exchange Helpdesk by email dssdataexchange.helpdesk@dss.gov.au or on 1800 020 283.