



Office of the
Children's Guardian

Voluntary out-of-home care Register Manual

www.kidsguardian.nsw.gov.au

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Introduction

Voluntary out-of-home care (VOOHC) agencies must actively monitor and update the VOOHC Register with notifications within 5 working days, including notifications of the start or end of a child's VOOHC placement, and any case plan or supervision notifications.

This VOOHC Register Manual (the Manual) has been prepared to guide agencies through the VOOHC Register online process. The Manual explains:

- how information about VOOHC agencies and children and young people (referred collectively as 'children' in this manual) in VOOHC is entered onto the VOOHC Register; and
- how VOOHC agencies can use the VOOHC Register to access information about a child's previous VOOHC placements, case plans and supervision arrangements.

This manual should be read in conjunction with the Statutory Procedures: voluntary out-of-home care in NSW (the VOOHC Procedures), available on the Office of the Children's Guardian (OCG) website: www.kidsguardian.nsw.gov.au/voluntary-out-of-home-care

The VOOHC Procedures address the key VOOHC provisions of the *Children's Guardian Act 2019* (the Act) and the Children and Young Persons (Care and Protection) Regulation 2012 (the Regulation), and VOOHC intake and assessment, case planning and interagency coordination.

If you have questions about this Manual, or the VOOHC Procedures, email the VOOHC Monitoring Team at voohc@kidsguardian.nsw.gov.au or telephone (02) 8219 3798.

Please note: the VOOHC Register Manual is subject to change. Refer to the voluntary out-of-home care section of the OCG website for the latest version.

General VOOHC information and notification rules

VOOHC agency contact details

The contact details of VOOHC agencies is published on the OCG website: www.kidsguardian.nsw.gov.au/voluntary-out-of-home-care. Agencies are listed based on their registration type, as either designated agencies, registered agencies or agencies that arrange care.

To view an agency's contact details, select the relevant agency.

You can also view a list of agencies within each Department of Communities and Justice district on the 'Find a service provider near you' page of the website.

VOOHC Register log in details

Username (UID)

Each VOOHC agency receives a unique and secure UID upon registration to lodge online notifications and access a child's placement history. The UID is a number unique to the agency, issued by the OCG. This number cannot be changed.

Password

Only the VOOHC Coordinator should be responsible for changing the VOOHC Register log in password. The VOOHC Coordinator should advise all agency users when the password is changed.

Notification timeframes

All notifications must be made within 5 working days. In the case of a public holiday, the notification should be made on the next working day.

Information required to make a notification

All known information must be entered onto the VOOHC Register, because it is used to uniquely identify the child. This includes:

- surname
- first name
- middle name/s
- alternative surname/s (any other surnames under which the child may also be known)
- date of birth and
- place of birth.

Only the first letter of each part of the child's name should be capitalised as this can also lead to the creation of multiple records.

The child's name and details must be entered accurately. Incorrect spelling will result in the creation of multiple records of the same child which will not be linked. This will lead to an inaccurate placement history.

If a middle name is entered onto the VOOHC Register, and a child with same first name, surname and date of birth has previously been entered onto the Register, an error message will be displayed: *"This child is recorded in the register with a middle name. Enter the child's middle name or contact the Office of the Children's Guardian if the child does not have a middle name"*.

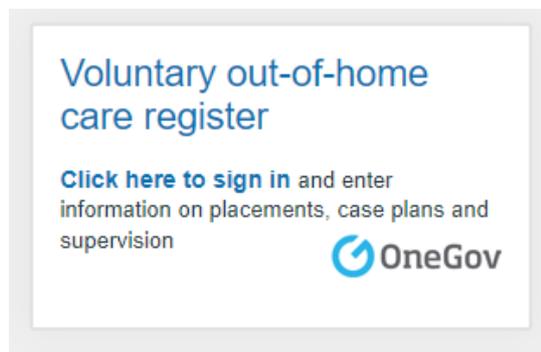
Notification details cannot be updated once they have been submitted. To correct details, email the VOOHC Monitoring Team at voohc@kidsguardian.nsw.gov.au. A member of the VOOHC Monitoring team will then update the details and advise you once this is completed.

Using the VOOHC Register

Accessing the VOOHC Register

A link to the VOOHC Register is located on the OCG website:

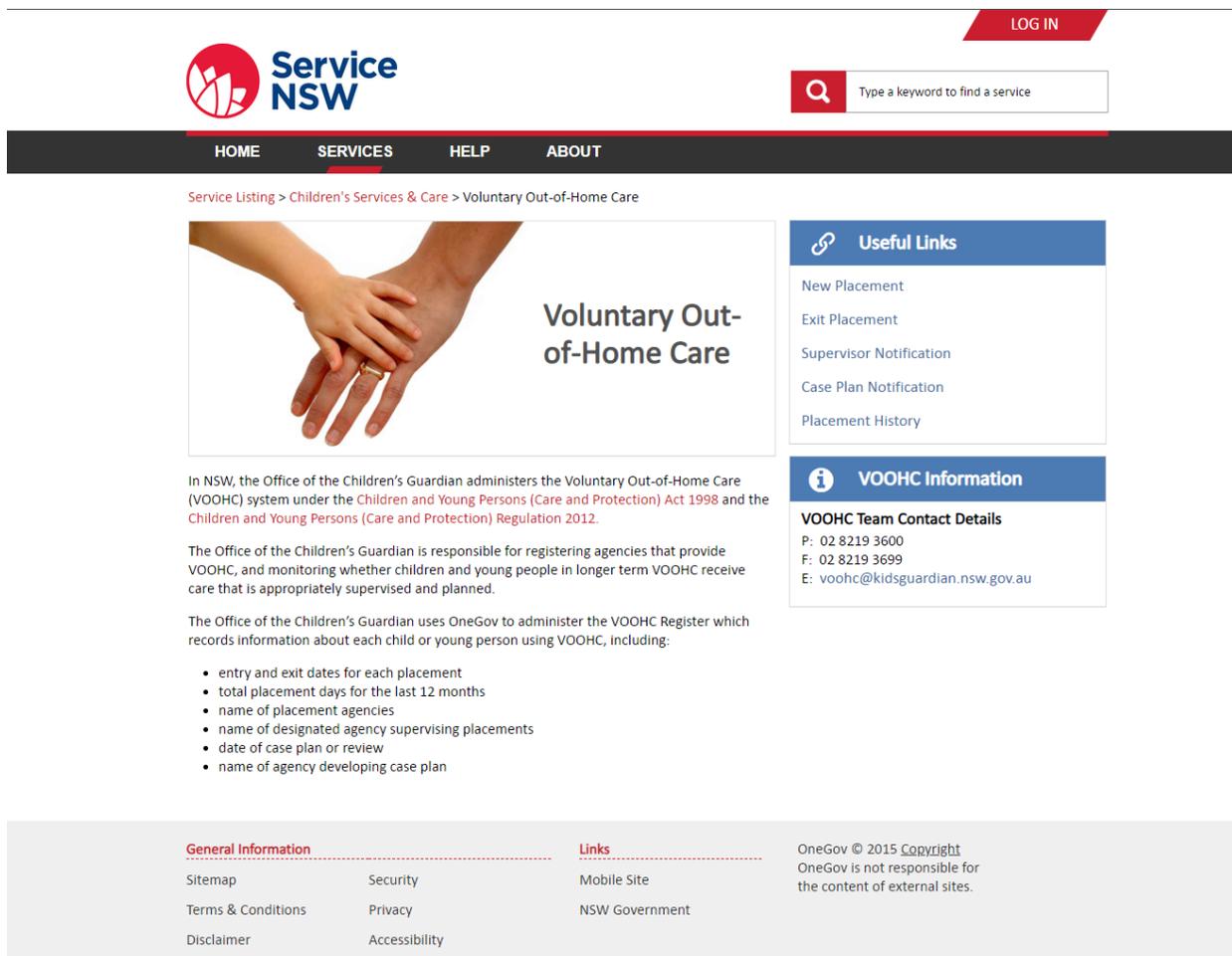
www.kidsguardian.nsw.gov.au/voluntary-out-of-home-care/the-voohc-register. Select 'click here to sign in' link. This will take you to the OneGov landing page, through with all VOOHC notifications are made.



Please note: You must use either Chrome or Firefox (not Internet Explorer) to access the VOOHC Register.

OneGov landing page

The VOOHC Register is hosted by OneGov. The 'Useful Links' section of the OneGov landing page gives you quick access to add a new placement, exit a placement, enter supervisor or case plan notifications and/or access the placement history function.



Service NSW

LOG IN

HOME SERVICES HELP ABOUT

Service Listing > Children's Services & Care > Voluntary Out-of-Home Care

Voluntary Out-of-Home Care

Useful Links

- New Placement
- Exit Placement
- Supervisor Notification
- Case Plan Notification
- Placement History

VOOHC Information

VOOHC Team Contact Details

P: 02 8219 3600
F: 02 8219 3699
E: voohc@kidsguardian.nsw.gov.au

In NSW, the Office of the Children's Guardian administers the Voluntary Out-of-Home Care (VOOHC) system under the [Children and Young Persons \(Care and Protection\) Act 1998](#) and the [Children and Young Persons \(Care and Protection\) Regulation 2012](#).

The Office of the Children's Guardian is responsible for registering agencies that provide VOOHC, and monitoring whether children and young people in longer term VOOHC receive care that is appropriately supervised and planned.

The Office of the Children's Guardian uses OneGov to administer the VOOHC Register which records information about each child or young person using VOOHC, including:

- entry and exit dates for each placement
- total placement days for the last 12 months
- name of placement agencies
- name of designated agency supervising placements
- date of case plan or review
- name of agency developing case plan

General Information	Links	OneGov © 2015 Copyright OneGov is not responsible for the content of external sites.
Sitemap	Security	Mobile Site
Terms & Conditions	Privacy	NSW Government
Disclaimer	Accessibility	

Accessing the Placement History Function

Before an agency provides or arranges a VOOHC placement, the child's placement history for the past 12 months should be checked. The Placement History Function enables a VOOHC agency to view the child's placements provided by all agencies for the last 12 months from the date of the search and includes details of any current supervision and/or case plan.

Once a notification has been lodged on the VOOHC Register, it will appear on the child's placement history report the following day.

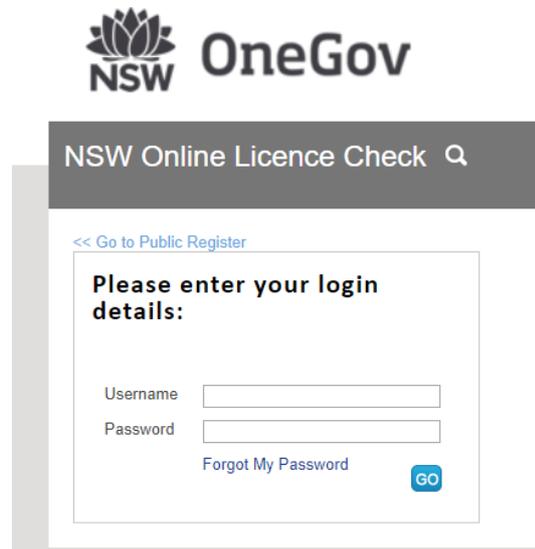
Please note: Placement history is a read-only document and cannot be edited.

Viewing a child's placement history

Select 'Placement History' from the 'Useful Links' section of the OneGov landing page. This will prompt you to sign into the Placement History Function.

To access a child's placement history, you need to log into the Placement History link using your agency's username (UID) and password. You will need to log out of Placement History and enter the VOOHC Register from the OneGov landing page to enter notifications.

Please note: The Placement History banner reads 'NSW Online Licence Check'. This is a OneGov phrase.



Username: your agency's username, which is in the format 1-#####

Password: your agency's current password

1. Select Licence

This is automatically selected as 'VOOHC Placement'.

2. Enter search criteria

Enter the child's surname, first name, middle name/s (must be entered, if applicable) and date of birth.

The child's names and details must be entered accurately and in full, or you will not retrieve the correct records.

3. Read Terms of Use

Read the terms of use for the Placement History Function.

Then, click 'I Agree' to signify agreement with the terms of use.

The 'Total Number of Placements' indicates the number of care episodes in the past 12 months from the date of the search.

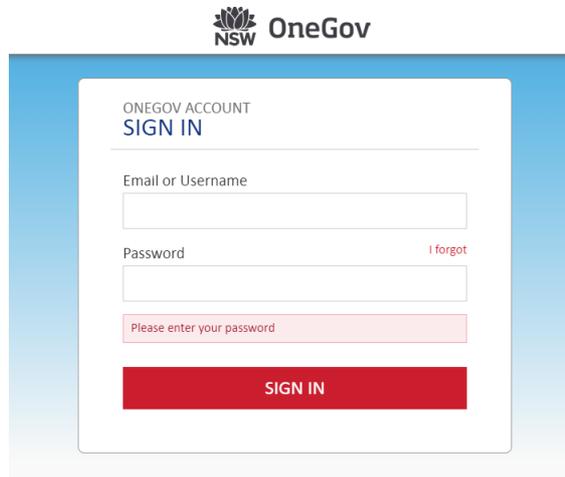
The 'Total Placement Days' indicates the number of days in VOOHC in the past 12 months from the date of the search

'Supervisors/Case Plans' displays the current supervision and/or case plan details for the child (where applicable).

The Child Placement History report can be exported as a PDF document. To do this, select 'Print Report'. A PDF version of the placement history will be generated and can be saved elsewhere.

Updating the VOOHC Register

Select the relevant notification from the 'Useful Links' section of the OneGov landing page (e.g. new placement, exit placement). Selecting a quick link will then prompt you to sign into the VOOHC Register.



Username: your agency's username, which is in the format 1-#####

Password: your agency's current password

If the password has expired, the system will request that the password be reset, or it can be manually reset using the 'I forgot' link and the agency's username (1-#####). The agency's VOOHC Coordinator should be responsible for changing the password.

New Placement

The agency providing the VOOHC placement is responsible for lodging the New Placement notification. An agency that arranges the VOOHC placement must not lodge the New Placement notification.

New Placement notifications must be recorded within five working days of the placement start date. However, the New Placement notification should not be recorded until the child has entered the placement.

1. Agency Registration Number

Enter your agency registration number. This is your agency's CGVA0*** number.

Then, click 'Next'

2. Agency Details

Check your agency's details are correct. Notify the VOOHC Monitoring team of any changes by emailing voohc@kidsguardian.nsw.gov.au

Then, click 'Next' at the bottom of the screen.

3. Declaration

Read the declaration and tick the agreement.

Then, click 'Next'.

Note that this step only needs to be completed once during the process of entering multiple placements.

4. Child & Placement Details

Complete the required fields under the 'Child details' section. Ensure that the child's names and details are entered accurately and in full. Incorrect spelling/details will result in the creation of multiple records of the same child which will not be linked. This will lead to an inaccurate placement history.

If a child has previously been entered onto the VOOHC Register by your agency, a drop-down list of children will appear once you enter the child's surname and the first letter of their first name in the corresponding fields. Select the correct child from the displayed options and their full details will automatically display.

Under the 'Placement details' section, enter the information about the child's placement. The 'Placement entry date' is the date the child entered the placement. The 'Placement exit date' is the date the child left the placement. This should be left blank if the child is still in the placement. When a child exits a placement, an Exit Notification is required. The instructions for this process are in the next section.

The 'Placement type' should reflect the type of placement the child was in. The options available are: Centre Based Respite (respite, emergency, crisis), Host Family (alternative family placements, shared care) and Residential Placement (group home, long term placements).

The 'Care type' should reflect the type of care provided. The options available are: Short Term (where a placement is anticipated to be for 28 or fewer consecutive days) and Long Term (where a placement is anticipated to be for more than 28 consecutive days).

If you are a registered agency, you must answer the question "*For registered agencies, is the placement supervised by a designated agency?*" If the child's placement is being supervised by a designated agency, select 'Yes'. If it is not, then select 'No'. For designated agencies, this question automatically defaults to 'No'.

If there is a current case plan that has been prepared and approved by a designated agency, select 'Yes' for the question "*Is there a current case plan that is prepared or approved by a designated agency?*" If the child does not have a case plan, select 'No'.

Then, click 'Next'.

5. Confirm Details

Confirm that the information entered is correct.

Select 'Back' if you need to correct any details. Otherwise, click 'Submit'.

A 'Lodgement in progress' message will appear while the notification is being lodged. The system will then advise you that the notification has been successfully entered.

You may wish to download the PDF confirmation of your placement notification by selecting the 'Download PDF' link. You can then save the PDF elsewhere.

Please note: Once you have entered your first notification, you can then select 'Next Entry' to make further notifications without having to return to the OneGov landing page.

A confirmation email will automatically be sent to your agency's VOOHC email address confirming the submission of the placement notification.

Exit Placement

Only the agency that submitted the New Placement notification can make the Exit Placement notification for that child. An Exit Placement notification cannot be recorded until the child has left the placement.

Exit Placement notifications must be recorded within five working days of the placement exit date.

1. Placement Details

Enter the placement number (CGVP^{***}) issued when the new placement was confirmed.

Enter the surname and first name of the child in the corresponding fields. The child's names must be entered accurately and in full. Incorrect spelling will not match the placement number.

Then, click 'Next'

2. Record Exit Date

The placement entry date will automatically be generated based on the information entered in the New Placement notification.

Enter the date the child left the placement in the 'Placement exit date' section.

Then, click 'Next'.

3. Confirm Details

Confirm that the information entered is correct.

Select 'Back' if you need to correct any details. Otherwise, click 'Next'.

4. Submit Details

Read the declaration and tick the agreement.

Then, click 'Submit'.

A 'Lodgement in progress' message will appear while the notification is being lodged. The system will then advise you that the notification has been successfully entered.

You may wish to download the PDF confirmation of your placement notification by selecting the 'Download PDF' link. You can then save the PDF elsewhere.

A confirmation email will automatically be sent to your agency's VOOHC email address confirming the submission of the exit placement notification.

Supervisor Notification

Placements with a registered agency must be supervised by a designated agency or the OCG if a child has had more than 90 days of VOOHC in aggregate in the previous 12 month period.

It is the supervising designated agency's responsibility to lodge the Supervisor Notification on the VOOHC Register. Supervisor notifications must be entered onto the Register within 5 working days of the supervision commencement date.

The Supervision relationship does not have an automatic expiry date. If the supervision relationship is no longer required or offered, the VOOHC Coordinator must email this information to the VOOHC Monitoring team at voohc@kidsguardian.nsw.gov.au.

Notification details cannot be updated once they are submitted. To correct details, email the VOOHC Monitoring Team at voohc@kidsguardian.nsw.gov.au and a member of the team will then update the details.

1. Agency Details

Enter the Supervising Agency's registration number (CGVA0***) in the 'Supervising Agency Details' section.

Enter the Registered Agency's registration number (CGVA0***) in the 'Supervised Agency Details' section.

Enter the date that the supervision commenced.

Then, click 'Next' at the bottom of the screen.

2. Child Details

Complete the required fields under the 'Child details' section. Ensure that the child's names and details are entered accurately and in full. Incorrect spelling/details will result in the child not being identified.

If you have entered a notification for this child previously, enter the child's surname and first letter of their first name. A drop-down list of children will appear. Select the correct child from the displayed options and their full details will automatically populate.

Then, click 'Next'.

3. Confirm Details

Confirm that the information entered is correct.

Select 'Back' if you need to correct any details. Otherwise, click 'Next'.

4. Declaration & Submit

Read the declaration and tick the agreement.

Then, click 'Submit'.

The system will advise you that the notification has been successfully entered.

You may wish to download the PDF confirmation of your supervision notification by selecting the 'Download PDF' link. You can then save the PDF elsewhere.

A confirmation email will automatically be sent to your agency's VOOHC email address confirming the submission of the supervision notification. This can be forwarded to the supervised agencies to confirm these arrangements.

Case Plan Notification

A case plan must be developed if a child has had 180 days or more in VOOHC in an aggregate 12 month period. Case plans should be reviewed at least every 12 months.

It is the responsibility of the designated agency that provides or supervises a VOOHC placement, or the OCG, to lodge the Case Plan Notification.

Case Plan Notifications must be recorded within five working days of the development/review of a case plan.

Notification details cannot be updated once they have been submitted. To correct details, email the VOOHC Monitoring Team at voohc@kidsguardian.nsw.gov.au. A member of the VOOHC Monitoring Team will then update the details.

1. Case Plan Details

Enter your agency's registration number (CGVA0***) in the 'Agency registration number' field.

Enter the date the case plan was prepared/reviewed (as recorded on the Case Plan).

Select from the drop down whether the case plan is a New Case Plan or a Reviewed Case Plan (e.g. an existing case plan that has been reviewed).

Then, click 'Next'.

2. Child Details

Complete the required fields under the 'Child details' section. Ensure the child's names and details are entered accurately and in full. Incorrect spelling/details will result in the child not being identified.

If you have entered a notification for this child previously, enter the child's surname and first letter of their first name. A drop-down list of children will appear. Select the correct child from the displayed options and their full details will automatically populate.

Then, click 'Next'.

3. Confirm Details

Confirm that the information entered is correct.

Select 'Back' if you need to correct any details. Otherwise, click 'Next'.

4. Declaration & Submit

Read the declaration and tick the agreement.

Then, click 'Submit'.

The system will advise you that the notification has been successfully entered.

You may wish to download the PDF confirmation of your case plan notification by selecting the 'Download PDF' link. You can then save the PDF elsewhere.

A confirmation email will automatically be sent to your agency's VOOHC email address confirming the submission of the case plan notification. This can be forwarded to the other agencies who contributed to its development to confirm completion of the task.