

Onsite Monitoring Process

The Office of the Children's Guardian conducts onsite monitoring assessments of VOOHC agencies to assess compliance with legislative requirements and the *Statutory Procedures: Voluntary Out-of-Home Care in NSW*. VOOHC agencies are required to make information available for this assessment. This Fact Sheet outlines the onsite monitoring process and the information that may be required to assist agencies in preparing for the assessment.

1 Pre-Onsite Monitoring Assessment

🕒 6-8 weeks prior to onsite monitoring assessment

The Office of the Children's Guardian's VOOHC Monitoring Team will contact agencies six to eight weeks prior to the proposed onsite monitoring assessment to arrange a visit date and discuss the process.

The VOOHC Monitoring Team will confirm the date of the onsite monitoring assessment in writing and request the following information:

- A safety assessment of each VOOHC outlet (template provided)
- A list of the names and WWCC numbers of all staff and volunteers in the agency working with children and young people in VOOHC or managing the VOOHC program (template provided)
- An agency profile (template provided)
- Other information relevant to the assessment such as any updated policies and the names of children and young people who have attended VOOHC in the past 12 months.

🕒 4 weeks prior to onsite monitoring assessment

The VOOHC Monitoring Team will review the information provided to establish a timetable for the onsite monitoring assessment, which will include:

- A visit to each VOOHC outlet
- Staff interviews
- Children/young people file reviews
- VOOHC staff file reviews
- Training schedules and registers
- Reportable Conduct/Reportable Incidents file review
- Complaints register review
- Team meeting minutes
- Incident reports

The VOOHC Monitoring Team may also identify any other relevant information as required.

🕒 3 weeks prior to onsite monitoring assessment

The VOOHC Monitoring Team will convene a teleconference with the agency to discuss the timetable for the onsite monitoring assessment, and any other information relevant to the audit to confirm the availability of staff and information.

2 Onsite Monitoring Assessment

The VOOHC Monitoring Team will conduct the onsite monitoring assessment in line with the proposed timetable and will update the Principal Officer (or delegate) at the end of each day regarding the progress of the assessment and any deviation from the timetable. See Onsite Monitoring Checklist for examples of the evidence that will be considered during the onsite monitoring assessment.

At the conclusion of the onsite monitoring assessment, the VOOHC Monitoring Team will meet with the Principal Officer (or delegate) and any nominated representative to provide preliminary feedback. The agency may provide further evidence at this time.

3 Post-Onsite Monitoring Assessment

🕒 4 weeks following the onsite monitoring assessment

The VOOHC Monitoring Team will arrange a teleconference with the agency to discuss the final findings of the onsite monitoring assessment and related recommendations.

Following the teleconference, the VOOHC Monitoring Team will provide the agency with a report detailing the findings of the onsite monitoring assessment and recommendations for service improvement. Depending on the outcome of the onsite monitoring assessment, the VOOHC Monitoring Team may:

- Determine that the agency meets the requirements of the legislation and *Statutory Procedures: Voluntary Out-of-Home Care in NSW* and request no further information
- Determine that the agency does not meet the requirements of the of the legislation and *Statutory Procedures: Voluntary Out-of-Home Care in NSW* and may:
 - Request that the agency develop an action plan for service improvement
 - Vary the agency's Notice of Conditions of VOOHC registration
 - Share information that relates to the safety, welfare and wellbeing of children/young people with other prescribed bodies (such as DCJ)
 - Undertake appropriate enforcement action (i.e. issue penalty notices, cancel an agency's registration)

🕒 3-6 months following the onsite monitoring assessment

For agencies assessed as not meeting the requirements of the *Statutory Procedures: Voluntary Out-of-Home Care in NSW*, the VOOHC Monitoring Team will request information about the implementation of the agency's action plan to determine the nature of any ongoing monitoring of the agency (if relevant) such as:

- A further onsite monitoring assessment
- A revised action plan
- Additional conditions in the agency's Notice of Conditions of VOOHC registration