

Updating the VOOHC Register

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 or young person's VOOHC placement, and any case plan or supervision notifications. This quick guide briefly outlines how to update placement information in the VOOHC Register.

Logging into the VOOHC Register

- **Go to** → www.kidsguardian.nsw.gov.au using Chrome or Firefox (not Internet Explorer)
- **Select** → Out-of-Home Care - Voluntary Out-of-Home Care
- **Select** → OneGov – Voluntary Out-of-Home Care Register “click here to sign in”
- **Select** → the relevant action ‘under useful links,’ e.g. new placement, or exit placement
- **Sign in:**

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, which is in the format 1-#####. The agency's VOOHC Coordinator should be responsible for changing the password.

Further information

For step-by-step instructions on how to use the VOOHC Register, including how to access VOOHC placement history, case plans and supervision arrangements, refer to the VOOHC Register Manual here: <https://www.kidsguardian.nsw.gov.au/voluntary-out-of-home-care/register-manual>.

If you have questions about the VOOHC Register, contact your agency's VOOHC Coordinator or the OCG's VOOHC Monitoring Team at voohc@kidsguardian.nsw.gov.au or telephone 02 8219 3798. You may need to provide your agency's username, which is in the format 1-#####.

Notifications must be lodged in the VOOHC Register within 5 working days.

Updating the VOOHC Register

Go to *Useful Links* and **Select** the relevant action e.g. new placement, or exit placement

New placement

Go to 1. Agency Registration Number and **Enter**→ CGVA0*** (your agency #), then **Click**→ 'Next'

Go to 2. Agency Details and **Check** details (notify voohc@kidsguardian.nsw.gov.au of any changes required), then **Click** → 'Next'

Go to 3. Read Declaration and **Tick** agreement, then **Click** → 'Next'

Go to 4. Child details and **Enter** all required fields and **capitalise the first letter**. If the child has previously been submitted by the agency, then the child details will auto-populate when the user starts to enter text. Always check the auto-populated details (notify voohc@kidsguardian.nsw.gov.au of updates).

Go to → Placement details and

Enter → Placement entry date and

Enter → Placement exit date if the placement has already been exited (complete an Exit placement Notification within 5 working days if not already exited)

Go to → Placement type and

Select ↓ Placement type:

- Centre Based Respite: respite, emergency, crisis
- Host Family: alternative family placements
- Residential Placement: group home, long term placements

Select ↓ Care type:

- Short term: where a placement is anticipated to be for 28 or fewer consecutive days
- Long term: where a placement is anticipated to be for more than 28 consecutive days

Go to For registered agencies, is this placement supervised by a designated agency? and **Select** ↔ Yes/No (For designated agencies, this question defaults to 'No')

Go to Is there a current case plan notification lodged on the VOOHC Register for this child? and **Select** ↔ Yes/No, then **Click** → 'Next'

Go to 5. Confirm Details and Submit and **Check** → information entered is correct

Click → 'Back' if you need to correct any details – (Bottom RHS of screen)

Click → 'Submit' (Bottom RHS of screen)

Exit placement

Go to 1. Placement Details and **Enter**→ CGVP0***, (the VOOHC Register generated placement number)

Enter → Surname of child and First name of child then **Click**→ 'Next'

Go to 2. Record Exit Date

Check → Placement entry date, which will be automatically populated

Enter → Placement exit date (date the child left this placement), then **Click** → 'Next'

Go to → For registered agencies, is this placement supervised by a designated agency? and **Select** ↔ Yes/No (For designated agencies, this question defaults to 'No')

Go to → Is there a current case plan notification lodged on the VOOHC Register for this child? and **Select** ↔ Yes/No then **Click** → 'Next'

Go to 3. Confirm Details and **Check** → information entered is correct

Click → 'Back' if you need to correct any details, or **Click** → 'Next' to confirm detail

Go to 4. Submit Details and **Read** → the Declaration

Tick → to signify that you agree, then **Click** → 'Submit' (Bottom RHS of screen)