



Office of the
Children's Guardian

Module 10

The NSW Carers Register Household Management

After Authorisation

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Learning Outcomes

By the end of this module you will be able to:

- Access the Household Management function
- Add or edit an applicant or authorised carer to a household
- Add or edit a Household Member
- Cancel and suspend a household
- Change a decision correction
- Change a responsible location
- Change or edit a household address
- Remove an authorised carer or household carer's association with a Household

Introduction

This module outlines the tasks that can be carried out in the Household Management Function.

Household Management refers to the functions associated to households (after authorisation).

If changes are required for an application they should be managed from inside the application.

Household Management Functions

Household Management functions include:

- Add or Edit applicants, authorised carers or household members
- Remove (end date) an individual’s role on the household
- Change (edit) address
- Cancel a Household
- Suspend a household
- Change decision correction – change application decision (the whole household)
- Change responsible location (relevant to the agency’s structure)

The screenshot displays a web interface for household management. At the top left, there is a 'Search Results' button. The main heading is 'OOHC Household # CRH0030035'. Below this, a table lists household details:

Start Date	6/05/2020
Household Address	219 CLEVELAND ST, REDFERN, NSW 2016
Designated Agency	OCG Test 2 17.2
Responsible Location	CRA0068-Camping
Agency Reference	Test

Below the table, the 'AUTHORISATION TYPE' section shows a power icon and the text 'No associated information' with 'No Info' underneath.

On the right side, a dropdown menu is open, listing the following actions:

- Add/Edit an applicant or authorised carer
- Add/Edit a household member
- Cancel a household
- Suspend a household
- Change decision - correction
- Change Responsible Location
- Change Agency Reference

Task 1 Accessing Household Management

There are three ways to search for a household in the Carers Register. However it is important to note that:

- You can only search your designated agency's own records as only the authorising agency has access rights to the Household Management function
- Search results by both individual and household are circular i.e. search by individual to view and drill into all associations including households and authorisations to view further details
- Search by household to view all associations including individuals, applicants, authorised carers and household members.

Option 1 Search by Household Number (application stage)

The screenshot shows the 'Find a record or transaction' search page. The left sidebar contains 'Home', 'Search', and 'Services' icons. The main header includes a bell icon and a user profile icon. Below the header, the search criteria are set to 'Application' with the text 'APPH-----' in the input field. A blue 'Search' button is to the right. A yellow tooltip points to the input field with the text 'Search on Household Number'.

Option 2 Search by Household Number (authorisation stage)

The screenshot shows the 'Find a record or transaction' search page. The left sidebar contains 'Home', 'Search', and 'Services' icons. The main header includes a bell icon and a user profile icon. Below the header, the search criteria are set to 'Authorisation' with the text 'CRH-----' in the input field. A blue 'Search' button is to the right. A yellow tooltip points to the input field with the text 'Search on Household Number'.

Option 3 Search by individual (then drill into the relevant household)

The screenshot shows a web application interface for searching records. The main heading is "Find a record or transaction" with a subtitle "Find a record, e.g. Individual, Organisation, Authorisation, Application & Reportable Allegations". A search bar is set to "Individual" and contains the text "Flower". A "Search" button is to the right. Below the search bar is a yellow box with the text "Search on individual name or year of birth".

The "Search Results" section shows "1 result/s found." The result is "Flower Spring Garden". Below this, there are details: "OTHER NAMES: No information available" and "DATE OF BIRTH: 14/08/1970". There are two green checkmarks indicating successful searches: "Licensee of OOHC Carer Authorisation No: CRC0001094" and "Authorised Carer of OOHC Household No: CRH0001602".

Three blue callout boxes with arrows point to specific elements: "Individual" points to the search bar, "Authorisation" points to the "Licensee of OOHC Carer Authorisation No" line, and "Household" points to the "Authorised Carer of OOHC Household No" line.

Find the household (using the individual search)

- Step 1** Search for the individual by name or year of birth.
- Step 2** Drill into the relevant household listed in the search result view. This will take you to the individual view, drill into the relevant household to access the household view.
- OR
- Step 2** Drill into the relevant household listed in the search result view, this will take you directly to the household view and onto Step 3.

Search

Individual garden Search

Search on individual name or year of birth

Search Results

4 result/s found.

Flower Garden

OTHER NAMES: No information available
DATE OF BIRTH: 14/08/1970

- Licensee of OOHC Carer Authorisation No: CRC0001094
- Authorised Carer of OOHC Household No: CRH0001602

Vege Garden

OTHER NAMES: No information available
DATE OF BIRTH: 13/08/1970

- Applicant of OOHC Carer Authorisation Application No: APPC0001095
- Authorised Carer of OOHC Household No: CRH0001602

Weedy Garden

OTHER NAMES: No information available
DATE OF BIRTH: 12/08/2010

- Household Member of OOHC Household No: CRH0001602

Native Garden

OTHER NAMES: No information available
DATE OF BIRTH: 7/08/1980

- Household Member of OOHC Household No: CRH0001602

Step 3 Drill into the household to view all of the individuals in the household.

Individual Record
View and/or update details of individual record

Search Results

Flower Garden

Date of Birth: 14 August 1970
Gender: Female
Aboriginal/Torres Strait Islander: No
WWCC: WWC1111111V

Summary
Other Names
Checks
Reportable Allegations
Activities

Authorisations and Applications

OOHC Carer Authorisation # CRC0001094 (7/08/2014 -)
Current
Authorisation Type: Statutory Foster Care
Role: Licensee
Designated Agency: OCG TEST
Responsible Location: OCG-Surry Hills

Related Households

OOHC Household # CRH0001602
Current
Role: Authorised Carer (7/08/2014 - present)
Role: Provisional Carer (1/08/2014 - 7/08/2014)
Designated Agency: OCG TEST
Responsible Location: OCG-Surry Hills

Individual

Household

Task 2 Add or edit an applicant or authorised carer to a household

Use this function to add a carer applicant or an already authorised carer (carer authorised by your agency) to a household that has already been finalised.

Note: Use the Work Items Function to locate a household to add, progress or finalise a carer applicant in a household where the application is in progress.

Household View

- Step 1** Search Individual
- Step 2** Drill into correct individual's name or relevant household
- Step 3** Drill into household
- Step 4** Drill into the Actions icon
- Step 5** Select Add/Edit an applicant or authorised carer

The screenshot displays the 'Search Results' page for an OOH Household # CRH0030035. The household details include:

- Start Date: 6/05/2020
- Household Address: 219 CLEVELAND ST, REDFERN, NSW 2016
- Designated Agency: OCG Test 2 17.2
- Responsible Location: CRA0068-Camping
- Agency Reference: Test

Under the 'AUTHORISATION TYPE' section, there is a power icon and the text 'No associated information' with 'No Info' below it.

An 'Actions' menu is open, showing the following options:

- Add/Edit an applicant or authorised carer
- Add/Edit a household member
- Cancel a household
- Suspend a household
- Change decision - correction
- Change Responsible Location
- Change Agency Reference

A blue callout box labeled 'Actions' points to the menu icon in the top right corner of the household view.

Edit or Add an Applicant

Step 6 Select Edit to progress or finalise the applicant
OR

Step 6 Select Add an Applicant

NOTE: ADD APPLICANT is for both new applicants and already authorised individuals. If an individual has already been authorised by your agency and is being added to the household, the individual will automatically show as complete once added.

Add/Edit an applicant or authorised carer

OOHC Household Details

OOHC HOUSEHOLD
CRH0001602

Applicants

Click on 'ADD AN APPLICANT' to search if a person is already recorded in the system. Add existing person or create new person if no match is found. Click on the record to complete the checks and assessments for each individual. Consult the Carers Register User Guide.

	Ms Garden, Flower	
Complete	Date of Birth: 14/08/1970	
	Carer Authorisation No: CRC0001094	>
	Edit	

	Mr Garden, V...	
In Progress	Date	
	Carer	>
	Edit	

ADD AN APPLICANT

CANCEL

ADD AN APPLICANT

Task 3 Add or Edit a Household Member

Use this function to record a new household member to a household that has already been finalised.

Step 1 Search Individual

Step 2 Drill into correct individuals name or relevant household

Step 3 Drill into household

The screenshot displays the 'Search Results' page for 'OOHC Household # CRH0030035'. A blue callout box labeled 'Actions' points to a three-dot menu icon in the top right corner. A dropdown menu is open, listing several actions: 'Add/Edit an applicant or authorised carer', 'Add/Edit a household member' (highlighted with a blue border), 'Cancel a household', 'Suspend a household', 'Change decision - correction', 'Change Responsible Location', and 'Change Agency Reference'. Below the household title, a table lists details: Start Date (6/05/2020), Household Address (219 CLEVELAND ST, REDFERN, NSW 2016), Designated Agency (OCG Test 2 17.2), Responsible Location (CRA0068-Camping), and Agency Reference (Test). Under the 'AUTHORISATION TYPE' section, there is a power icon and the text 'No associated information' with 'No Info' below it.

Step 4 Drill into the Actions icon

Step 5 Select Add/Edit a household member

Add or edit a Household Member

Step 6 Select 'Add Household Member' (complete household member details as required)

Or

Step 6 Drill into household member to access edit options (edit household member details as required)

NOTE: If an individual has already been recorded on another household with the same agency, the individual's records will transfer to the new household.

Add/Edit a household member




OOHC Household Details

OOHC HOUSEHOLD

CRH0001602

Household Members

Click on "ADD HOUSEHOLD MEMBER" to search if the person is already recorded in the system. Add existing person or create new person if no match is found. Click on the record in the Household Member section to complete checks for each relevant individual. Consult the *Carers Register User Guide*.

 Complete	Ms Garden, Native Date of Birth: 07/08/1980	
 Complete	Mr Garden, Weedy Date of Birth: 12/08/2010	



OOHC Household Details

OOHC HOUSEHOLD

CRH0001602

Household Members

Click on "ADD HOUSEHOLD MEMBER" to search if the person is already recorded in the system. Add existing person or create new person if no match is found. Click on the record in the Household Member section to complete checks for each relevant individual. Consult the *Carers Register User Guide*.



Complete

Ms Garden, Native

Date of Birth: 07/08/1980



Complete

Mr Garden, Weedy

Date of Birth: 12/08/2010

**ADD
Household
member**

CANCEL

ADD HOUSEHOLD MEMBER

Task 4 Cancel a Household

Use this function to cancel a household that has already been finalised.

- Cancelling the household will cancel the household and end date any carer applicants, authorised carers or household member **roles** in the household. It will not automatically cancel an individual's applications or authorisation status.
- If required use the Individual Management function to change the carer authorisation or applicant status.
- The Register will automatically cancel a household when there are no longer any carers attached.
- The Carers Register has been designed this way to allow carer applicants and authorised carers to be temporarily unattached to a household without needing to cancel the application or authorisation. e.g. a carer does not have a permanent residence whilst they are travelling around Australia for 12 months or overseas.

Step 1 Search Individual

Step 2 Drill into the correct individual s name or relevant household

Step 3 Drill into household

Step 4 Drill into the Actions icon

Step 5 Select 'Cancel a Household'

The screenshot displays the 'OOHC Household # CRH0030035' page. A blue arrow labeled 'Actions' points to a three-dot menu icon in the top right corner. A dropdown menu is open, listing several actions: 'Add/Edit an applicant or authorised carer', 'Add/Edit a household member', 'Cancel a household' (highlighted with a blue border), 'Suspend a household', 'Change decision - correction', 'Change Responsible Location', and 'Change Agency Reference'. The main content area shows household details: Start Date (6/05/2020), Household Address (219 CLEVELAND ST, REDFERN, NSW 2016), Designated Agency (OCG Test 2 17.2), Responsible Location (CRA0068-Camping), and Agency Reference (Test). Below this, the 'AUTHORISATION TYPE' section shows a power icon and the text 'No associated information' with 'No Info' below it.

Step 6 Enter the cancellation date

Step 7 Select 'SUBMIT' to finalise

OOHC Household Details

Household # CRH0024831

Cancel household

Reason

Cancellation date

Task 5 Suspend a Household

Use this function to record a suspension against a household when an action triggers a concern and the outcome is pending (e.g. when an authorised carer or household member is issued with a WWCC interim bar)

In the above scenario the individual management function – suspend carer authorisation should be used if an authorised carer has a WWCC Interim bar.

Note: if a carers authorisation is suspended and they are the only authorised carer on the household, the household is automatically suspended.

- Step 1** Search for the individual
- Step 2** Drill into individual's name
- Step 3** Drill into the household
- Step 4** Drill into the Actions icon
- Step 5** Select Suspend a Household



- Step 6** Enter the Suspension date
- Step 7** Select 'SUBMIT' to finalise

A screenshot of a form titled 'Household # CRH0024831' with the sub-heading 'Suspend household'. The form has two input fields: 'Reason' with a dropdown menu showing 'Suspended', and 'Suspension date' with a text box containing 'DD/MM/YYYY' and a red asterisk indicating a required field. At the bottom, there are two buttons: a white 'CANCEL' button and a large red 'SUBMIT' button.

Task 6 Change Decision Correction

Use this function to record a change to a decision that has already been recorded.

This could include:

- Cancelled household - restore to current household
- Suspended household - restore to current of cancel household (e.g. if a decision has been recorded in error or is overturned, a new decision may be recorded. The Register will only record the corrected decision.

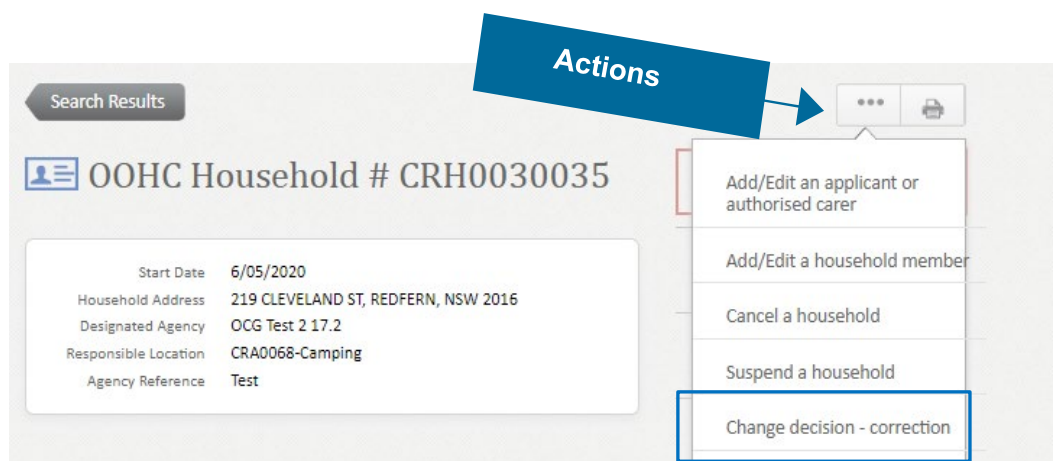
Step 1 Search Individual

Step 2 Drill into the correct individual's name or relevant household

Step 3 Drill into household

Step 4 Drill into the Actions icon

Step 5 Select Change decision correction



Step 6 Select the correct decision from the drop down menu

Step 7 Select 'SUBMIT' to finalise

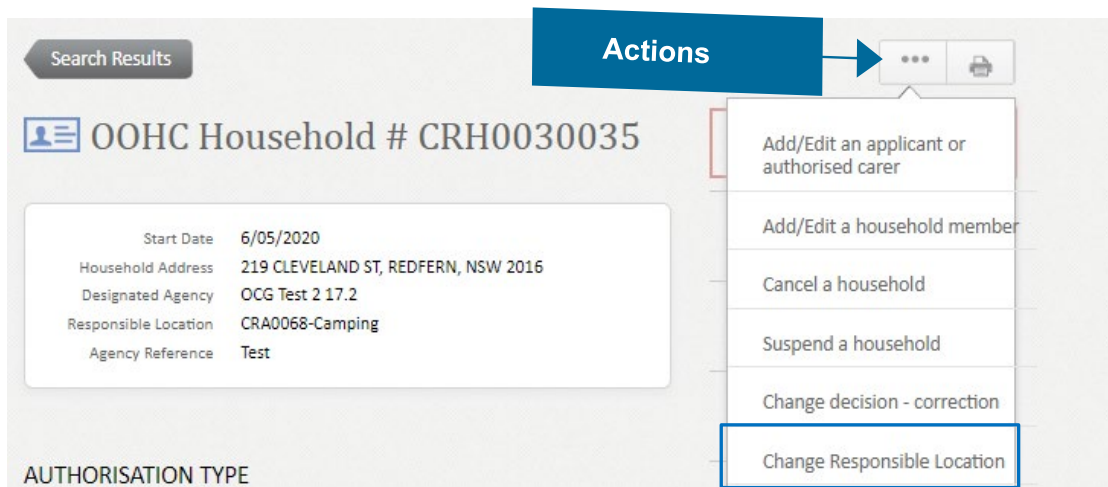
Note: Only the relevant option associated to the current status of the household will be available from the drop down options i.e. a household has been cancelled without concerns, change decision options will include 'cancel with concerns' or 'restore to current'

The screenshot shows the 'Change Decision - correction' form for Household # CRH0024831. It includes a yellow warning box with the text: 'Change Decision - correction should only be used to correct a decision that has been recorded in error or where a decision has been reviewed and requires a change. For all other household/individual management functions, use the relevant management options.' Below the warning box, there is a 'Change Decision' label and a dropdown menu with 'Please select...' and a red asterisk. At the bottom, there are 'CANCEL' and 'SUBMIT' buttons.

Task 7 Change Responsible Location

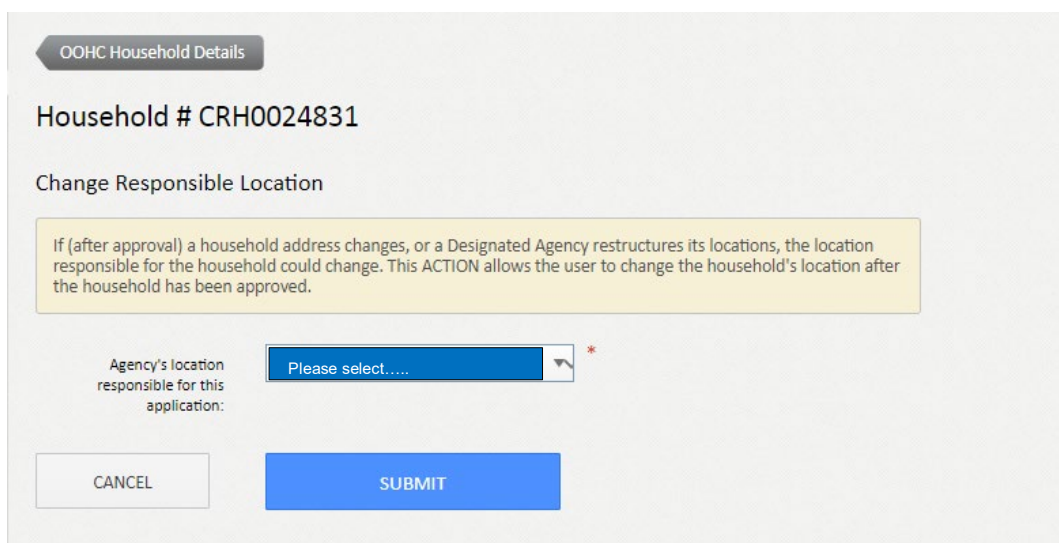
This is an agency management function only and should be used if the agency's location for managing the household has changed. The location responsible for managing the household is recorded in the Carers Register generated reports.

- Step 1** Search Individual
- Step 2** Drill into correct individual's name or relevant household
- Step 3** Drill into Household
- Step 4** Drill into the Actions icon
- Step 5** Select Change Responsible Location



- Step 6** Select the new location from the drop down list of available locations.
- Step 7** Select 'SUBMIT' to finalise

Note: The new location will then be detailed in the generated Carers Register Reports

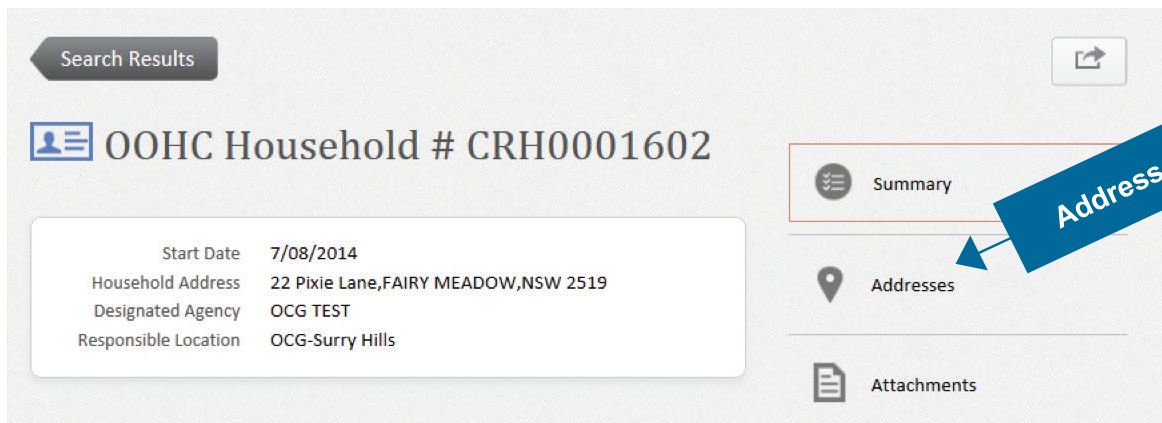


Task 8 Change or Edit Household Address

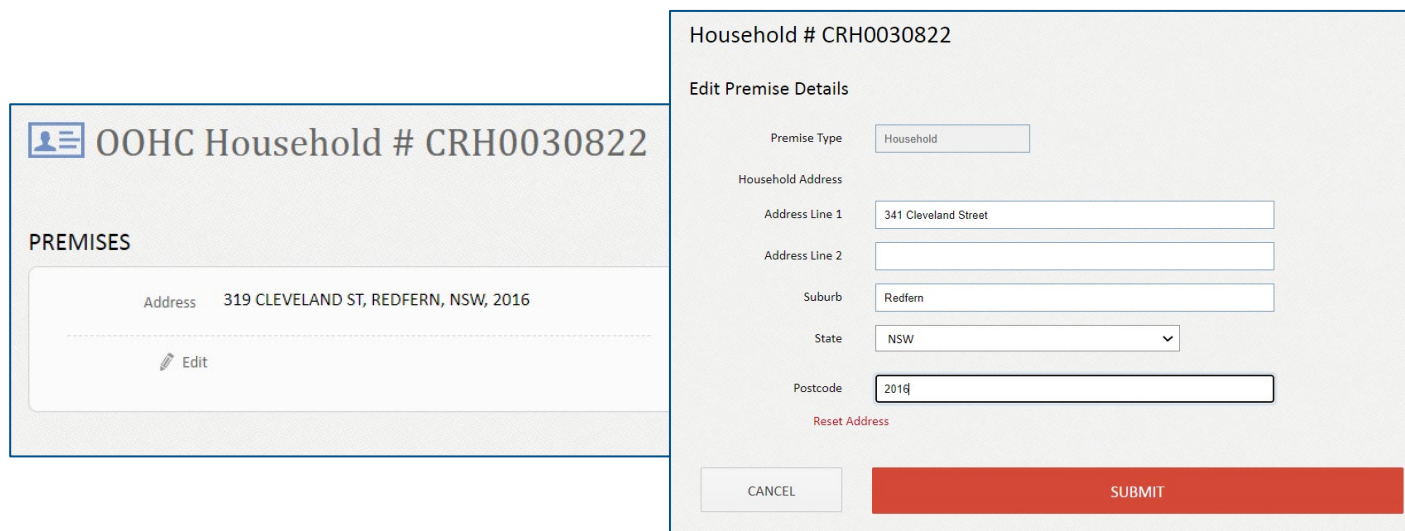
Use this function to record a new address for a household.

Note: The Register will record the history of changed addresses.

- Step 1** Search Individual
- Step 2** Drill into the correct individual's name or relevant household
- Step 3** Drill into Household
- Step 4** Drill into the address TAB



- Step 5** Select Edit; click the cross to remove previous address
- Step 6** Enter the new address
- Step 7** Select 'SUBMIT' to save change



Task 9 Remove (end date) authorised carer's/household member's association with a household

Use this function to record an end date to an individual's role on a household (carer applicant, authorised carer or household member), which will have the effect of removing them from a household.

Note: If an applicant or authorised carer is removed from a household their authorisation status will remain unchanged. To record a changed status against a carer/applicant i.e 'cancel with concerns' or 'surrender no concerns' use the Individual Management function.

Step 1 Search Individual

Step 2 Drill into the correct individual's name or relevant household

Step 3 Drill into Household

Step 4 Select the relevant individual's end date

Step 5 Enter the End date

Step 6 Select 'SUBMIT' to save

The image shows two screenshots from a software interface. The left screenshot displays the 'OOHC Household # CRH0001602' details, including start date (7/08/2014), address (22 Pixie Lane, FAIRY MEADOW, NSW 2519), and designated agency (OCG TEST). Below this, the 'AUTHORISATION TYPE' is 'Provisional Authorisation - Provisional Authorisation generated for this OOH application', which is 'Lapsed'. A 'Related' section lists roles: OCG TEST (Current), Native Garden (Current), Flower Garden (Current), and Vege Garden (In Progress). Blue arrows labeled 'End date' point to the 'End date' links for the Native Garden and Flower Garden roles. The right screenshot shows the 'OOHC Household Details' for 'Household # CRH0001602' with the title 'End date Flower Spring Garden's Authorised Carer (CRC0001094) Role'. It features a 'Select Roles' dropdown menu with 'Authorised Carer (CRC0001094)' selected, and an 'End Date' input field containing 'DDMMYYYY'. A red warning message states: 'End dating the authorised carer will remove the carer from this household. It will not end date the carer's authorisation, this must be done separately through Individual Management (Cancel, Surrender, Suspend carer authorisation)'. At the bottom, there are 'CANCEL' and 'SUBMIT' buttons. A blue arrow labeled 'Submit' points to the 'SUBMIT' button.

Task 10 Using more than one Household or Individual Management function

Example: If a couple (both authorised carers) separate and move house and one carer wishes to remain authorised:

Step 1 Cancel the carers authorisation (Individual Management) that no longer wishes to be a carer

Step 2 Change the household address (Household Management) for the remaining authorised carer

Note: If the remaining carer is removed from the existing household (e.g. travelling for 12 months without a fixed address but wishes to remain an authorised carer) the carer will be orphaned until attached to another household.