



Office of the  
Children's Guardian

# Module 4

## The NSW Carers Register Information Exchange

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Office of the  
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Module 4  
Welcome to elearning module on  
**The NSW Carers Register**  
Information exchange

Click/tab next button to  
begin the module.



Welcome to Module 4 of the NSW Carers Register Training Program. This module will cover information exchange through the Carers Register.

# Introduction



## Information Exchange

Amendments have been made to the Children and Young Persons (Care and Protection) Regulation 2012 which REQUIRE the exchange of relevant information between designated agencies to assess the suitability of:

- Individuals who wish to provide statutory out-of-home care for a child or young person, and
- Individuals who reside at the home of an authorised carer or carer applicant

## What about Section 16A?

There have always been some responsibilities to share information with other agencies through Section 16A of the *Children and Young Persons (Care and Protection) Act 1998*. So how is this different?

The difference is that Section 16A PRIORITISES the safety, welfare and wellbeing of a child or young person over an individual's right to privacy despite other laws that prohibit the disclosure of personal information.

However the most recent amendments to the Regulation REQUIRE designated agencies to exchange information to assess the suitability of individuals to provide statutory OOHHC.

# Designated agency check

**NSW** Office of the Children's Guardian

The NSW Carers Register

Office of the Children's Guardian

## Designated agency check

Designated agencies are required to exchange relevant information for the purpose of assessing carer and household member suitability. The Carers Register will prompt designated agencies to complete an 'other designated agency check' during the authorisation process.

**This is a check by one designated agency with another regarding a person's suitability to care for a child, or reside at the home of a carer, where it is known that the other designated agency has:**

- ✓ previously authorised the person as a carer, or received an application from the person to be authorised as a carer, or known the person to regularly reside at the home of such a carer or applicant.

Must be completed during the authorisation process

Outcome must be 'Satisfactory' for an individual to be authorised

Click/tap next to continue.

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previously authorised the person as a carer, or received an application from the person to be authorised as a carer, or known the person to regularly reside at the home of such a carer or applicant.

The 'other designated agency check' must be completed as part of the authorisation process.

Outcome must be Satisfactory for an individual to be authorised

## Who is permitted to request information?



All designated agencies are required to request information, but as the information may refer to sensitive or confidential matters, designated agencies are strongly encouraged to have measures in place to manage these requests.

**Policy** - designated agencies are strongly encouraged to have policies and procedures in place that ensure only authorised staff within the agency may request, provide or receive such information.

**Templates** - The OCG has developed letter templates for optional use by designated agencies to request, provide or refuse to provide information to another designated agency. These templates are available from the Carers Register pages of the OCG's website at [www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au).

*Contact details - for all designated agencies are available on the Office of the Children's Guardian's website [www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au) go to the OOHC tab and then down to the Carers Register.*



## When should information be requested?

NSW Office of the Children's Guardian The NSW Carers Register Office of the Children's Guardian

**When should information may be requested?**

- An Application**  
An application has been made to become an authorised carer
- The agency**  
Is aware of a previous or existing association with another designated agency
- Providing Information**  
The designated agency is required to request information from other designated agencies about: carer applicants, authorised carers and household members.



Click/tap next to continue.

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### The designated agency can request information when:

They have received an application from the individual to become an authorised carer

They are aware that the individual has a previous or existing association with another designated agency

The designated agency is required to request information from other designated agencies about: carer applicants, authorised carers and household members.

## Knowledge Check?

Resources Menu Notes Exit

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The NSW Carers Register

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Knowledge Check?

*Is consent required before the agencies exchange information of a received application to become an authorised carer?*

Choose the answer below and press submit to continue.

YES NO

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SUBMIT

**Is consent required before the agencies exchange information of a received application to become an authorised carer?**

- Designated agencies should inform carers, carer applicants and their household members that: their information will be entered onto the Carers Register and
- they have the right to access and correct information held by the designated agency or entered onto the Carers Register.

You don't have to receive consent. However, where practicable and appropriate, it is best practice to inform an individual when specific information about them will be disclosed to another agency.



## Record keeping

**Record keeping**

Some designated agency files may contain many years' worth of records relating to a carer and any individuals who reside (or have resided) at their home, and this may hinder the timely exchange of information between designated agencies.

Designated agencies are strongly advised to maintain a carer household summary sheet which provides an overview of key information and any **important updates** which may impact upon their future eligibility for authorisation.

The OCG has developed a carer household summary sheet for optional use by designated agencies. It is available from the OCG website [www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au) go to the OOHC tab and then down to the Carers Register.

Click/tap next to continue.

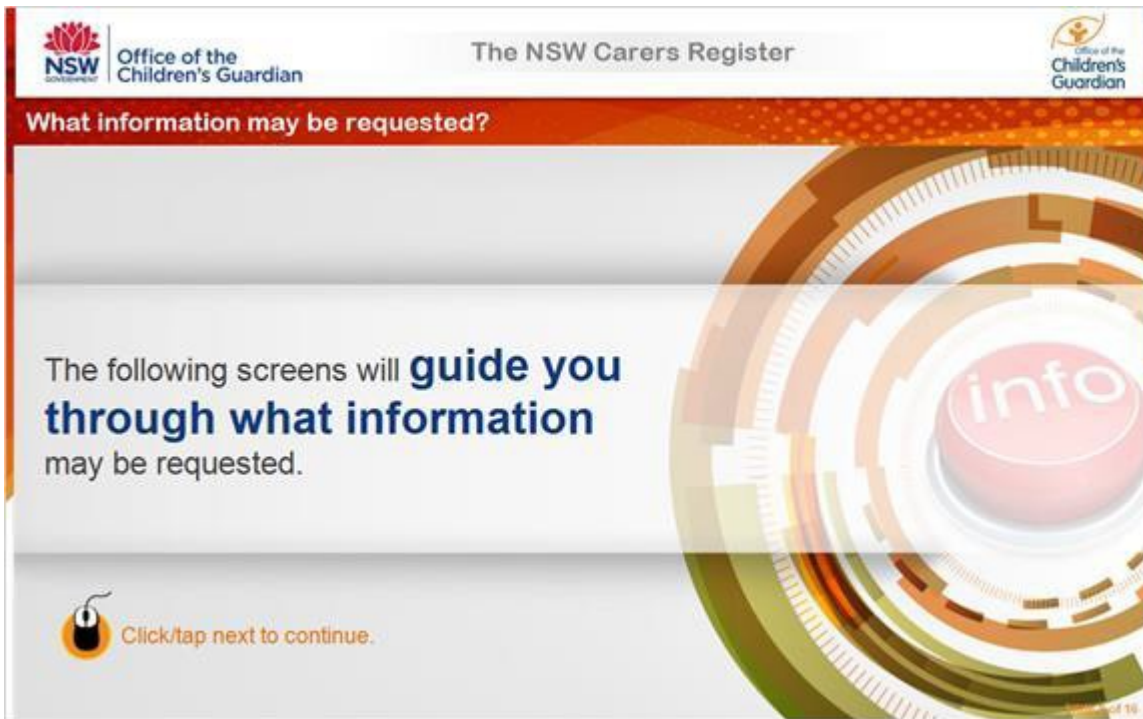
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## What information may be requested?



# Applications


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## The NSW Carers Register



### Applications

- Confirmation of core identification details (name, 'also known as' names, date of birth etc.)
- Details of any current and/or previous applications for authorisation including date, status of application (i.e. approved, withdrawn or refused) and reason for decision
- Details of any previous suitability and probity checks conducted



Click/tap next to continue.

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- Confirmation of core identification details (name, 'also known as' names, date of birth etc.)
- Details of any current and/or previous applications for authorisation including date, status of application (i.e. approved, withdrawn or refused) and reason for decision
- Details of any previous suitability and probity checks conducted

## Authorisations and carer reviews



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The NSW Carers Register

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### Authorisations and carer reviews

- Details of any current and/or previous authorisations including dates of authorisation, reason for any suspension, cancellation or surrender of authorisation
- Details of any previous suitability and probity checks
- If association with other designated agency has ended, reason for departure
- Current/previous conditions of authorisation, type of care, age range, authorisation type, general suitability, placement restrictions
- Carer conduct (previous, current and foreseeable) such as strengths, willingness to work within the organisational policies and any issues or concerns
- Training frequency and records of participation
- Copies of performance reviews and risk assessments
- Finalised reportable allegation or reportable conduct matters.

Click/tap next to continue.

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- Finalised reportable allegation or reportable conduct matters.



## Household members

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### Household members

- Details of current and/or previous household members including relationship, length and frequency of stay, 'also known as' names, and any concerns
- Details of any other people that frequent the house (outside the definition of household members)
- Household member conduct
- Details of household member probity checks



Click/tap next to continue.

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- Details of current and/or previous household members including relationship, length and frequency of stay, 'also known as' names, and any concerns
- Details of any other people that frequent the house (outside the definition of household members)
- Household member conduct
- Details of household member probity checks

# Placements

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## Placements



- Details of any current placements of children and/or young people (only non-identifying information to be exchanged about children and young people placed)
- Case file notes (information recorded on the carer household summary sheet)
- History of care provided to children and young people and capacity to provide care (including dates/length of placements, care type, ages of children and/or young people placed, reasons why placements ended)

 Click/tap next to continue.

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- Case file notes (information recorded on the carer household summary sheet)
- History of care provided to children and young people and capacity to provide care (including dates/length of placements, care type, ages of children and/or young people placed, reasons why placements ended)



## Other

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### Other

- Previous relationships that may be relevant (to caring or capacity to provide care)
- Cultural and religious considerations
- Family and community connections
- Geographical considerations

Click/tap next to continue.

- Previous relationships that may be relevant (to caring or capacity to provide care)
- Cultural and religious considerations
- Family and community connections
- Geographical considerations

## Some further questions

The screenshot shows the 'The NSW Carers Register' page with the 'Office of the Children's Guardian' logo. The main heading is 'Some further questions'. Below it, a instruction reads: 'Click each question below to see the associated answer with it'. There are four questions listed in a vertical stack, each with a question number and a question text:

- QUESTION 01** What is the timeframe for the exchange of information?
- QUESTION 02** Is the requesting agency authorised to share the information with other agencies?
- QUESTION 03** What information may be shared about reportable allegations?
- QUESTION 04** Is an authorised carer, carer applicant or household member entitled to view their own information on the Carers Register?

At the bottom left, there is a mouse cursor icon and the text 'Click/tap next to continue.'

### 1. What is the timeframe for the exchange of information?

Designated agencies are advised to provide appropriate information requested by an authorised individual from a designated agency without delay (as soon as is practicable). Delay in providing information will delay completion of assessment and authorisation process.

### 2. Is the requesting agency authorised to share the information with other agencies?

Designated agencies are strongly advised to only share within the designated agency with colleagues who require the information on a need-to-know basis. That is, the information is necessary for the individual to complete his or her work duties. Information may be shared with other prescribed bodies if it is requested in accordance with the Children and Young persons (Care and Protection) Act 1998.

### 3. What information may be shared regarding reportable allegation matters?

All allegations against authorised carers or adult household members that are:

- reportable allegations within the meaning of section 18 of the Children's Guardian Act 2019, or
- allegations of conduct of a class or kind exemption from being reportable conduct under section 30 of that Act, must be recorded on the Carers Register.

When a record shows 'Current Reportable Allegation' or 'Finalised reportable allegation - contact agency', relevant information can be exchanged when conducting 'Other designated agency checks' or a 'Community Services check'.

In cases where 'Contact the NSW Office of the Children's Guardian', is recorded, the designated agency must seek advice from the NSW Office of the Children's Guardian about how to proceed before taking any other action: this includes not discussing the allegation with any other person or agency, including the person the subject of the allegation, and not continuing with any probity checks related to the individual or their adult household members.

Refer to the Carers Register User Guide for further instructions.

#### **4. Is an authorised carer, carer applicant or household member entitled to view their own information on the Carers Register?**

Authorised carers, carer applicants and household members have the right to view information held about them on the Carers Register and to correct this information if necessary. Individuals seeking to view their information are advised to contact their designated agency.

If there are disputes regarding the validity of information held on the Carers Register, designated agencies are advised to call the Office of the Children's Guardian on 02 8219 3600 or email [carers-register@kidsguardian.nsw.gov.au](mailto:carers-register@kidsguardian.nsw.gov.au)

## More information?



The NSW Carers Register

Office of the Children's Guardian

More information?

[www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au)

[carers-register@kidsguardian.nsw.gov.au](mailto:carers-register@kidsguardian.nsw.gov.au)

Click/tap next to continue.

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The slide features a magnifying glass over a stack of folders, symbolizing search or information. The background is a light yellow with a faint circular pattern.

If you need further information please refer to the Carers Register Fact Sheets available from the out-of-home care pages of the OCG's website

Additional training and guidance materials are in development and will be published on the website as it becomes available.

If you have a question about the Carers Register you can also email the Office of the Children's Guardian.



**Congratulations**



**Congratulations!!!**  
You have successfully  
completed Module 4.

**EXIT**

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**Congratulations**, you have successfully completed Module 4.