



Office of the
Children's Guardian

Module 6

The NSW Carers Register Back Capture Process

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Introduction

The Back Capture function is a time limited process for the purpose of recording carers authorised (and their household members) prior to the commencement of the Carers Register.

Individuals that had their carer application refused or authorisation cancelled due to concerns prior to the commencement date can also be included on the Register. It is important to note that previously refused or cancelled persons recorded on the Carers Register cannot be considered as a comprehensive list due to historical considerations.

The data requirements for Back Captured authorised carers (and their household members) is reflective of the legislative requirements prior to 1 June 2015.

Please note – the Back Capture form will be time limited.

Data Requirements

Back Capture Data Requirements	
Household Details	Household address
Authorised Carers	Household Members
Carer authorisation date	N/A
Authorised for: 'Statutory Foster Care' or 'Other Care'	N/A
Title, Gender, First Name, Middle Name, Last Name	Title, Gender, First Name, Middle Name, Last Name
Date of Birth	Date of Birth
Identifies as Aboriginal and/or Torres Strait Islander? (Yes, No, Unknown)	Identifies as Aboriginal and/or Torres Strait Islander? (Yes, No, Unknown)
Other Names	Other Names
Individual Checks (Working with children Check) <ul style="list-style-type: none"> • Application or Clearance number • Expiry date Status (CLEARED or APPLICATION IN PROGRESS)	Individual Checks (Working with children Check) <ul style="list-style-type: none"> • Application or Clearance number • Expiry date Status (CLEARED or APPLICATION IN PROGRESS)

Carers Register reference numbers

Authorised carers and households will be identified by system generated numbers that include the letter B to show that they are Back Capture records

The Authorised Carer number will be CRCB0000000

The Household number will be CRHB0000000

Note: Household members do not have a Carers Register reference number

Do I need to enter provisional authorisations through the Back Capture process?

Any provisional authorisations in place at the time of the Carers Register commencement must be entered through the OOHC application process (Record and application). They must not be entered through the Back Capture form.

Recording an authorisation decision

Recording an application requires a 'decision against the applicant' and a 'determination against the application'. However Back Capture does not require a decision as the carer has already been fully authorised.

Task 1

Getting Started — accessing the Back Capture function

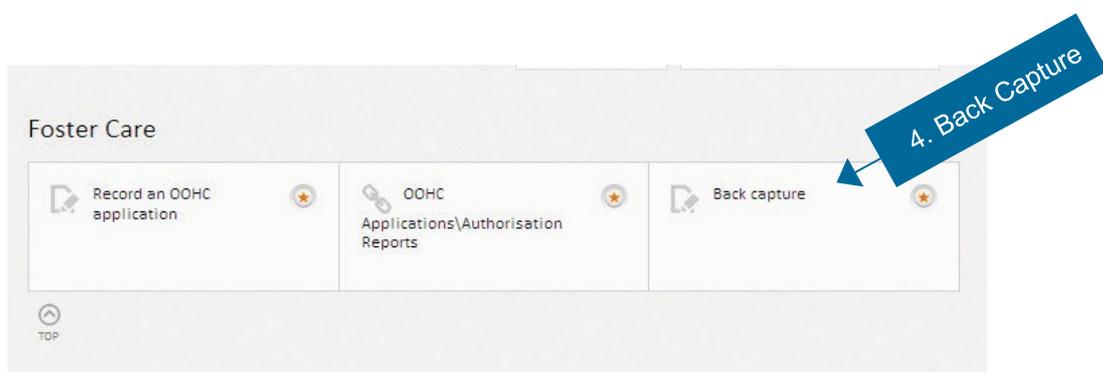
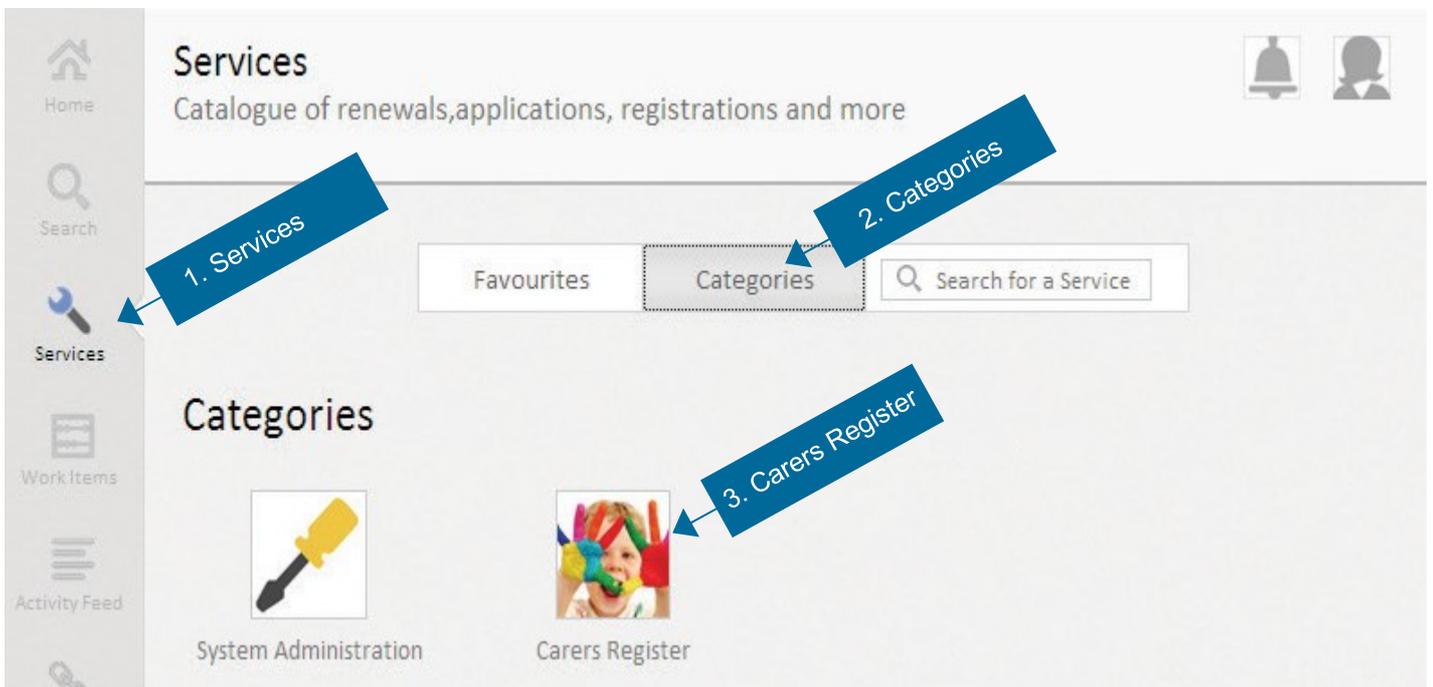
Step 1 Select 'Services' from the left hand menu bar

Step 2 Select the 'Categories' tab

Step 3 Select Carers Register icon

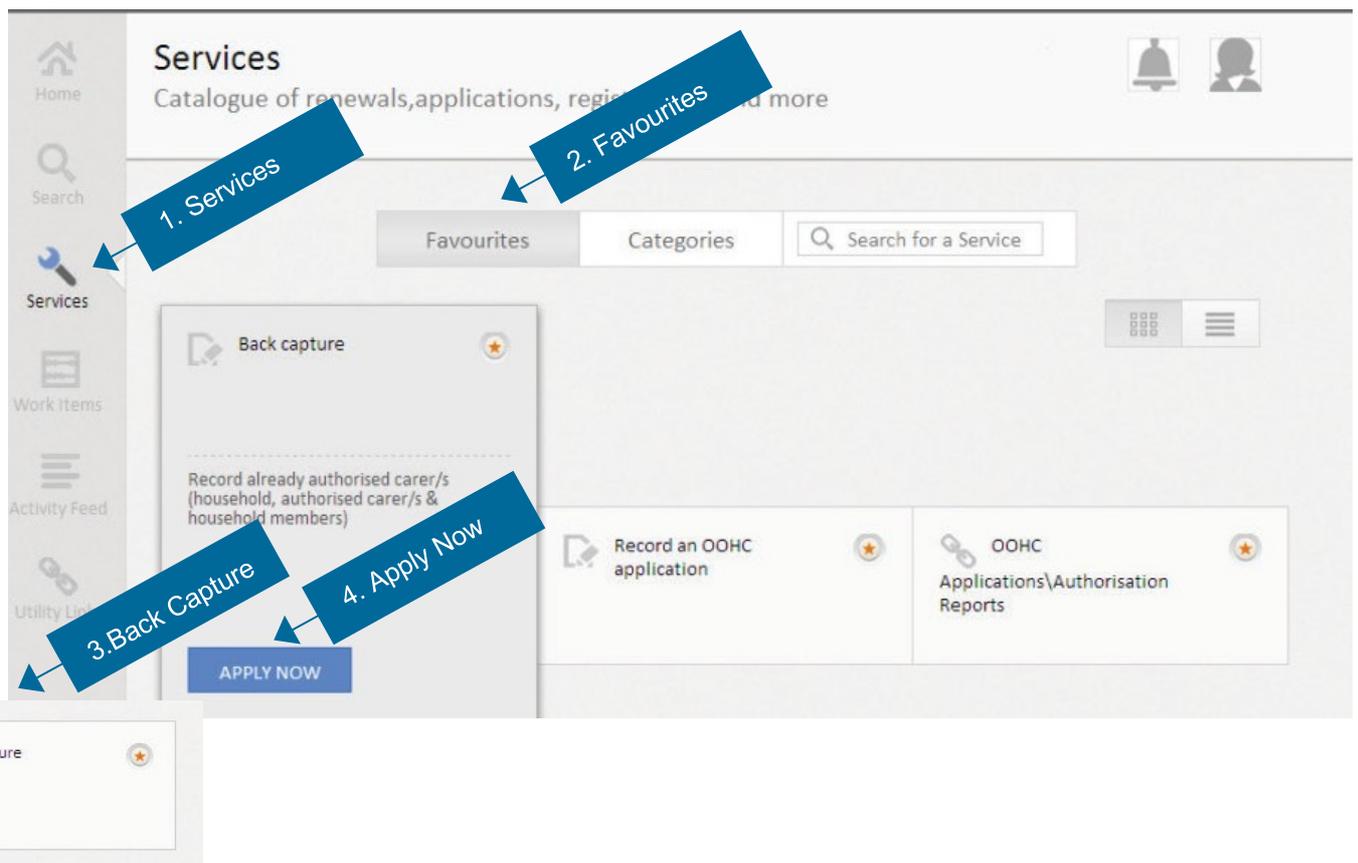
Step 4 Select 'Back Capture'

Note: Once you have activated the Back Capture function (from the Categories tab) the function will sit under the Favourites tab.



Favourites tab — Accessing Back Capture function

- Step1** Select 'Services' from the left hand tool bar
- Step2** Select the 'Favourites' tab
- Step3** Select 'Back Capture'
- Step4** Select 'APPLY NOW'



The Authorisation Summary

The Authorisation Summary provides a summary of progress for a Back Capture transaction. Prior to completing the Back Capture transaction, you can add or update any details by returning to the relevant section/s and changing information as required.

Updating records: If changes are required after the OOHCA Application has been finalised, the subsequent changes must be recorded through the Individual or Household Management functions.

Household Details: Must be completed first, the other sections are READ ONLY until it is completed.

General navigation:

- **Cancel** to go back to the Authorisation Summary page and not save any data just entered. Pending Back capture records can be retrieved from the users Work Items.
- **Save** to go back to the Authorisation Summary page and saves data just entered.

The screenshot displays the 'Back Capture' interface. At the top, there's a navigation bar with 'Home', 'Search', 'Services', 'Work Items', 'Activity Feed', and 'Utility Links'. The main content area is titled 'OOHC HOUSEHOLD' and 'Authorisation Summary'. A yellow box contains introductory text. Below are sections for 'Household Details', 'Authorised Carers', 'Household Member Details', and 'Declaration'. Each section has a 'No Info' icon and a 'No Content' message. A 'Declaration' section includes a list of terms and conditions. At the bottom, there's an 'I agree' checkbox, a 'COMPLETE BACK CAPTURE' button, and a 'CANCEL' button. Blue callout boxes with arrows point to various elements: 'Household details' points to the introductory text box; 'Authorised Carers' points to the 'Authorised Carers' section; 'Household member details' points to the 'Household Member Details' section; 'Declaration' points to the 'Declaration' section; and 'Complete Back Capture' points to the 'COMPLETE BACK CAPTURE' button.

Task 2

Recording Household Details

Step 1 To start the Back Capture record confirm 'Yes' to 'Are you recording an already authorised carer/s for back capture purposes?'

Back Capture

OOHC HOUSEHOLD
CRHB000361

Household Details

Are you recording an already authorised carer/s for back capture purpose?

Yes No *

CANCEL SAVE

Step 2 Select Responsible Location: select the relevant office location responsible for this household

Step 3 Enter the designated Agency's Reference: optional (maximum 30 characters)

Step 4 Enter the Household address: street number, name, suburb, state/territory and postcode

Then Select SAVE to return to the Authorisation Summary Page

Back Capture

OOHC HOUSEHOLD
CRHB000362

Household Details

Are you recording an already authorised carer/s for back capture purpose?

Yes No *

Designated Agency: OCG009

Responsible Location: OCG-Surry Hills *

Designated Agency's Reference: []

Household Address: [] *

CANCEL SAVE

Authorisation Summary

The Household Details section will show as complete when all mandatory fields have been recorded

Back Capture

OOHC HOUSEHOLD
CRHB000361

Authorisation Summary

The page provides a summary of details that have been entered for authorised carers, household members and household details that were finalised before 30 June 2014. To update or make changes to a finalised back capture record, use the search option on the left hand tool bar to locate the record and edit as required.

Household Details

 Complete	OCG0009 (OCG-Surry Hills) Designated Agency's Ref: OCG-demonstration Address: 1 Pixie Parade , FAIRY MEADOW NSW 2519 Australia	
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Authorised Carers

 No Info [Click here to add household carers](#) 

Household Member Details

 No Info [Click here to add household members](#) 

Task 3

Recording Authorised Carers

Step 1 Drill into the Authorised Carers section to record all authorised carers that reside at the household OR select an already recorded authorised carer to finalise record

Step 2 Select 'ADD A CARER'

Searching for an Authorised Carer

Search for the authorised carer to identify whether the individual already exists in the Register (with any designated agency or role)

Step 3 Enter the last name, first name, middle name (if applicable) and the date of birth

Step 4 Select 'SEARCH'.

Back Capture

OOHC HOUSEHOLD
CRHB000492

Search for Authorised Carer

Last Name

First Name

Middle Name

Date of Birth

WWCC Clearance or Application

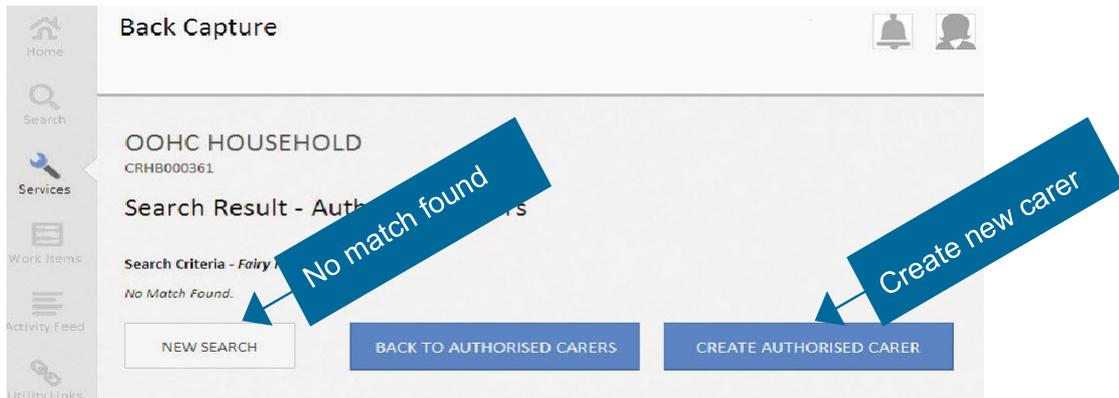
WWCC No.

Search if person already recorded in system

What are the possible Search results?

Option 1 NO MATCH FOUND

Step 5 Click on 'CREATE AUTHORISED CARER'



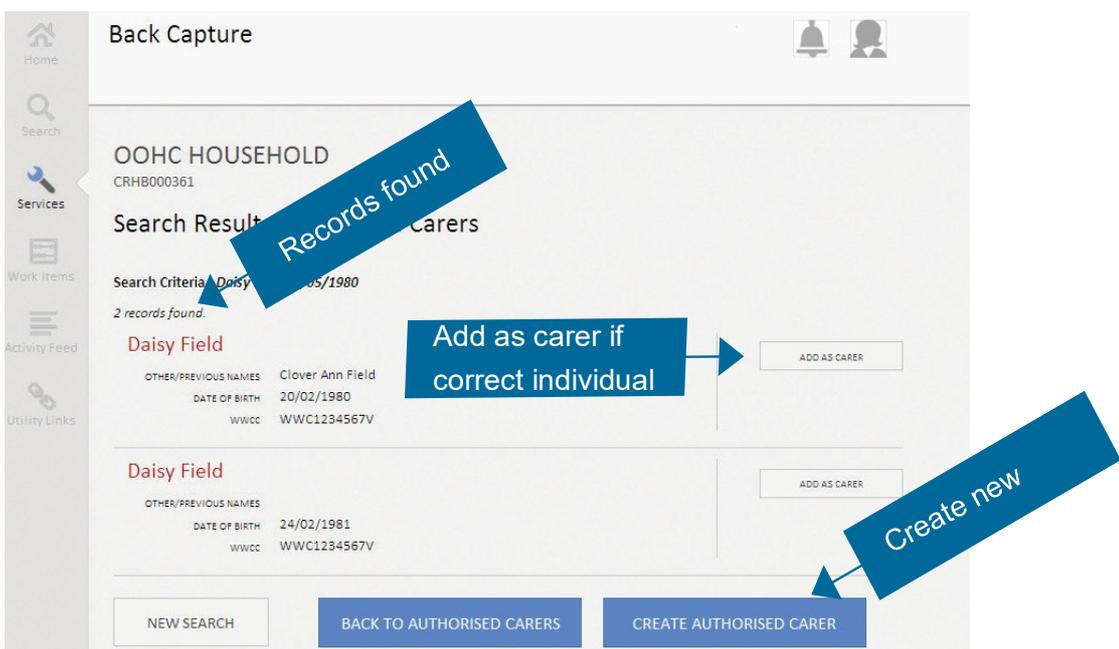
Option 2 RECORDS FOUND

Step 5 Drill into individual's name to ascertain if it is the correct individual. Click on 'ADD AS CARER' if this is the correct individual

Step 6 If the listed search results do not include the correct individual click on 'CREATE AUTHORISED CARER'.

Step 7 Select 'NEW SEARCH' to generate a new search

Step 8 Select Back to Authorised Carers to go back to the Authorised Carers Summary page



Create an Authorised Carer

Searched information is auto-populated:

- Last name
- First name
- Middle name
- Date of birth

Enter the following information to complete an authorised carers details.

- Carer Authorisation Date: The date the carer was originally authorised by the designated agency
- Authorised For:
 - *Statutory Foster Care or*
 - *Other Care*
- Designated Agency Reference (optional)
- The Carer Authorisation number will be generated by the system.
- Title, Gender
- Identifies as Aboriginal and/or Torres Strait Islander? (Yes, No, Unknown) (if yes – Aboriginal, Torres Strait Islander or both)
- Add Other Names - if applicable

The screenshot shows a web interface for 'Back Capture' with a sidebar menu containing Home, Search, Services, Work Items, Activity Feed, and Utility Links. The main content area is titled 'OOHC HOUSEHOLD CRHB000361' and 'Create Authorised Carer'. The form contains the following fields:

- Carer Authorisation Date: *
- Authorised for: *
- Designated Agency Reference:
- Carer Authorisation No:
- Title: *
- Gender: *
- Last Name: *
- First Name: *
- Middle Name:
- Date of Birth: *
- Identifies as Aboriginal and/or Torres Strait Islander?: *

Individual Checks

To add the authorised carer checks, enter the following information:

- Application Number APP(7 digits) (V or E) V= Volunteer or E= Employee
- Clearance Number WWC(7 digits) (V or E)
- Expiry date which is greater than today's date
- Status – either 'application in progress' or 'cleared'

Individual Checks

Working With Children Check (WWCC)

Application Number

Clearance Number

Expiry Date

Status

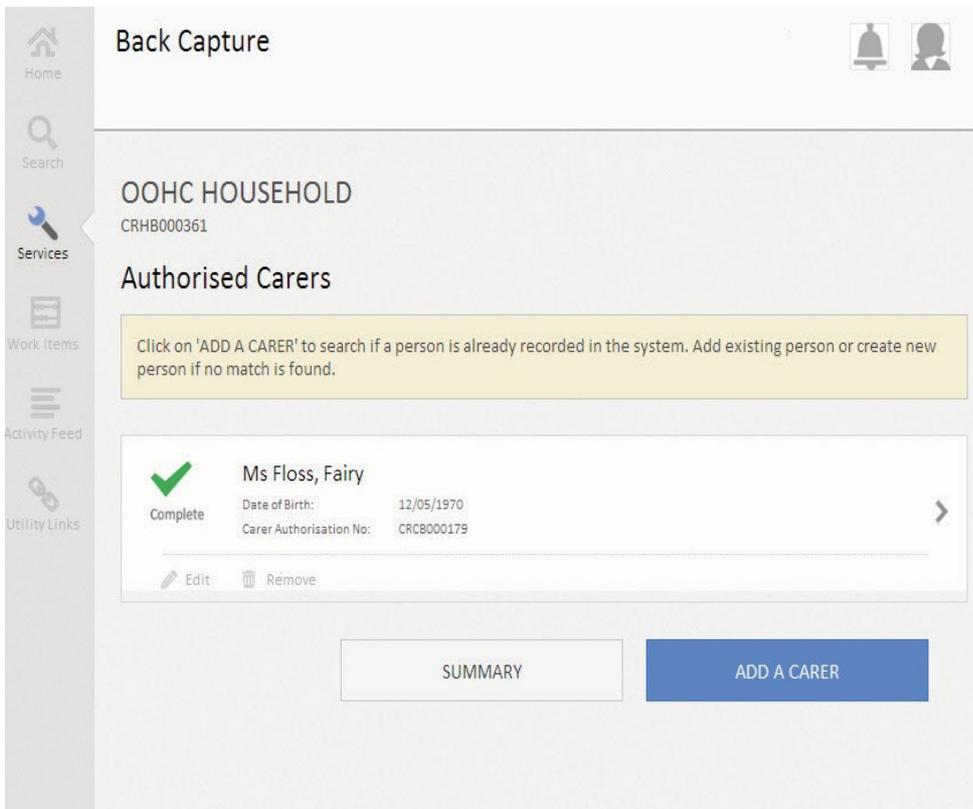
[BACK TO SEARCH](#) [CREATE AUTHORISED CARER](#)

Select: 'CREATE AUTHORISED CARER' to create and save the carer.

Note: All mandatory information must be completed to create the authorised carer

Authorised Carer Summary page

The Authorised Carer summary page should list all authorised carers residing at the household. The authorised carer will show as complete when all mandatory fields have been recorded.



Carers Authorisation summary page – Additional Functions

EDIT: Edit an authorised carer details any time prior to finalising the Back Capture record (excluding the searched details - name and DOB)

Note: to edit an individual after the back capture has been finalised use the Individual Management function

REMOVE: Used to remove the carer from the household.

Note: the carers' details will remain in the system but will not be attached to a household

SUMMARY: Goes to the Authorisation Summary page – to 'CREATE AUTHORISED CARER' or ADD 'HOUSEHOLD MEMBER' or to complete the back capture transaction

ADD A CARER: Generates new Search for Authorised Carer

Authorisation Summary

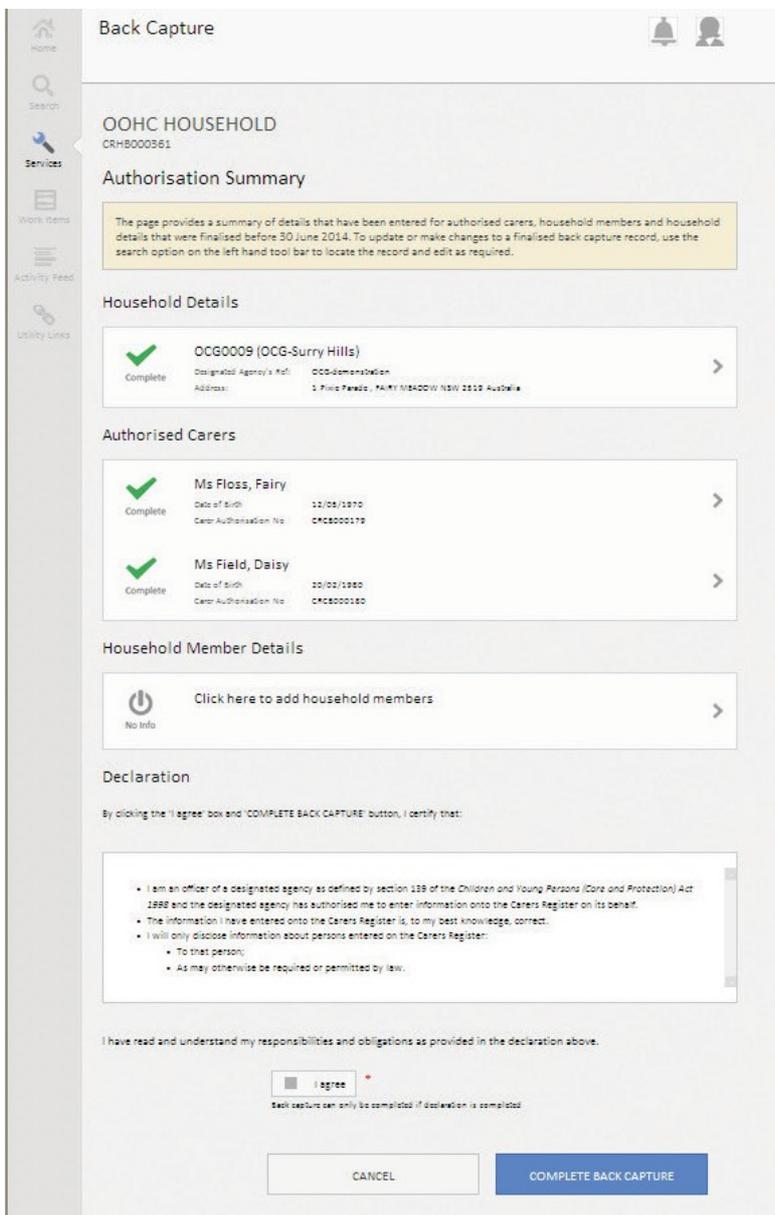
The Authorisation Summary page should show a summary of all application records and whether the record is complete.

Carers Authorisation summary page – Additional Functions

Drill into: Authorised Carers or Household Member Details to add additional Authorised Carers or Household Members

CANCEL: Takes the user out of this Back Capture transaction and back to the signed in users Work Items page

Complete Back Capture: This declaration must be ticked prior to selecting Complete Back Capture.

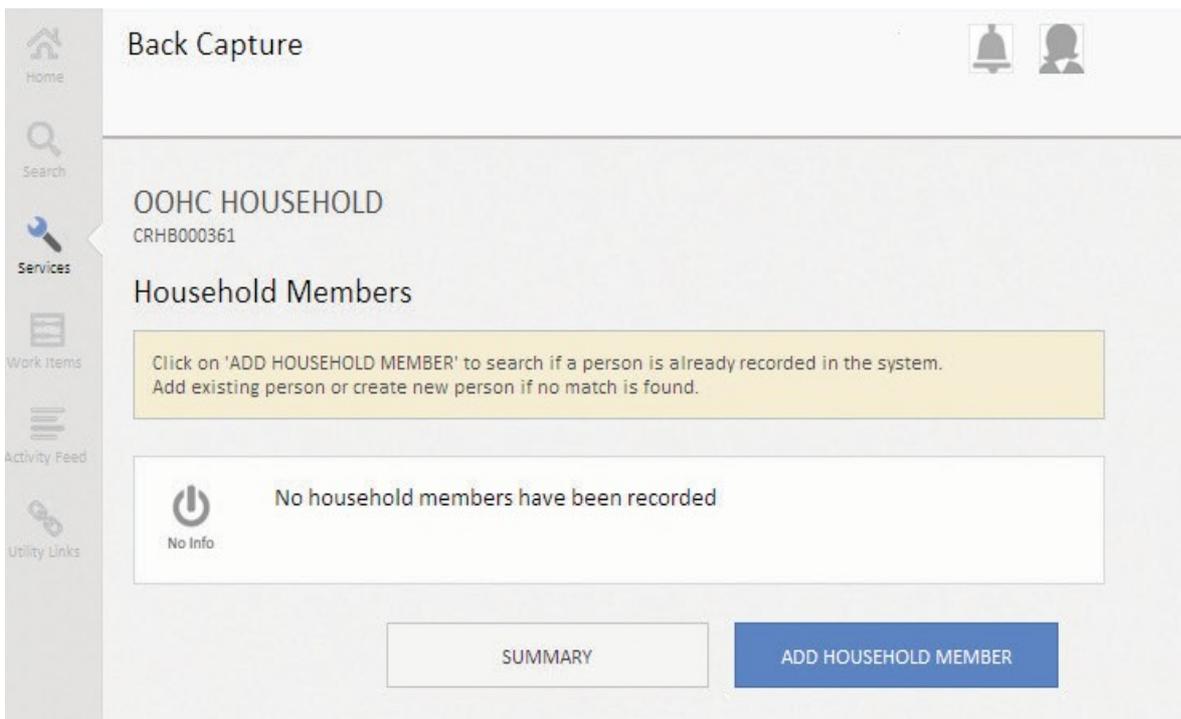


Task 4

Record a Household Member

Step 1 Drill into Household member section to record all household members that reside at the household OR select an already recorded household member to finalise record

Step 2 Select ADD HOUSEHOLD MEMBER



Searching for a Household Member

Search for the household member to identify whether the individual already exists in the Register (with any designated agency or role)

Step 3 Enter Last Name, First Name, Middle Name (if applicable) and Date of Birth.

Step 4 Select 'Search'

The screenshot shows a web application interface titled "Back Capture". On the left is a vertical navigation menu with icons for Home, Search, Services, Work Items, Activity Feed, and Utility Links. The main content area is titled "OOHC HOUSEHOLD" with the identifier "CRHB000492". Below this is the section "Search For Household Members". The form contains the following fields:

- Last Name:
- First Name:
- Middle Name:
- Date of Birth:
- WWCC Clearance or Application:
- WWCC No.:

At the bottom of the form are two buttons: "CANCEL" and "SEARCH". A blue callout box with white text and an arrow pointing to the form contains the text: "Search if person already recorded in system".

What are the possible Search results?

Option 1 NO MATCH FOUND

Step 5 Click on 'CREATE HOUSEHOLD MEMBER'



Option 2 RECORDS FOUND

- Step 5** Drill into individual's name to ascertain if it is the correct individual. Click on 'ADD AS MEMBER' if this is the correct individual
- Step 6** If the listed search results do not include the correct individual click on 'CREATE HOUSEHOLD MEMBER'.
- Step 7** Select 'NEW SEARCH' to generate a new search
- Step 8** Select 'BACK TO MEMBERS' to go back to the Household Members summary page

The screenshot shows a web interface for 'Back Capture' with a sidebar on the left containing navigation icons for Home, Search, Services, Work Items, Activity Feed, and Utility Links. The main content area displays 'OOHC HOUSEHOLD CRHB000361' and a search result for 'Black Sheep'. The search criteria are 'Sheep B'. Below the name, personal details are listed: 'OTHER/PREVIOUS NAMES', 'DATE OF BIRTH 25/04/1974', 'CAREER AUTHORISATION NO. APFC0000546', and 'WWCC WWC222222V'. An 'ADD AS MEMBER' button is positioned to the right of these details. At the bottom of the search result area, there are three buttons: 'NEW SEARCH', 'BACK TO MEMBERS', and 'CREATE HOUSEHOLD MEMBER'. Annotations include a blue arrow pointing to the search criteria with the text 'Records found', a blue box with the text '5. Add as member if correct individual' and an arrow pointing to the 'ADD AS MEMBER' button, and a blue arrow pointing to the 'CREATE HOUSEHOLD MEMBER' button with the text 'Create Household member'.

Create Household Member

Searched information is auto-populated:

- Last name
- First name
- Middle Name
- Date of birth

Enter the following information to complete a Household Members details.

- Title, Gender
- Identifies as Aboriginal and/or Torres Strait Islander? (Yes, No, Unknown) (if yes – Aboriginal, Torres Strait Islander or both)
- Add other names if applicable

The screenshot shows a web interface for 'Back Capture' with a sidebar on the left containing navigation icons for Home, Search, Services, Work Items, Activity Feed, and Utility Links. The main content area is titled 'OOHC HOUSEHOLD CRHB000361' and 'Create Household Member'. The form includes the following fields:

- Title: A dropdown menu with 'Please Select...' and a red asterisk.
- Gender: A dropdown menu with 'Please select' and a red asterisk.
- Last Name: A text input field containing 'Bell' and a red asterisk.
- First Name: A text input field containing 'China' and a red asterisk.
- Middle Name: An empty text input field.
- Date of Birth: A text input field containing '18/05/1998' and a red asterisk.
- Identifies as Aboriginal and/or Torres Strait Islander?: A dropdown menu with 'Please Select...' and a red asterisk.

At the bottom of the form is a blue button labeled 'ADD OTHER NAMES'.

Individual Checks (for household members 18 years and over)

To add a WWCC enter the following information:

- Application Number APP(7 digits) (V or E) V= Volunteer or E= Employee
- Clearance Number WWC(7 digits) (V or E)
- Expiry date which is greater than today's date
- Status – either 'application in progress' or 'cleared'

Individual Checks

Working With Children Check (WWCC)

Application Number	<input type="text"/>
Clearance Number	<input type="text"/>
Expiry Date	<input type="text"/>
Status	<input type="text" value="Please select"/>

Select: 'CREATE HOUSEHOLD MEMBER' to create a household member.

Note: All mandatory information must be completed to finalise the household member record.

Household Member Summary Page

The Household Member Summary page will list all household members residing at the household. The household member will show as complete when all mandatory fields have been recorded.

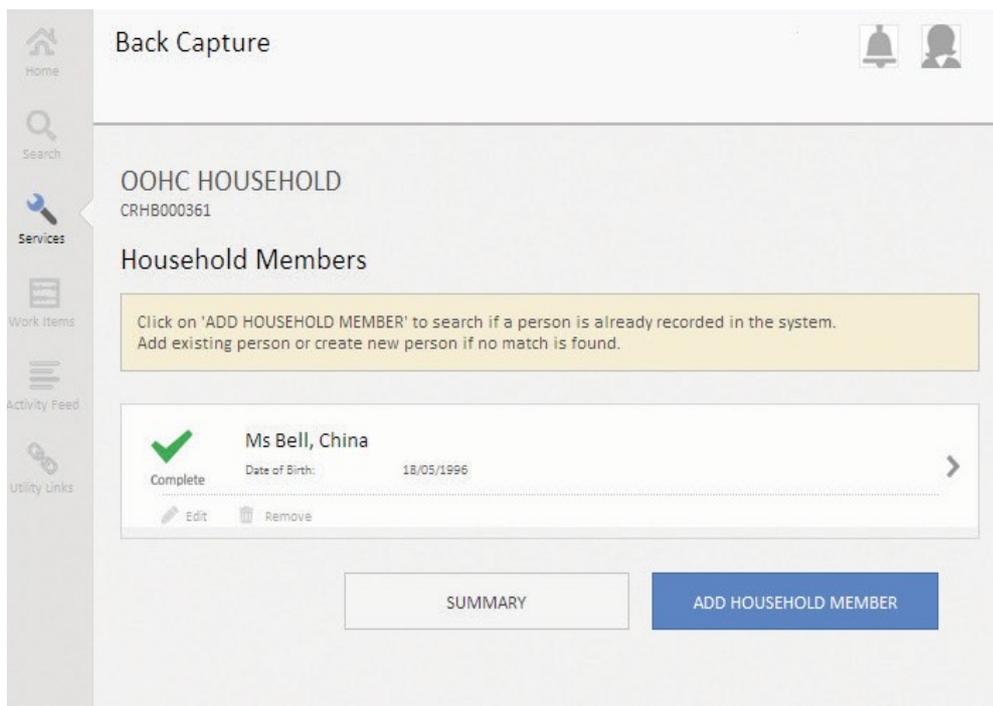
Household Members summary page – Additional Functions

EDIT: Edit a household members details prior to finalising the Back Capture record (excluding the searched details - name and DOB)

REMOVE: Used to remove the household member from the household.

Note: the household members' details will remain in the system but will not be attached to a household

SUMMARY: Goes to the Authorisation Summary page – to 'CREATE AUTHORISED CARER' or ADD 'HOUSEHOLD MEMBER' or to complete the back capture transaction



Task 5

Declaration

Once the authorised carers' and household members' details have been completed, you are required to agree to the declaration prior to completing the Back Capture record.

Step 1 Tick the box next to the statement:

I have read and understood my responsibilities and obligations as provided in the declaration above.

The declaration reads:

- I am an officer of a designated agency as defined by section 72 of the Children's Guardian Act 2019 and the designated agency has authorised me to enter information onto the Carers Register on its behalf
- The information I have entered onto the Carers Register is, to my best knowledge, correct.
- I will only disclose information about person's entered onto the Carers Register to that person, or as may otherwise be required or permitted by law

Step 2 Select 'COMPLETE BACK CAPTURE' to confirm and complete the Back Capture

The screenshot displays the 'Declaration' step of the Back Capture process. The main content area shows a declaration text box with the following text:

By clicking the 'I agree' box and 'COMPLETE BACK CAPTURE' button, I certify that:

- I am an officer of a designated agency as defined by section 139 of the Children and Young Persons (Care and Protection) Act 1998 and the designated agency has authorised me to enter information onto the Carers Register on its behalf.
- The information I have entered onto the Carers Register is, to my best knowledge, correct.
- I will only disclose information about persons entered on the Carers Register:
 - To that person;
 - As may otherwise be required or permitted by law.

I have read and understand my responsibilities and obligations as provided in the declaration above.

Below the declaration is an 'I agree' checkbox (checked) and a note: 'Back capture can only be completed if declaration is completed'. At the bottom are 'CANCEL' and 'COMPLETE BACK CAPTURE' buttons.

The 'Authorisation Summary' sidebar on the left shows the following details:

- Household Details:** OCG0009 (OCG-Surry Hills) - Complete
- Authorised Carers:**
 - Ms Floss, Fairy - Complete
 - Ms Field, Daisy - Complete
- Household Member Details:** Ms Bell, China - Complete

The 'Declaration' section in the sidebar mirrors the main content area.

Task 6

Confirmation and Receipt

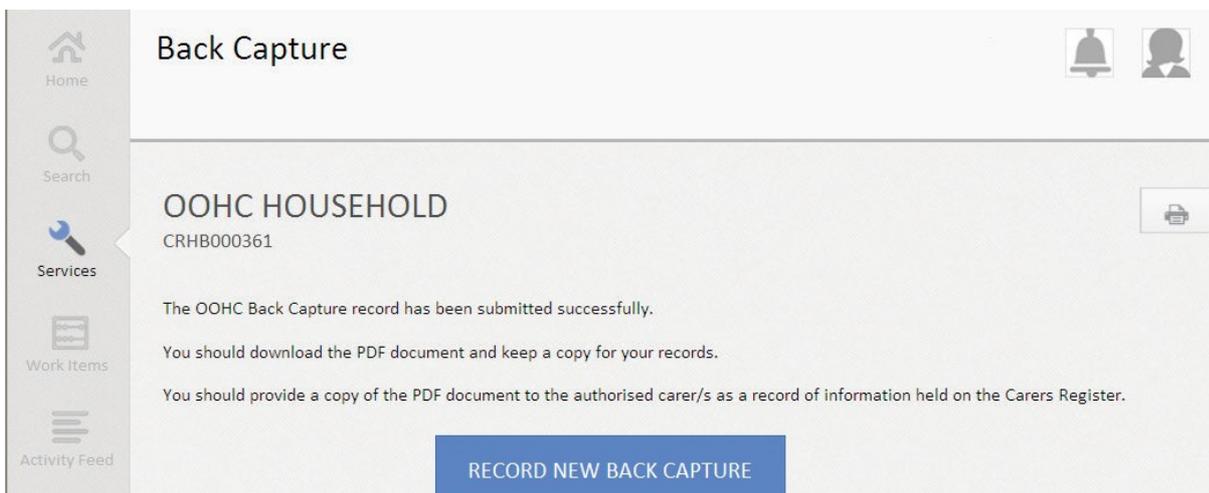
The final step in the process is to receive a confirmation and receipt to show that the transaction has been successfully submitted.

The system will display a confirmation that the transaction has been submitted successfully.

Step 1 Print and Save the receipt directly from the confirmation screen using the print icon.

Step 2 Provide the authorised carer with a copy of the receipt for their own records

Note: To retrieve the PDF receipt from the system at a later date, search the Household and look for the PDF receipt in the Attachments Tab. The PDF receipt is information at application stage and information may change over time. For updated information use the print option in search results



Recording another Back Capture record

To record another Back Capture select the 'RECORD NEW BACK CAPTURE' button.

Alternatively you can use the toolbar on the left hand side to navigate through the Carers Register functions OR can log out of the Carers Register by clicking on your Profile icon (the head in the right hand corner) and selecting Sign Out.

The Authorisation Receipt (PDF)

The PDF confirmation records the:

- Household details
- Authorised carer details and individual checks
- Household member details and individual checks for members aged 18 +



Office of the Children's Guardian
Level 13, 418A Elizabeth St
SURRY HILLS NSW 2010

PRINT DATE: 15/05/2014

Household Details	
OOHC household number	CRHB000361
Designated Agency	OCG0009
Responsible Location	OCG-Surry Hills
Designated Agency's Reference	OCG-demonstration
Household Address	1 Pixie Parade FAIRY MEADOW NSW 2519 Australia

Authorised Carer - Ms Fairy Floss	
Carer Authorisation Number	CRCB000179
Carer Authorisation Date	12/05/2010
Authorised For	Statutory Foster Care
Other Names	-
Date of Birth	12/05/1970
Gender	Female
Aboriginal Or Torres Strait Islander	No
Working With Children Check (WWCC)	
Application Number	
Clearance Number	WWC1111111V
Expiry Date	25/05/2017
Status	CLEARED
Designated agency Applicant Reference	

Authorised Carer - Ms Daisy Field	
Carer Authorisation Number	CRCB000180
Carer Authorisation Date	23/05/1990
Authorised For	Statutory Foster Care
Other Names	Clover Field
Date of Birth	20/02/1980
Gender	Female
Aboriginal Or Torres Strait Islander	No
Working With Children Check (WWCC)	
Application Number	
Clearance Number	WWC1234567V
Expiry Date	15/04/2020
Status	CLEARED