



Office of the
Children's Guardian

Module 7

The NSW Carers Register Record an OOHC Application

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Learning Outcomes

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

- Access the Record an Application function
- Complete the application details
- Complete the household details
- Register the applicants
- Register the household members
- Give provisional authorisation
- Finalise the application including confirmation and receipt

Introduction

The 'Record an OOHC application' function is used for all OOHC carer applications post 01/06/2015.

Any partially completed carer applications must be entered through this function.

All carers (and their household members) who were authorised before 1 June 2015 must be entered via the back capture form.

Data Requirements

The table below outlines the data requirements for recording an OOHC application.

Recording an OOHC Application - Data requirements:

Household Details: Household address & home inspection and outcome

Applicant	Household Members
Title, Gender, First Name, Middle Name, Last Name (Other Names)	Title, Gender, First Name, Middle Name, Last Name (Other Names)
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)
Has the applicant been a carer interstate: Yes or No	N/A
Authorise this applicant for: Statutory Foster Care or Other Care	N/A
100 point identification check	100 point identification check (16 years and over)
Working With Children Check (WWCC)	Working With Children Check (WWCC) (adult household members)
National Police Check (NPC)	National Police Check (NPC) (16 years and over)
Community Services check	Community Services check (16 years and over)
Other designated agency check	Other designated agency check
Health check	N/A
Two referees checked	N/A
Code of conduct sighted and signed	N/A
Pre-authorisation training conducted	N/A
Carer capacity and suitability assessed	N/A
Applicant decision	N/A

Application Determination: Approved or not Approved

System Generated Numbers

Reference numbers for carer applicants, authorised carers and households are automatically generated by the system

- **Carer Applicant** APPC0000000 Application for Carer Authorisation
- **Household** APPH0000000 Carers attached to household are in application stage
- **Authorised Carer** CRC0000000 Carers Register authorised carer
- **Household** CRH0000000 Carers Register Household (carer/s are authorised)

Please note that the household members do not receive a Carers Register number.

Provisional Authorisations

A designated agency may, in an emergency, provisionally authorise a person who is a relative or kin of, or who is known to, the child or young person who requires OOHC.

A provisional authorisation may be granted after a satisfactory home inspection and the date the child or young person was placed has been recorded on the Register.

Please note that the child must already be placed prior to generating a provisional authorisation.

Finalising an OOHC Carer Authorisation

Finalising an OOHC carer authorisation requires a:

- decision against the applicant, and a;
- determination against the application.

Applicant

Is an individual who has applied to a designated agency for authorisation to provide statutory or supported out-of home care in NSW.

Application

Is used to describe the whole application (household details, applicant/s and household member/s) to provide statutory or supported out-of home care in NSW.

Task 1

Getting Started — accessing the Record an Application function

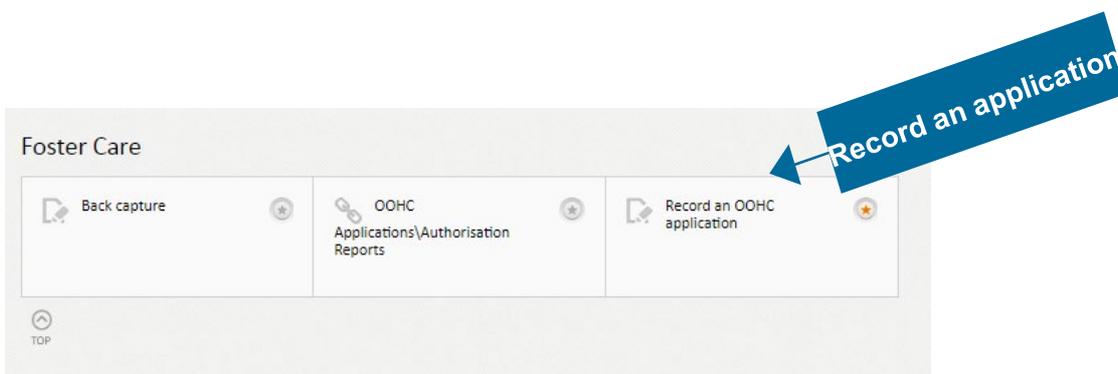
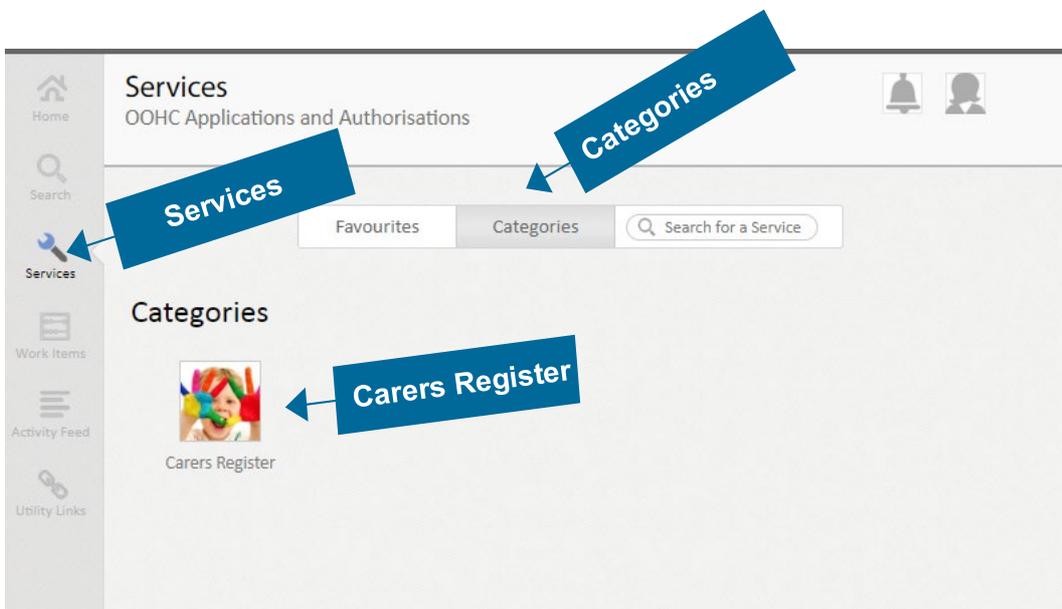
Step 1 Select 'Services' from the left hand menu bar

Step 2 Select the 'Categories' tab

Step 3 Select the Carer Register icon

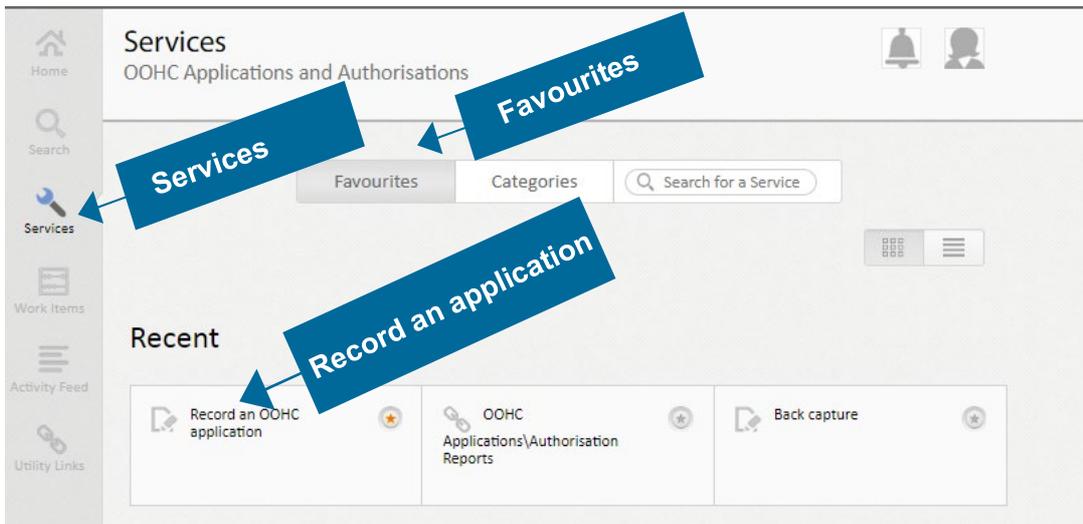
Step 4 Select 'Record an OOHC application'

Note: Once the Record an OOHC application function has been activated the functions will also sit under the Favourites tab



Accessing Record an Application function from the Favourites tab

- Step 1** Select 'Services' from the left hand tool bar
- Step 2** Select the 'Favourites' tab
- Step 3** Select 'Record an OOHC Application'
- Step 4** Select 'APPLY NOW'



Application Summary

The **Application Summary** provides a summary of progress for each Application.

Prior to completing the application, you can add or update any details by returning to the relevant section/s and changing information as required.

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

If changes are required after the OOHC carer application has been finalised, the subsequent changes must be recorded through the Individual or Household Management functions.

General navigation

- **CANCEL** to go back to the Authorisation Summary page and not save any data just entered
- **SAVE** to go back to the Authorisation Summary page and save data just entered

The screenshot shows the 'Record an OOHC Application' page. The page title is 'Record an OOHC Application'. Below the title, there is a navigation menu on the left with icons for Home, Search, Services, Work Items, Activity Feed, and Utility Links. The main content area is titled 'OOHC HOUSEHOLD' and 'Application Summary'. A yellow warning box at the top states: 'This page provides a summary of progress on the application. It must be completed prior to an OOHC applicant being authorised. Return to the relevant section/s and change information as required.' Below this, there are several sections, each with a 'No Info' or 'No Content' status and a power icon. The sections are: 'Application Details', 'Household Details', 'Applicant Details', 'Household Member Details', 'Create Provisional Authorisation (for emergency placements only)', and 'Finalise Application'. A blue 'EXIT' button is at the bottom. Several blue callout boxes with arrows point to these sections: 'Application details' points to 'Application Details'; 'Household details' points to 'Household Details'; 'Applicant details' points to 'Applicant Details'; 'Household Member Details' points to 'Household Member Details'; 'Create Provisional Authorisation (if required)' points to 'Create Provisional Authorisation (for emergency placements only)'; and 'Finalise Application' points to 'Finalise Application'.

Task 2

Drill into the Application Details section to record designated agency application reference number and date of application.

Pre-populated information:

- OOHC Household **Application number** generated by the system
- Designated agency's name

Step 1 Select Responsible Location: select the relevant office location responsible for this OOHC Carer Application

Step 2 Enter the Designated Agency's application reference (maximum of 30 characters)
(This is an optional step)

Step 3 Enter the date the OOHC Carer Application was lodged

The screenshot shows the 'OOHC HOUSEHOLD' application details form. At the top, the household application number 'APPH0030666' is displayed. Below this is the 'Application Details' section, which includes a yellow informational banner stating: 'This page records the designated agency's details and the date the OOHC application was lodged.' The form contains the following fields:

- Designated Agency:** A text input field containing 'OCG Test 2 17.2'. A callout 'Designated agency name' points to this field.
- Responsible Location:** A dropdown menu showing 'CRA0068Taree'. A callout 'Responsible Location' points to this field.
- Designated Agency's Application Reference:** An empty text input field. A callout 'OPTIONAL Agency reference' points to this field.
- Date Application Lodged:** A date input field with the format 'DD/MM/YYYY'. A callout 'Date Application Lodged' points to this field.

At the bottom of the form are two buttons: 'CANCEL' and 'SAVE'.

Application Summary

Please note — all mandatory fields in the Application Details section must be complete to finalise the OOHC Carer Application. You may return at a later date to complete any information you don't currently have.

There will be a green tick in the Application Details section if all requirements have been entered.

Other information is provided about the Designated Agency:

- Name/location
- Date lodged
- Designated agency's ref. (if entered)

OOHC HOUSEHOLD

APPH0030666

Application Summary

This page provides a summary of progress on an OOHC application. All relevant sections must be completed prior to an OOHC applicant being authorised. If you need to add or update any of the details return to the relevant section/s and change information as required.

Application Details

 Complete	OCG Test 2 17.2 (CRA0068Taree) Date Lodged: 29/06/2020 Designated Agency's Ref: Test/Optional	
---	--	---

Task 3

Household Details

- Step 1** Drill into the Household Details section to record address and home inspection information
- Step 2** Enter Household address: street number, name, suburb, state/territory and postcode
- Step 3** Enter details into Home Inspection — Completed On (cannot enter a date in the future)
- Step 4** Enter the outcome — satisfactory or unsatisfactory functions.

Navigation

- **CANCEL** to go back to Application Summary page and not save any data just entered
- **SAVE** to go back to Application Summary page and saves data entered

The screenshot shows a web form titled "OOHC HOUSEHOLD" with the identifier "APPH0030668". The form is divided into two main sections: "Household Details" and "Home Inspection".

Household Details: A yellow instruction bar says "Enter the household address – street number, name, suburb, state/territory & postcode." Below it is a text input field labeled "Household Address" with the placeholder text "Residential address of the household premises". A blue callout box labeled "Household address" points to this field.

Home Inspection: This section contains two fields: "Completed On" with a date input field showing "DD/MM/YYYY" and a blue callout box labeled "Completed on" pointing to it; and "Outcome" with a dropdown menu showing "Please select" and a blue callout box labeled "Outcome" pointing to it.

At the bottom of the form are two buttons: a grey "CANCEL" button and a blue "SAVE" button.

Household Summary Details

Please note — all mandatory fields in the Household Details section must be complete to finalise the OOHC Carer Application. You may return at a later date to complete any information you don't currently have.

There will be a green tick in the Household Details section if all requirements have been entered.

This screen also:

- Records the household address entered for this OOHC application
- Provides the date the Home Inspection was completed on

OOHC HOUSEHOLD

APPH0030668

Application Summary

This page provides a summary of progress on an OOHC application. All relevant sections must be completed prior to an OOHC applicant being authorised. If you need to add or update any of the details return to the relevant section/s and change information as required.

Application Details

 Complete	OCG Test 2 17.2 (CRA0068-Redfern) Date Lodged: 29/06/2020 Designated Agency's Ref: Test/Optional	>
---	---	---

Household Details

 Complete	219 CLEVELAND ST, REDFERN NSW 2016 Australia Inspection completed on: 29/06/2020 There is another current household at this address	>
---	--	---

Task 4

Applicants

Drill into the Application Details section to record all applicants that reside at the household OR select an already recorded applicant to finalise record.

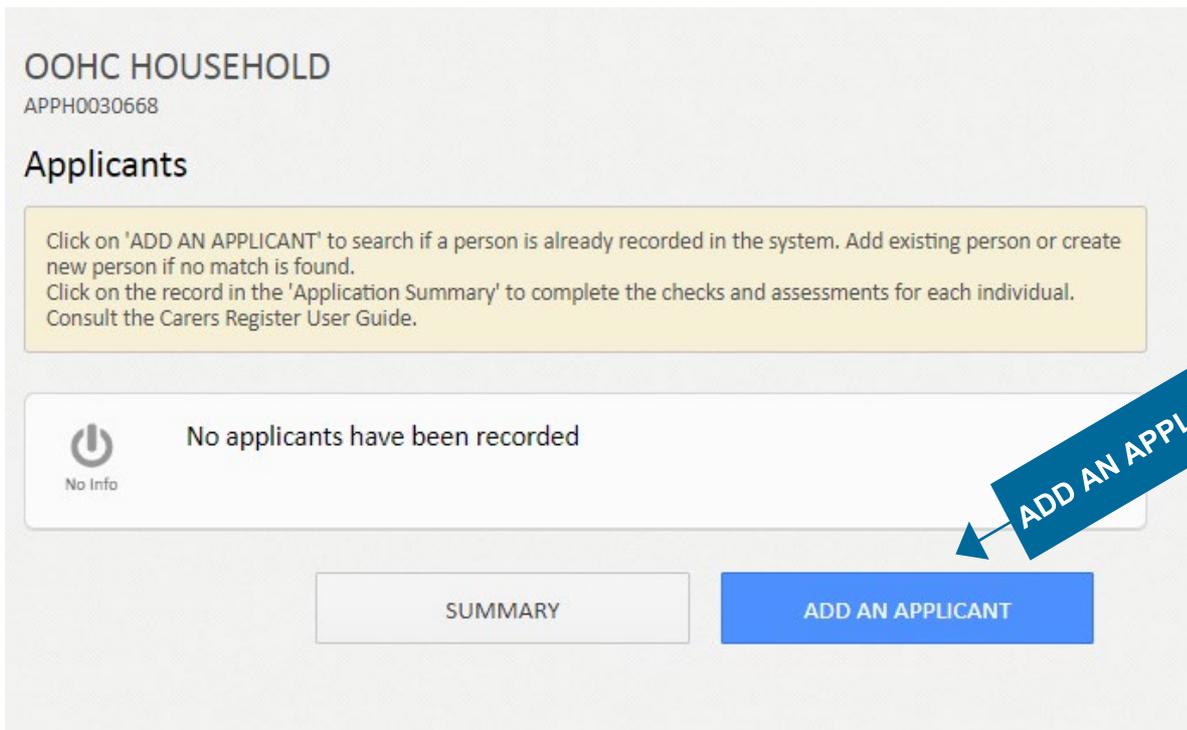
Step 1 Select a current applicant who is already listed to continue the process.

Or

Select Add An Applicant.

Navigation

- **SUMMARY** to go back to Application Summary page
- **ADD AN APPLICANT** to begin the search for an Applicant



Search for Applicant

The system directs the user to SEARCH whether the applicant already exists in the Carers Register before a new applicant can be added.

If a result is returned, the user must ascertain whether the returned individual is the correct individual by reviewing the Carers Register history. This is a very important step.

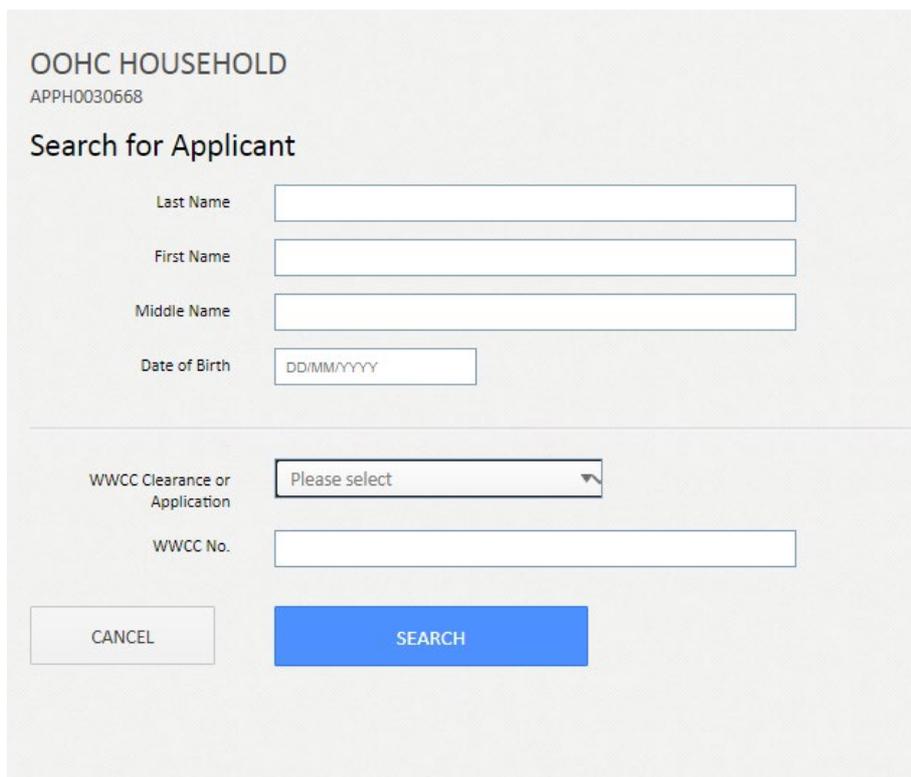
If an individual has a Carers Register history (applicant, authorised carer, household member), the searching designated agency must conduct an 'Other designated agency check' and consider the information provided when assessing an applicant's suitability to be an authorised carer.

Step 1 Enter the Last Name, First Name, Middle Name + Date of Birth;
Or
Enter the WWCC (Clearance or Application Number)

Step 2 Select SEARCH

Navigation

- **CANCEL** to go back to Applicants Summary
- **SAVE** to generate results for entered search criteria



The screenshot shows a web form titled "OOHC HOUSEHOLD" with the identifier "APPH0030668". Below the title is the section "Search for Applicant". The form contains several input fields: "Last Name", "First Name", "Middle Name", and "Date of Birth" (with a placeholder "DD/MM/YYYY"). Below these is a dropdown menu for "WWCC Clearance or Application" with the text "Please select" and a small arrow icon. Below the dropdown is a text input field for "WWCC No.". At the bottom of the form are two buttons: a grey "CANCEL" button and a blue "SEARCH" button.

What are the possible search results?

Option 1 NO MATCH FOUND

This will be shown as 0 records found.

If 'No match is found' when searching the individual, the user must create a new applicant.

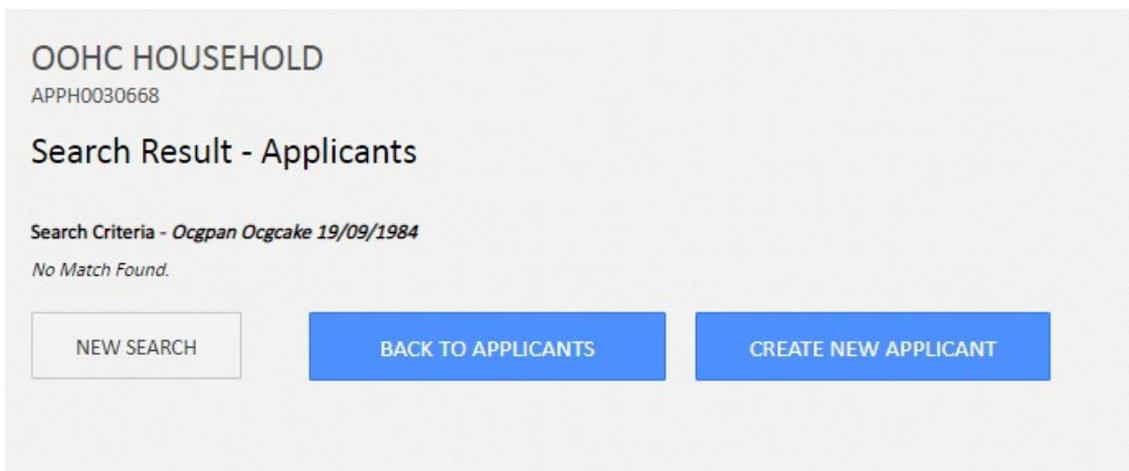
This also applies if the correct individual is not found.

To create a new applicant

Step 1 Select Create New Applicant

Navigation

- **NEW SEARCH** will generate a new search for applicant
- **BACK TO APPLICANTS** returns to the Applicants Summary without saving any information
- **CREATE NEW APPLICANT** creates a new applicant (individual does not exist in the Carers Register)



Option 2 AN EXACT OR PARTIAL MATCH IS RETURNED

If a result is returned, the user must ascertain whether the returned individual is the correct individual, by drilling into the returned individual's name and reviewing details.

If it is the correct individual

Step 1 Select ADD AS APPLICANT

The following information is pre-populated into the form if known:

- Title, gender, FN, MN, LN, other names
- Identifies as Aboriginal or Torres Strait Islander
- WWCC*, Community Services check* (*age applicable)
- If adding current applicant/authorised carer within the same agency the application/authorisation number will be transferred. i.e. grandparent is attached to two separate households

Note:

- The pre-authorisation checklist will transfer with the individual if the applicant is with the same agency
- If the same carer presents at two different households with the same agency, the carer is only authorised once and has only one authorisation number, which will be active for both households
- **If it is not the correct individual** attempt another search with as much information as possible. If the correct person is still not found, continue through the instructions for Option 2

Navigation

- **ADD AS APPLICANT** will add applicant to Applicants Summary
- **NEW SEARCH** will generate a new search for applicant
- **BACK TO APPLICANTS** returns to the Applicants Summary without saving any information
- **CREATE NEW APPLICANT** creates a new applicant (individual does not exist in the Carers Register)

OOHC HOUSEHOLD
APPH0030668

Search Result - Applicants

Search Criteria - *Ocg lounge Ocgchair 16/04/1985*

1 records found.

Ocg lounge Ocgchair

OTHER/PREVIOUS NAMES
DATE OF BIRTH 6/07/1981
CARER AUTHORISATION NO. APPC0024973

ADD AS APPLICANT

NEW SEARCH BACK TO APPLICANTS CREATE NEW APPLICANT

ADD AS APPLICANT
Core details will populate into the Application

ADD AS APPLICANT

Option 3 OTHER POSSIBLE OUTCOMES

Individual marked as Deceased

If an individual has been marked as deceased, the individual will show up in a search but the option to ADD AS APPLICANT will not be available

Note drilling into the individual will show the individual as 'withdrawn no concerns'.

Navigation

- **NEW SEARCH** will generate a new search for applicant
- **BACK TO APPLICANTS** returns to the Applicants Summary without saving any information
- **CREATE NEW APPLICANT** creates a new applicant (individual does not exist in the Carers Register)

The screenshot shows a search result for an OOHC household. The household ID is APPH0001554. The search criteria are for Lolly Pop, born 9/07/1970. One record was found. The record details are: Lolly Pop, with other/previous names, date of birth 19/04/1973, and WWCC WWC777777E. At the bottom, there are three buttons: NEW SEARCH, BACK TO APPLICANTS, and CREATE NEW APPLICANT.

OOHC HOUSEHOLD
APPH0001554

Search Result - Applicants

Search Criteria - *Lolly Pop 9/07/1970*

1 records found.

Lolly Pop

OTHER/PREVIOUS NAMES	
DATE OF BIRTH	19/04/1973
WWCC	WWC777777E

NEW SEARCH BACK TO APPLICANTS CREATE NEW APPLICANT

Create new applicant

Once the 'CREATE NEW APPLICANT' button has been selected you will be required to complete the applicant's core details.

Searched information auto-populated:

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

Step 1 Enter the following information to complete the applicants core details:

- Title, gender
- Identifies as Aboriginal and/or Torres Strait Islander? (Yes, No, Unknown) (if yes — Aboriginal Torres Strait Islander or both)
- Other Name/s if applicable

Step 2 Select CREATE APPLICANT

OOHC HOUSEHOLD
APPH0030668

Create New Applicant

Title: Please Select...
Gender: Please select
Last Name: Oogcake
First Name: Oogpan
Middle Name: Middle Name
Date of Birth: 12/01/1983
Identifies as Aboriginal and/or Torres Strait Islander?: Please Select...

ADD OTHER NAMES

BACK TO SEARCH

CREATE APPLICANT

Core details

ADD OTHER NAMES

CREATE APPLICANT

Navigation

- **BACK TO SEARCH** goes back to Search Results — Applicants
- **CREATE APPLICANT** saves the information entered and creates the Applicant

Applicants Summary

Step 3 Select EDIT to progress the applicant's authorisation.

Details displayed in the Applicants Summary are:



In Progress

- Applicant name
- DOB
- Carer Authorisation No. (system generated)

The screenshot shows a web interface for an OOHC household. At the top, it says 'OOHC HOUSEHOLD' with the ID 'APPH0030668'. Below this is the heading 'Applicants'. A yellow box contains instructions: '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 in the 'Application Summary' to complete the checks and assessments for each individual. Consult the Carers Register User Guide.' Below the instructions is a card for an applicant: 'Mrs Ocgcake, Ocgpan'. The card shows 'In Progress' status, 'Date of Birth: 12/01/1983', and 'Carer Authorisation No: APPC0030761'. There are 'Edit' and 'Remove' icons below the card. At the bottom of the page are two buttons: 'SUMMARY' and 'ADD AN APPLICANT'.

Navigation

- **EDIT** is used to edit an applicant's details to progress the application (excluding the searched details — name and DOB)
- **REMOVE** is 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 Application Summary page
- **ADD AN APPLICANT** generates a new Search for Authorised Carer

Edit Applicant

The applicant's core details (entered in the search and core details section) and carer authorisation number is pre-populated and READ ONLY.

However you can record any Other Names at any stage throughout the application process. Additional names will enable more accurate identification of the individual.

OOHC HOUSEHOLD
APPH0030668

Edit Applicant

Review and update the applicant's details, checks and assessments as required. Consult the Carers Register User Guide.

Carer Authorisation No	APPC0030761
Title	Mrs
Gender	Female *
Last Name	Ogcake *
First Name	Ogpan *
Middle Name	Middle Name
Date of Birth	12/01/1983 *
Identifies as Aboriginal and/or Torres Strait Islander?	No *

[ADD OTHER NAMES](#)



Individual Checks

The Individual Checks travel with the individual's core details, the latest record will be displayed.

Working With Children Check (WWCC)

Each applicant must have a WWC Application or Clearance number with a status of APPLICATION IN PROGRESS or CLEARED in order for the OOHC application to be approved.

- Step 4**
- Enter WWCC Clearance/Application no.
 - Enter Expiry date (clearance)
 - Select Status

Community Services Check

Each designated agency must conduct a Community Services Check for each applicant and record the date it was completed on.

In this screen the designated agency's name is auto populated and is therefore READ ONLY.

- Step 5**
- Enter date the CS Check completed on

Note: Individual checks (WWCC and Community Service checks) travel with the individual and are not required to be updated by subsequent agencies unless there has been a change/update. For individuals already recorded in the Carers Register, the relevant designated agency must review the current 'Individual checks' details and make changes if required.

The screenshot displays the 'Individual Checks' form. It is divided into two main sections: 'Working With Children Check (WWCC)' and 'Community Services Check'. The WWCC section includes fields for 'Application Number', 'Clearance Number', 'Expiry Date' (with a DD/MM/YYYY format), and 'Status' (with a dropdown menu showing 'Please select'). The Community Services Check section includes a 'Date Completed' field (with a DD/MM/YYYY format) and an 'Agency' field that is pre-filled with 'OCG Test 2 17.2'. Two blue callout boxes with arrows point to the WWCC and Community Services Check sections respectively.

Carer Pre-Authorisation Summary

The Pre-Authorisation Requirements checklist must be completed for each applicant. There are 10 items on the checklist.

Close the Pre-Authorisation Requirements checklist to view a summary of the checklist status:

- Outstanding
- Completed: satisfactory
- Completed: unsatisfactory

Carer Pre-Authorisation Requirements
Outstanding checks: 10
Completed Satisfactory: 0
Completed Un-satisfactory: 0

The requirements and checklist can be completed in any order over a period of time. On the following page is a copy of the checklist.

Items to be aware of:

The Designated Agency Applicant Reference is an optional field. Some agencies generate internal references for their applicants and this should be entered here.

If the applicant has been a carer interstate attempts should be made to gather as much history as possible about the carer's interstate history.

Authorise this applicant for: Statutory Foster Care or Other Care:

- **Statutory foster care:** the carer is authorised to provide all types of care including foster care, statutory relative or kinship care and supported out-of-home care.
- **Other care:** the carer is authorised to provide statutory relative/kin care and supported out-of-home care, but not foster care.

Outcomes can be recorded as 'Satisfactory' or 'Unsatisfactory'.

Note an applicant cannot be approved with an unsatisfactory outcome.

Completed on — cannot be a date in the future.

Individual Checks — all carer capacity and suitability checks should be completed before requesting and recording a Community Services Check.

Refer to the Carers Register User Guide for more information about the checklist items:

- Identification check
- WWCC requirements met (verification date)
- National Police Check (NPC)
- Community Services check
- Other designated agency check
- Health check
- Two referees checked
- Code of conduct sighted and signed
- Pre-authorisation training conducted
- Carer capability and suitability assessed

Step 6 Complete all Carer Pre-Authorisation Requirements

Carer Pre-Authorisation Requirements

Designated agency Applicant Reference ✎ Cancel Edit

Has the applicant been a carer interstate? Yes No

Authorise this applicant for

	Completed On	Outcome
Identification check	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Please select"/>
WWCC requirements met	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Please select"/>
National Police Check (NPC)	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Please select"/>
Community Services check	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Please select"/>
Other designated agency check	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Please select"/>
Health check	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Please select"/>
Two referees checked	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Please select"/>
Code of Conduct sighted and signed	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Please select"/>
Pre-authorisation training conducted	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Please select"/>
Carer capability and suitability assessed	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Please select"/>

Applicant Decision

The decision is related to the individual applicant.

All mandatory fields must be marked as satisfactory to approve the applicant, however applicants can be marked as withdrawn or refused at any stage.

Step 7 Select a Decision to record a Carer Applicant outcome

Applicant Decision (decision against the individual)

- 1. Approved — first time carer (by the designated agency):** the applicant has not been previously authorised to provide Statutory or Supported OOHC in NSW.
- 2. Approved — previously authorised (by the designated agency):** the applicant has previously been authorised to provide Statutory or Supported OOHC in NSW.
- 3. Refused (by the designated agency):** the prospective carer's application for authorisation has been refused due to suitability or probity guidelines not being met.
- 4. Refused — agency specific policies (by the designated agency):** the prospective carer's application for authorisation has been refused due to agency specific policies.
- 5. Withdrawn — no concerns (by the applicant):** the applicant has withdrawn prior to the finalisation of an OOHC application with no concerns confirmed or pending
- 6. Withdrawn — with concerns (by the applicant):** the applicant has withdrawn pending the finalisation of an OOHC application, with concerns either confirmed or pending further assessment which could not be finalised due to the applicant's decision to withdraw.
- 7. Data entry error:** an Carer Applicant can be marked as a data entry error if it was entered in error i.e. an individual attended an information session however did not apply to be an authorised carer.

Step 8 Select SAVE APPLICANT

Completed On	Outcome
Identification check	Satisfactory
WWCC requirements met	Satisfactory
National Police Check (NPC)	Satisfactory
Community Services check	Satisfactory
Other designated agency check	Satisfactory
Health check	Satisfactory
Two referees checked	Satisfactory
Code of Conduct sighted and signed	Satisfactory
Pre-authorisation training conducted	Satisfactory
Carer capability and suitability assessed	Satisfactory
Decision	Please select

Decision dropdown menu options:

- Please select
- Approved - First time carer
- Approved - Previously authorised
- Refused
- Refused - Agency specific policies
- Withdrawn - No concerns
- Withdrawn - With concerns
- Data Entry Error

Buttons: APPLICANTS, SAVE APPLICANT

Navigation

- **SAVE APPLICANT** is used to go to the Applicants Summary — saves data entered
- **APPLICANTS** is used to return to the Applicants Summary — does not save entered data or decision

Decision

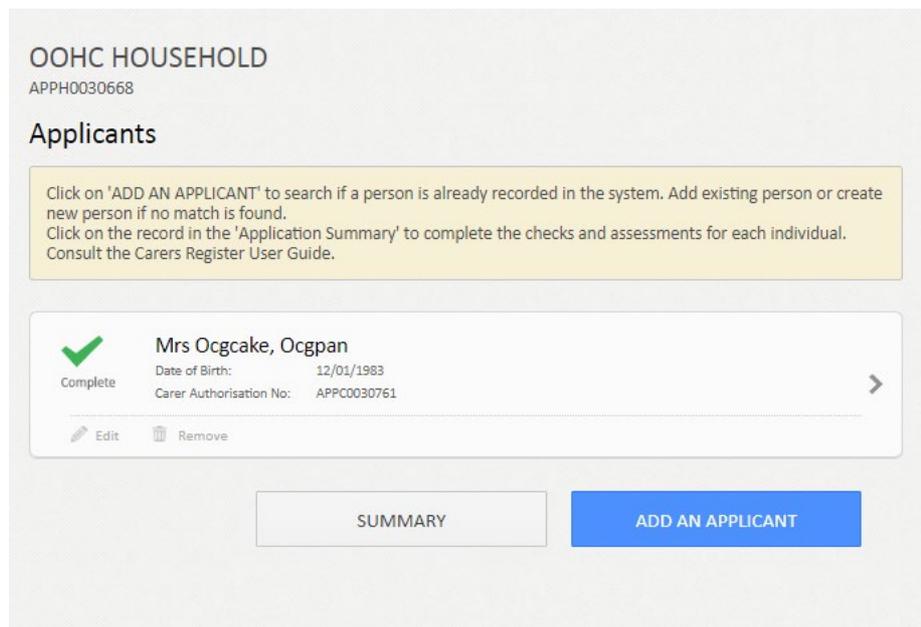
Applicants Summary

Please note — the Applicants Summary page must list all carer applicants residing at the household. The carer applicant will show as complete when all mandatory fields have been recorded. You may return at a later date to complete any information you don't currently have.

Details displayed in the Applicants Summary:

- “In Progress” if all mandatory fields have not been completed
- ✓ *Complete* when all mandatory requirements have been entered **and** a decision recorded
- Applicant name and DOB
- Carer authorisation no. — (system generated)

REPEAT ‘ADD AN APPLICANT’ PROCESS TO RECORD ALL CARER APPLICANTS RESIDING IN THE HOUSEHOLD



The screenshot shows the 'OOHC HOUSEHOLD' interface with the ID 'APPH0030668'. Under the 'Applicants' section, there is a yellow instruction box: '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 in the 'Application Summary' to complete the checks and assessments for each individual. Consult the Carers Register User Guide.' Below this, a card for 'Mrs Ocgcake, Ocgpan' is shown with a green checkmark and 'Complete' status. Her details include Date of Birth: 12/01/1983 and Carer Authorisation No: APPC0030761. There are 'Edit' and 'Remove' icons below the card. At the bottom, there are two buttons: 'SUMMARY' and 'ADD AN APPLICANT'.

Navigation

- **EDIT** allows the applicants pre-authorisation checks to be edited up until the application has been finalised
- **REMOVE** should be used if the individual wishes to continue as an applicant but in a separate application household, with the same agency
- **SUMMARY** leads to the Application Summary
- **ADD HOUSEHOLD MEMBER** go to the Search for Applicant in order to add a household member

Task 5

Household Members

Drill into the Household Member section to record all household members that reside at the household

OR select an already recorded household member to finalise record.

Step 1 Select a current household member to continue the process

Or

Select ADD Household Member

OOHC HOUSEHOLD
APPH0030668

Household Members

Click on 'ADD HOUSEHOLD MEMBER' 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 in the 'Application Summary' to complete checks and assessments for each individual. Consult the Carers Register User Guide.

 No household members have been recorded
No info

[SUMMARY](#) [ADD HOUSEHOLD MEMBER](#)

ADD HOUSEHOLD MEMBER

Navigation

- **ADD HOUSEHOLD MEMBER** is used to SEARCH for Household Member
- **SUMMARY** is used to return to the Authorisation Summary

Search for Household Members

As with applicants, the system directs the user to SEARCH whether the individual already exists in the Carers Register.

Step 1 Enter LN, FN, MN + DOB;
Or
WWCC (Clearance or Application Number)

Step 2 Select SEARCH

OOHC HOUSEHOLD
APPH0030668

Search For Household Members

Last Name

First Name

Middle Name

Date of Birth

WWCC Clearance or Application

WWCC No.

Navigation

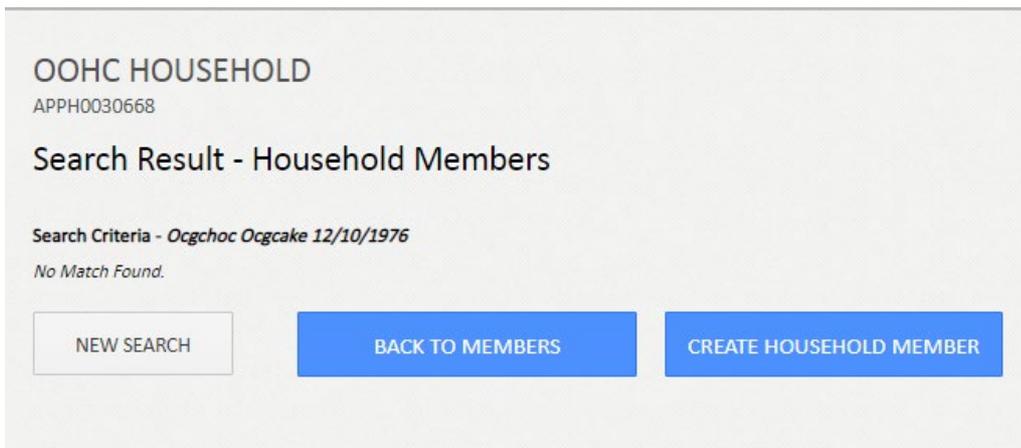
- **CANCEL** to go back to Applicants Summary
- **SAVE** generates results for entered search criteria

What are the possible search results?

Option 1 NO RECORDS FOUND

If 'No match is found' when searching the individual, the user must create a new applicant
To create a new applicant

Step 1 Select Create Household Member



OOHC HOUSEHOLD
APPH0030668

Search Result - Household Members

Search Criteria - *Ocgchoc Ocgcake 12/10/1976*
No Match Found.

NEW SEARCH BACK TO MEMBERS CREATE HOUSEHOLD MEMBER

Navigation

- **NEW SEARCH** is used to generate a new search for a Household Member
- **BACK TO MEMBERS** is used to return to the Household Member Summary
- **CREATE HOUSEHOLD MEMBER** creates a new Household Member

Note: If the individual does exist in the system there will be some pre-populated information:

- Title, gender, FN, MN, LN, other names
- Identifies as Aboriginal or Torres Strait Islander
- WWCC, Community Services check (both age dependant)
- If adding current applicant/authorised carer as a household member, note that household members do not have a Carers Register number

Individual Checks: WWCC's and Community Services checks always travel with the individual.

Option 2 AN EXACT OR PARTIAL MATCH

If a result is returned, the user must ascertain whether the returned individual is the correct individual, by drilling into the returned individual's name.

If it is the correct individual:

Step 1 Select Add as Member

The following information is pre-populated into the form if known:

- Title, gender, FN, MN, LN, other names
- Identifies as Aboriginal or Torres Strait Islander
- WWCC*, Community Services check* (*age applicable)

The screenshot displays the 'Record an OOHC Application' interface. At the top, there is a header with a notification bell and a user profile icon. Below the header, the main content area shows 'OOHC HOUSEHOLD' with ID 'APPH0030668'. The section is titled 'Search Result - Household Members'. The search criteria are 'Ocglounge Ocgchair 14/02/1984', and it indicates '1 records found'. The search result for 'Ocglounge Ocgchair' is shown with details: 'OTHER/PREVIOUS NAMES', 'DATE OF BIRTH 6/07/1981', and 'CARER AUTHORISATION NO. APPC0024973'. A blue callout box with the text 'ADD AS MEMBER' and an arrow points to a button labeled 'ADD AS MEMBER' next to the search result. At the bottom of the interface, there are three buttons: 'NEW SEARCH', 'BACK TO MEMBERS', and 'CREATE HOUSEHOLD MEMBER'.

Navigation

- **ADD AS MEMBER** adds the Member and returns to Household Member Summary
- **NEW SEARCH** generates a new search for Household Member
- **BACK TO MEMBERS** returns to the Household Members Summary
- **CREATE HOUSEHOLD MEMBERS** creates a new Household Member (individual does not exist in the Carers Register)

Create Household Member

Once the CREATE HOUSEHOLD MEMBER button has been selected you will be required to complete the applicant's core details.

Searched information auto-populated:

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

Step 1 Enter Title, Gender

Enter a Yes/No response to Identifies as Aboriginal and/or Torres Strait Islander

If Yes, select whether the applicant identifies as Aboriginal, Torres Strait Islander or Both

Add other names if applicable

Step 2 Select 'Create Household Member'

The screenshot shows a web form titled "OOHC HOUSEHOLD" with the reference number "APPH0030668". The main heading is "Create Household Member". The form contains several fields: "Title" (dropdown menu), "Gender" (dropdown menu), "Last Name" (text input with "Ogcake"), "First Name" (text input with "Ogchoo"), "Middle Name" (text input with "Middle Name"), "Date of Birth" (text input with "14/06/1978"), and "Identifies as Aboriginal and/or Torres Strait Islander?" (dropdown menu). Red asterisks indicate required fields. Below the form is a large white box containing a blue "ADD OTHER NAMES" button. At the bottom, there are two buttons: "BACK TO SEARCH" and "CREATE HOUSEHOLD MEMBER".

Navigation

- **CREATE HOUSEHOLD MEMBER** to create a new Household Member
- **BACK TO SEARCH** will go back to the Search Results — Household Members

Note: Household members do not have a Carers Register number or a Pre-authorisation checklist

Household Members Summary

Step 3 Select EDIT to progress the household members details

Details displayed in the Household Members Summary:

In Progress

- Member name
- Date of birth

OOHC HOUSEHOLD
APPH0030668

Household Members

Click on 'ADD HOUSEHOLD MEMBER' 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 in the 'Application Summary' to complete checks and assessments for each individual. Consult the Carers Register User Guide.

Mr Ocgcake, Ocgchoc
Date of Birth: 14/06/1978

Edit Remove

SUMMARY ADD HOUSEHOLD MEMBER

Navigation

- **EDIT** to complete Household member records
- **REMOVE** should be used if the individual wishes to continue as an applicant but in a separate application household, with the same agency
- **ADD HOUSEHOLD MEMBER** will activate a Search for Household Member
- **SUMMARY** will take you to Household Member Summary

Edit Household Member

The Household Member's core details (entered in the search and core details section) and carer authorisation number is pre-populated and READ ONLY.

Other Names: can be recorded at any stage throughout the application process

OOHC HOUSEHOLD
APPH0030668

Edit Household Member

Review and update the household member's details and checks as required. Consult the Carers Register User Guide.

Title	<input type="text" value="Mr"/>	
Gender	<input type="text" value="Male"/>	*
Last Name	<input type="text" value="Oogcake"/>	*
First Name	<input type="text" value="Ooghoc"/>	*
Middle Name	<input type="text" value="Middle Name"/>	
Date of Birth	<input type="text" value="14/06/1978"/>	*
Identifies as Aboriginal and/or Torres Strait Islander?	<input type="text" value="No"/>	*



Individual Checks

The Individual Checks travel with the individual's core details, the latest record will be displayed.

Note: Individual checks (WWCC and Community Service checks) travel with the individual and are not required to be updated by subsequent agencies unless there has been a change/update. For individuals already recorded in the Carers Register, the relevant designated agency must review the current 'Individual checks' details and make changes if required.

Working with Children Check (WWCC) Each Household Member (aged 18 years and over) must have either a WWC Application or Clearance number with a status of APPLICATION IN PROGRESS or CLEARED in order for the OOHC application to be approved. This needs to be entered into the Carers Register.

- Step 4** Enter WWCC Clearance/Application no.
Enter Expiry date (clearance)
Select Status

Community Services Check Each designated agency must conduct a Community Services Check for each Household Member (over 16 years) and record the date it was completed on. The Designated Agency's name will be pre-populated and is a Read Only field.

- Step 5** Enter date the CS Check completed on

- Step 6** Save Household Member

Individual Checks

Working With Children Check (WWCC)

Application Number

Clearance Number

Expiry Date

Status

Community Services Check

Agency

Date Completed

Household Member Summary

Details displayed in the Applicants Summary:

- “In Progress” if all mandatory fields have not been completed
- ✓ *Complete* when all mandatory requirements have been completed

The screenshot shows the 'OOHC HOUSEHOLD' interface for APPH0030668. Under the heading 'Household Members', there is a yellow instruction box: 'Click on 'ADD HOUSEHOLD MEMBER' 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 in the 'Application Summary' to complete checks and assessments for each individual. Consult the Carers Register User Guide.' Below this, a card displays a green checkmark and the text 'Complete' for 'Mr Ocgcake, Ocgchoc', with a 'Date of Birth: 14/06/1978' and a right-pointing arrow. At the bottom of the card are 'Edit' and 'Remove' icons. Below the card are two buttons: 'SUMMARY' and 'ADD HOUSEHOLD MEMBER'.

REPEAT ‘ADD HOUSEHOLD MEMBER’ PROCESS TO RECORD ALL CARER APPLICANTS RESIDING IN THE HOUSEHOLD

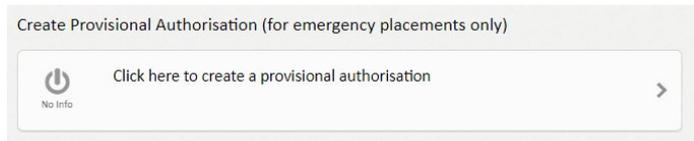
Navigation

- **EDIT** takes you to Edit Household Member (Note: if the individual already exists in the Carers Register with your agency, you will be taken to the Search view and changes must be made via Individual Management)
- **REMOVE** option should be used if the individual wishes to continue the household member process but in a separate application (household), with the same agency
- **SUMMARY** goes back to the Authorisation Summary page
- **ADD HOUSEHOLD MEMBER** goes to the SEARCH — Household Member page

Task 6

Provisional Authorisation (if required)

Provisional authorisation relates to emergency placements only. Therefore this is not a mandatory section of the Register.



If the application does not require provisional authorisation this section will display, 'No info'.

Creating a Provisional Authorisation can be done at any stage during an OOHC application as long as the following is recorded:

- at least one OOHC applicant
- home address
- home inspection has been completed with a satisfactory outcome

Step 1 Record at least one applicant's details in Applicant Details section, refer to Task 4

Step 2 Complete Household details section, refer to Task 3

Step 3 Enter Date, Child or Young Person Placed

Note: The date child or young person placed cannot be a date in the future. This date triggers the commencement of the three month timeframe for completing the OOHC application

Step 4 Read and agree to the responsibilities and obligations of the declaration

Step 5 Select 'Generate' to generate the provisional authorisation

Important: Refer to the Carers Register User Guide for more information and instructions relating to Provisional Authorisations

A screenshot of the "OOHC HOUSEHOLD" form. The form title is "OOHC HOUSEHOLD" with ID "APPH0030668". The section is titled "Create Provisional Authorisation". A yellow box contains a disclaimer: "A designated agency may, in an emergency, provisionally authorise a person who is a relative or kin of, or who is known to, the child or young person who requires OOHC. A provisional authorisation may not be entered onto the Carers Register without a satisfactory home inspection or prior to the child or young person being placed. Consult the Carers Register User Guide." Below this is a text input field for "Date child or young person placed" containing "DDMMYYYY". A blue arrow points to this field with the text "Date CYP placed". Below the input field is a "Declaration" section with a scrollable list of terms and conditions. At the bottom, there is an "I agree" checkbox, a "CANCEL" button, and a "GENERATE" button. A blue arrow points to the "GENERATE" button with the text "GENERATE".

Applicants Summary

Details displayed in the Applicants Summary:

- No content — provisional authorisation not required
- ✓ *Complete* when all mandatory requirements have been entered
- Date child or young person placed

Create Provisional Authorisation (for emergency placements only)



Child/Young person placed on 30/06/2020

Complete



Note:

- There is no EDIT function available for Provisional Authorisation; to amend the date contact the OCG
- If the Provisional Authorisation is no longer required (i.e. if the child moves placement) but the applicant still wishes to become authorised, continue the application. The Provisional Authorisation will lapse once the decision has been recorded against the application

Task 7

Finalise Application

This function will record a determination against the whole OOHC application including all carers and household members.

- An application can be finalised at any stage
- At a minimum, the application details, household details and at least one applicant must be finalised to approve an OOHC application
- If one individual's OOHC carer authorisation is in progress the application will remain pending until adult household member probity requirements are satisfactorily met (core details, individual checks, etc)
- The pending applicant should be finalised via the household management (add/edit function) within a suitable time frame. Alternatively, remove the individual as an applicant and record them as a household member
- An OOHC application can be approved with at least one approved applicant

The system allows the applications to be approved with a refused/withdrawn – with concerns applicant:

- Agencies must manage the risks associated with this scenario in line with its policies and procedures which is reviewable by the OCG
- It may be acceptable that an applicant is refused, withdrawn – with concerns e.g. due to serious health concerns, but suitable to be a household member

To record the Determination decision

Step 1 Select a Decision to record an OOHC Application outcome

Applicant Decision (decision against the whole application)

1. **Approved** — all applicant and household member checks and suitability have been assessed with a satisfactory outcome and the designated agency deems it appropriate for this OOHC application to be approved.
2. **Not Approved** — one or more applicant/s or household member checks are marked as unsatisfactory and the designated agency deems the OOHC application as unsuitable to be approved.
3. **Data Entry Error** — an OOHC Application can be marked as a data entry error if it was entered in error i.e. an individual attended an information session however did not apply to be an authorised carer.

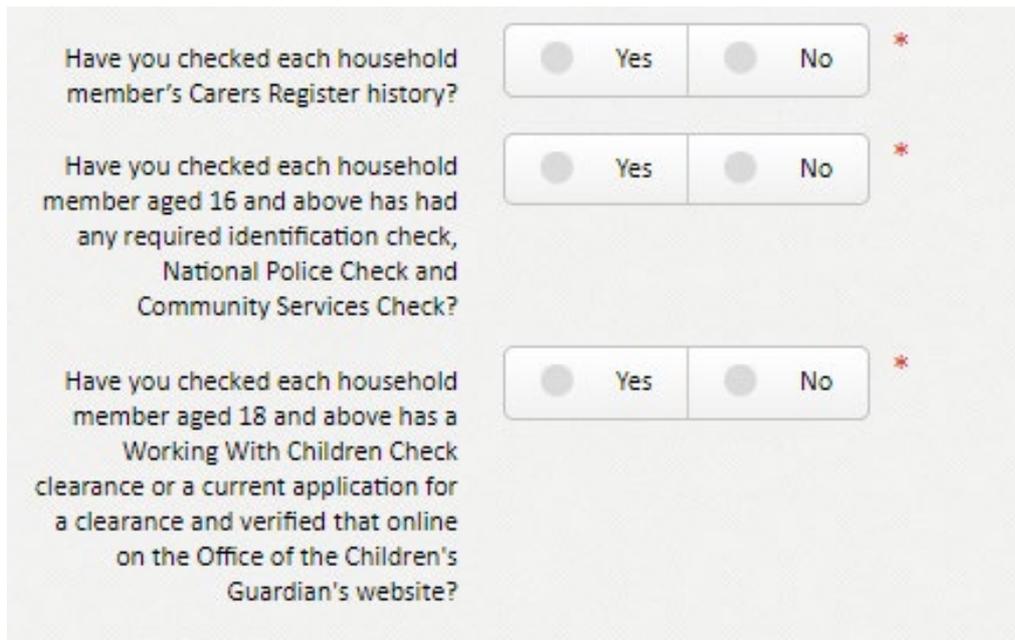
Step 2 Enter Effective Date — cannot be a date in the future

The screenshot shows the 'OOHC HOUSEHOLD' interface for 'Finalise Application'. The header includes 'OOHC HOUSEHOLD' and the ID 'APPH0030668'. A yellow instruction box says 'Record decision, complete declaration & SUBMIT to finalise this application'. Below is the 'Determination' section with two fields: 'Decision' (a dropdown menu currently showing 'Please select') and 'Effective Date' (a date input field showing 'DD/MM/YYYY'). A red asterisk is next to the 'Decision' field. A callout box provides a magnified view of the 'Decision' dropdown menu, which lists the options: 'Please select', 'Approved', 'Not Approved', and 'Data Entry Error'.

Household Member Final Determination Questions

If a household member has been added to the OOHC application, the following questions will be displayed, and must be answered before submitting the OOHC application:

Step 3 (if applicable) Select → YES / NO



The screenshot shows three questions, each with two radio button options: 'Yes' and 'No'. A red asterisk is located to the right of each question, indicating that all three are mandatory. The questions are:

- Have you checked each household member's Carers Register history?
- Have you checked each household member aged 16 and above has had any required identification check, National Police Check and Community Services Check?
- Have you checked each household member aged 18 and above has a Working With Children Check clearance or a current application for a clearance and verified that online on the Office of the Children's Guardian's website?

Note:

- If the household member is under 16 years old, only question 1 will display
- All questions must be recorded with a YES in order to Approve the OOHC Application

Declaration

Step 4 Read the Declaration

Enter ✓/I Agree

Select SUBMIT

Declaration

By clicking the 'I agree' box and 'Submit' button, I certify that:

- I am an officer of a designated Agency as defined by section 72 of 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 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.

I agree *

Application can only be submitted if declaration is completed

Note:

- Once the OOHC application has been finalised and submitted, in order to access the OOHC carer authorisation or household member information, complete an authorising agency search — left hand tool bar
- On finalising the OOHC application, any provisional authorisation will lapse

Navigation

- **CANCEL** closes Application Summary and does not save any data just entered
- **SUBMIT** will submit the OOHC Application confirmation

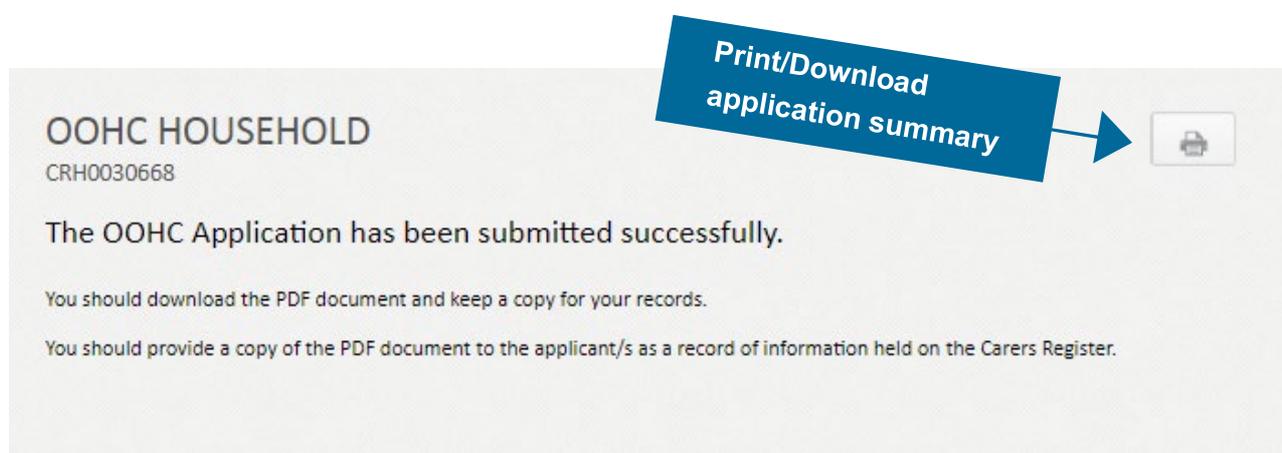
Task 8

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



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+
- Finalisation details (e.g. approved)

Note:

- Download the Application Summary as per your agency's records management policy
- Provide a copy of the Application Summary to the applicant/s as a record of the information held on the Carers Register
- 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
- Household details may change over time, current records can be retrieved by performing a Carers Register search and printing the relevant information

Application Details	
Designated Agency	OCG Test 2 17.2
Responsible Location	CRA0068-Redfern
Designated Agency's Application Reference	Test/Optional
Date Application Lodged	29/06/2020

Household Details	
OOHC household number	CRH0030668
Household Address	219 CLEVELAND ST REDFERN NSW 2016 AUSTRALIA
Home Inspection	Satisfactory 29/06/2020

Authorised Carer - Mrs Ocgpan Ocgcake	
Carer authorisation number	CRC0030761
Other Names	-
Date of Birth	12/01/1983
Gender	Female
Aboriginal Or Torres Strait Islander	No
Working With Children Check (WWCC)	
Application Number	
Clearance Number	WWC1111111V
Expiry Date	3/06/2025
Status	CLEARED
Community Services Check	
Agency	OCG Test 2 17.2
Date Completed	30/06/2020
Carer Pre-Authorisation Requirements	
Designated agency Applicant Reference	Test
Has the applicant been a carer interstate?	No
Authorised For	Statutory Foster Care
Identification check	Satisfactory 09/06/2020
WWCC requirements met	Satisfactory 04/06/2020
National Police Check (NPC)	Satisfactory 10/05/2020
Community Services check	Satisfactory 14/05/2020
Other designated agency check	Satisfactory 12/04/2020
Health check	Satisfactory 12/02/2020
Two referees checked	Satisfactory 04/02/2020
Code of Conduct sighted and signed	Satisfactory 10/03/2020
Pre-authorisation training conducted	Satisfactory 17/06/2020
Carer capability and suitability assessed	Satisfactory 30/06/2020
Decision/Status	Approved - first time carer

Household Member - Mr Ocgchoc Ocgcake	
Other Names	-
Date of Birth	14/06/1978
Gender	Male
Aboriginal Or Torres Strait Islander	No
Working With Children Check (WWCC)	
Application Number	
Clearance Number	WWC1111111V
Expiry Date	19/02/2025
Status	CLEARED
Community Services Check	
Agency	OCG Test 2 17.2
Date Completed	10/06/2020
Status	Current

Finalisation Details	
Decision	Approved
Effective Date	30/06/2020
Have you checked each household member's Carers Register history?	Yes
Have you checked each household member aged 16 and above has had any required identification check, National Police Check and Community Services Check?	Yes
Have you checked each household member aged 18 and above has a Working With Children Check clearance or a current application for a clearance and verified that online on the Office of the Children's Guardian's website?	Yes