



Office of the
Children's Guardian

Module 8

The NSW Carers Register Search Functions

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Learning Outcomes

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

- Understand the different types of search functions that are available in the Carers Register

Introduction

This module outlines how the various search functions within the Carers Register work.

In the first section the various Search functions are described. This is followed by a more detailed explanation of how to search for an individual.

Section 1 Search Function

Carer Authorisation, Applicant and Household Member history

The Carers Register has been designed to be a reliable source of aggregated data including:

- application and authorisation history, including application refusals and cancellation/suspension of authorisations
- associations between carers and households, including individual household members, and movements into and out of households
- prospective carers and their household members' history (or current association) with other designated agencies

System generated alerts

Information recorded in the Carers Register will flag potential alerts relating to carer applicants, authorised carers and their household members. The system generated alerts sent to designated agencies may require action or advice to contact other designated agencies for further information.

Here are two examples:

- **Authorised carer, applicant or household member name** This is to notify that [individual's original name] has been changed by another designated agency. Please conduct a Carers Register search to view changes.
- **Carer Authorisation has been surrendered** This is to notify that [Individual Name] has surrendered their OOHC carer authorisation with another designated agency. Please conduct a Carers Register search to identify the other designated agency and then contact that agency for further details.

Printing Carers Register records

- On the completion of an application, the system will generate a PDF receipt of the application records
- Over time the carer authorisation (including household member) details may change i.e. individual name change or additions to the household. In this instance the individuals records can be retrieved by performing a Carers Register search and printing (if required) the relevant information.
- The Reportable Allegations TAB does not have a print option, see reportable allegations for sharing information instructions

Traffic Lights

The Carers Register uses coloured symbols (traffic lights) to highlight the current status of:

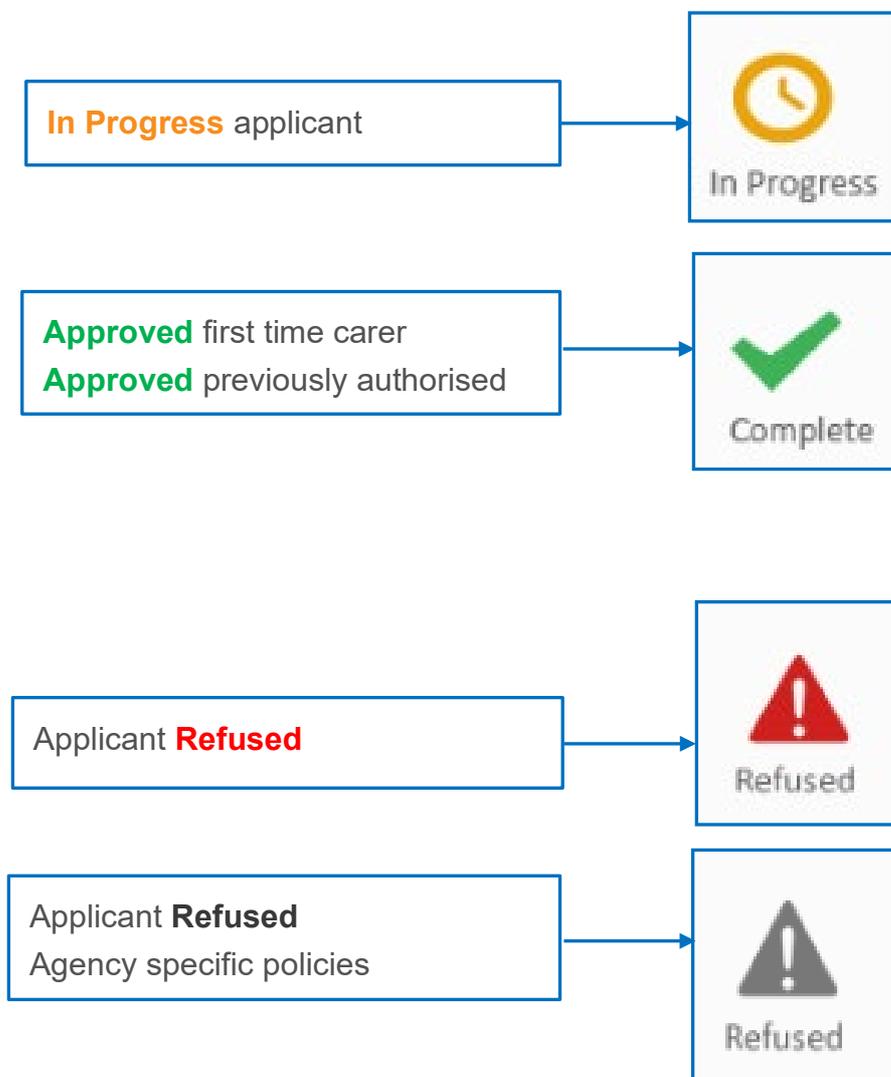
- Applications: carer applicant, household members & households
- Authorisations: authorised carers, household members & households

The traffic lights are located in the application summary and the authorising agency search results to provide a quick view of a carer applicant, authorised carer or household member's status.

Application Summary View

Applicant status/decision (the applicant)

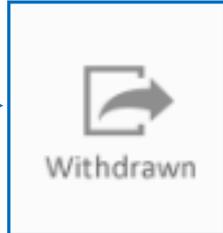
The below traffic lights apply at application stage.



Applicant **Withdrawn with concerns**



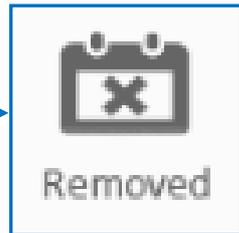
Applicant **Withdrawn no concerns**



Provisional authorisation –
Ceased no concerns



Applicant/ Household Member
removed from the Application
(household)



Data entry error (applicant)

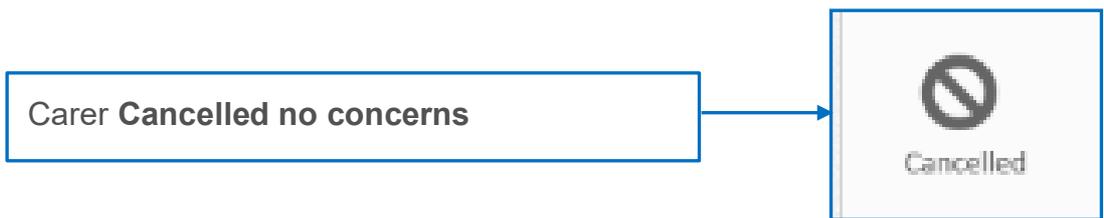
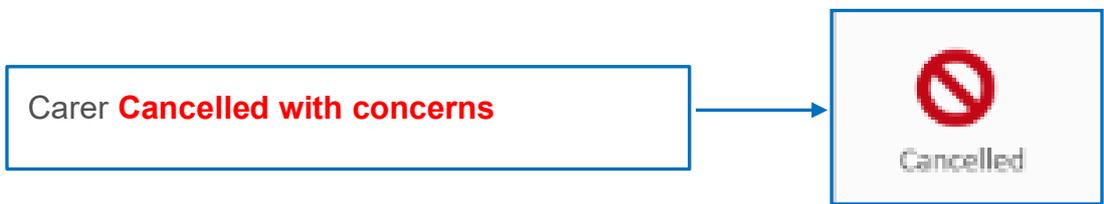


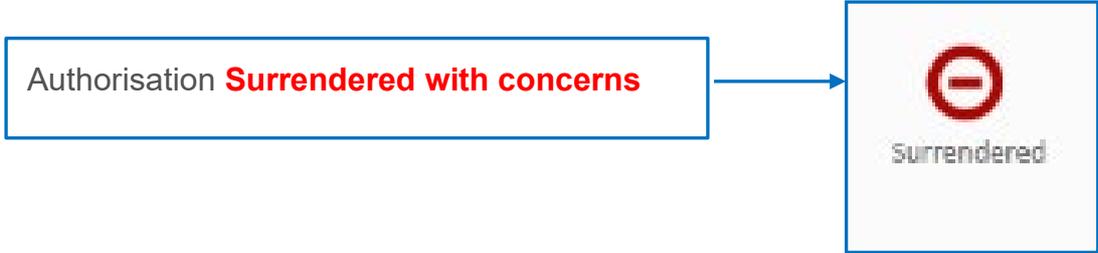
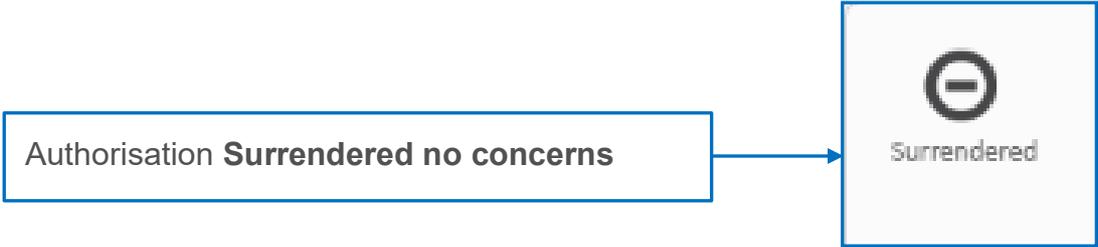
Traffic Lights in Search View

The below traffic lights apply to finalised applications (the household).



The below traffic lights apply to the Individual Management (the authorised carer)



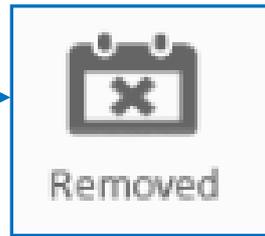


The below traffic lights will appear against the authorisation type.

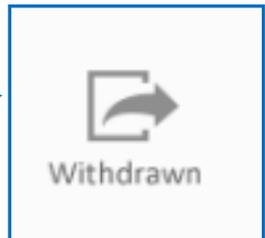


The below traffic lights apply to the individuals (Individual Management)

End dated (from the approved household)
Remove (from household in application stage)



Deceased

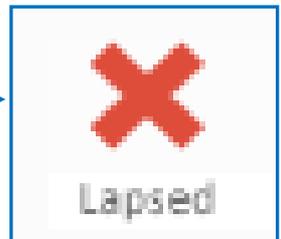


The below traffic lights apply to an approved application – the household (Household Management)

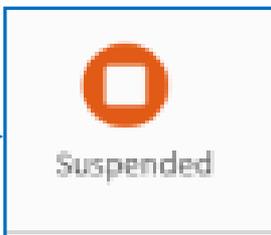
Approved – finalised household



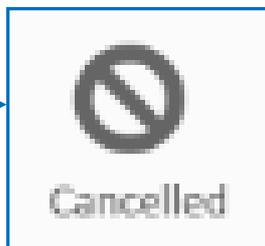
Provisional authorisation lapsed (once application complete)



Suspended (finalised Household)



Cancelled (finalised household)



Search options

Authorised Carer/Applicant/Household Member/Household

- Inside an application – search results = all records from all designated agencies (excluding Reportable allegation – no record)
- Authorising agency search – search results = are restricted to the searching designated agency's own records (including Reportable allegation – no record)

Inside an application Search

- Prior to entering an applicant or household member's details, a designated agency is first directed to complete a search to identify whether the individual has a Carers Register record (as an applicant, authorised carer or household member).
- If the individual is recorded in the Carers Register the relevant agency must conduct the 'Other designated agency check'.
- If the Other designated agency is Community Services, the Other Designated Agency check will be included in the Community Services Check

Note: Search by WWCC number if you can't find an individual by a name search.

Search for Applicant

Last Name

First Name

Middle Name

Date of Birth

WWCC Clearance or Application

WWCC No.

Search For Household Members

Last Name

First Name

Middle Name

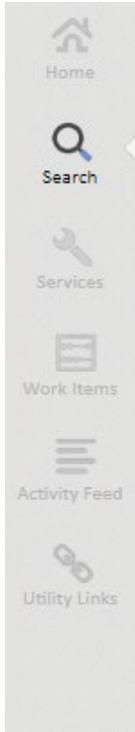
Date of Birth

WWCC Clearance or Application

WWCC No.

Authorising agency Search

Use the Search option on the Carers Register Tool Bar.



This SEARCH option allows searching by first and/or last names, DOB or even year of birth.

Purpose – authorising agency search

Review, update, record change decision, print summary

Household or Individual Management refers to changes that are made after authorisation

Household Management

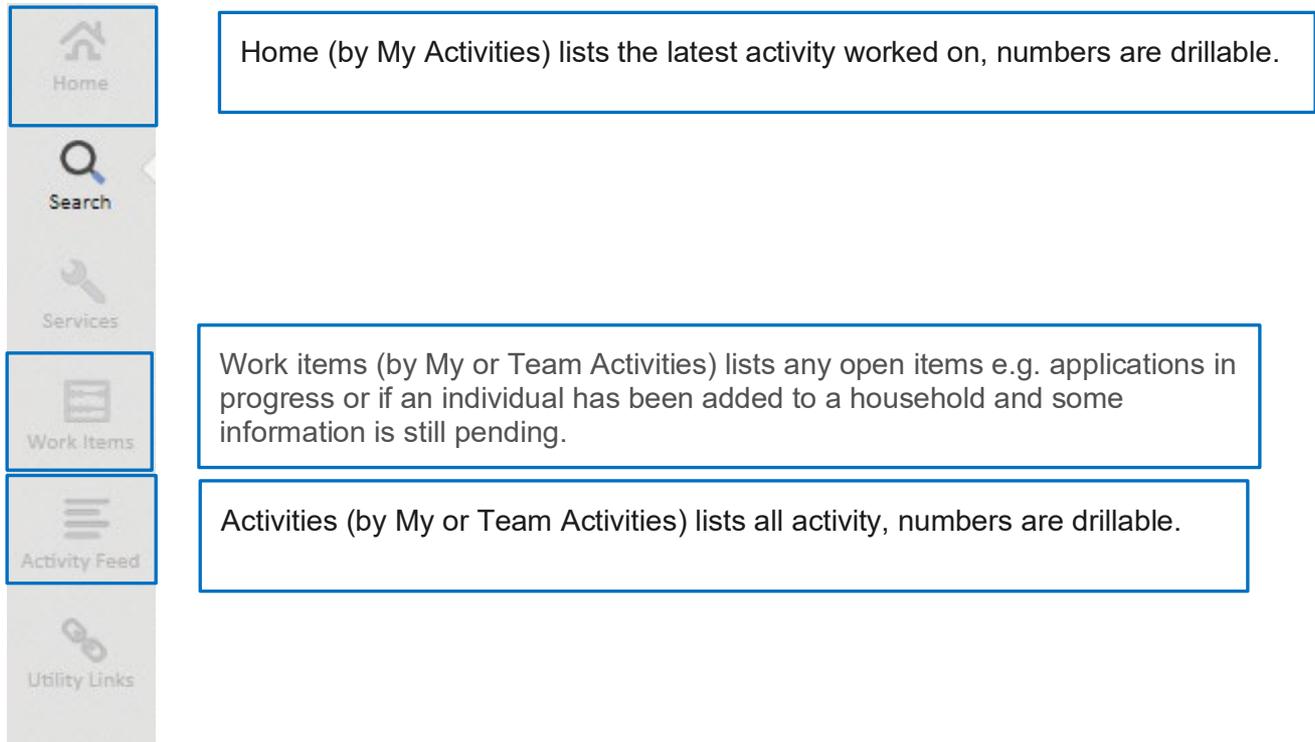
- Add/edit Authorised Carer/Applicant/ Household Member
- End date (remove) carers/household members from approved household
- Decision - suspend/cancel a household
- Cancel/surrender/suspend authorisation
- Change decision/reason – lift suspension
- Change address
- Change responsible location (agency mgt)
- Download and print application summary

Individual Management

- Change core details
- Update WWCC or CS Check
- Record a reportable allegation
- Change authorisation type (*Stat Foster Care /Other Care*)
- Change decision/reason – lift suspension

Authorising agency - additional methods for retrieving records

Use the Search option on the Carers Register Tool Bar to Search for your own agency's records.



The screenshot shows a vertical toolbar with icons for Home, Search, Services, Work Items, Activity Feed, and Utility Links. Three callout boxes provide details:

- Home (by My Activities)** lists the latest activity worked on, numbers are drillable.
- Work items (by My or Team Activities)** lists any open items e.g. applications in progress or if an individual has been added to a household and some information is still pending.
- Activities (by My or Team Activities)** lists all activity, numbers are drillable.

Authorising agency - additional methods for retrieving records

Use the Search option on the Carers Register tool bar to search for:

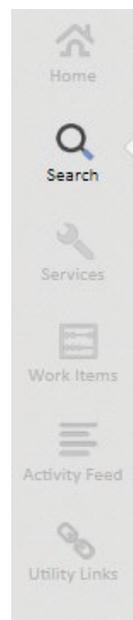
Organisation: Search on your designated agency's name = see a list of all records (this is not particularly helpful, as the records are only identifiable by the generated Carers Register number).

Authorising agency (by Household No.): Search on Household No. (CRHnnn)
= household (drillable) to view all associated parties

Application (by Household No.): Search on Household No. (APPHnnn)
= household (drillable) to view all associated parties

PLEASE NOTE: the following search options are available, however it should be noted that these methods of searching will go directly to the search record, and provide only a limited view. Recommended practice is to always search by the individual so that each record is viewed in context to all records associated to the searched individual.

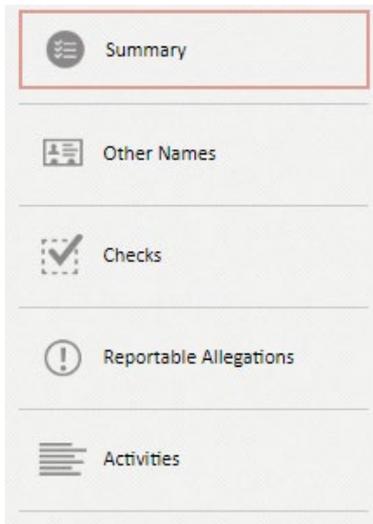
-  Individual
-  Organisation
-  Authorisation
-  Application
-  Reportable Allegation
-  Address



Search results (application or authorising agency search)

Individual TABS

This is done by searching or drilling into the carer applicant, authorised carer or household member's name.



Summary:

- Individuals name, DOB, Gender, Aboriginal or Torres Strait Islander
- WWCC (age applicable)
- Authorisations and Applications
- Related Households

Other names:

- If known by any other name

Checks (history):

- WWCC
- Community Services Check

Reportable Allegations:

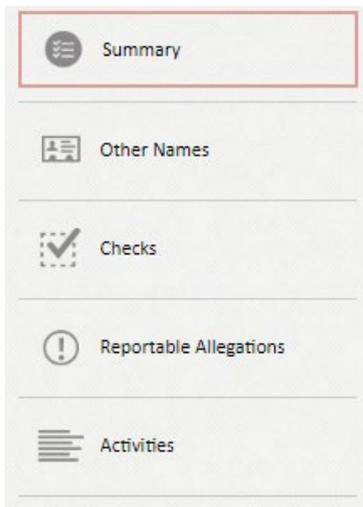
- Current reportable allegations
- Finalised reportable allegations
- Contact Ombudsman's office

Activities:

- Audit trail

Authorisation TABS (application or authorising agency search)

This is done by searching or drilling into the Carer Authorisation number



Summary:

- Start date (authorisation)
- Authorised carers name
- Designated agency (authorising agency)
- Responsible location (within designated agency)
- Authorisation type (foster care/other care)
- Related (all associated parties to the individual)

Addresses:

There is no associated information with this tab as all address information is recorded against the household.

Attachments:

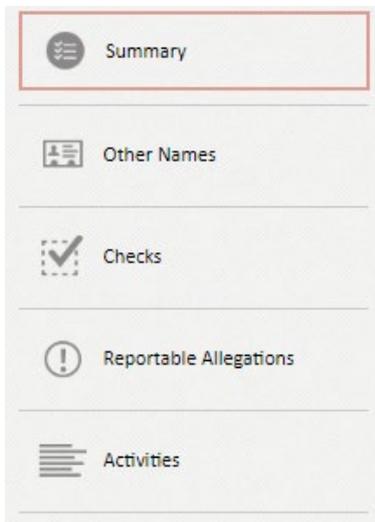
Finalised OOHC Application Summary is located on the household record.

Activity:

Individual Management action

Household – TABS (application or authorising agency search)

This is done by searching or drilling into the household number



Summary:

- Start date (approved)
- Household address
- Designated agency (authorising agency)
- Responsible location (within designated agency)
- Authorisation type (foster care/other care)
- Related (all associated parties to the household)

Addresses:

Household address

Attachments:

Finalised OOHC Application or Back Capture Summary

Activity:

Audit trail (application and Household Management actions)

Section 2 Practice and further information - searching an individual

Core details and checks travel with the individual, therefore if the individual has an association with more than one agency, all agencies may view or record/update:

- A new primary name
- Add other name
- WWCC update
- Community Services check

In addition, any agency that has an association with an individual can record a reportable allegation.

PLEASE NOTE: only the agency that records the reportable allegation can finalise the allegation

The screenshot displays the user interface for searching individuals in the NSW Carers Register. On the left is a vertical navigation menu with icons and labels for Home, Search, Services, Work Items, Activity Feed, and Utility Links. The 'Search' option is highlighted. A blue-bordered box contains the following text:

Search by Individual
Either by:

- Name
- DOB or year of birth

Search Results:

- Carer
- Applicant
- Household Member

Below this box is a search input area. It features a dropdown menu set to 'Individual', a text input field with the placeholder 'Search for a record', and a blue 'Search' button. A yellow tooltip points to the input field with the text 'Search on individual name or year of birth'.

For example:

A search of the name Garden will return all applicants with the name Garden as recorded by the agency conducting the search.

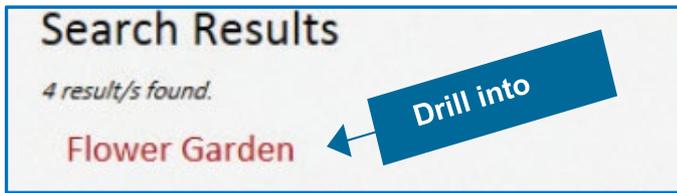
The search results will include:

- Name
- Other names
- DOB
- Associations:
 - Authorisations + Household
 - Applications + household
 - Household Member = household

The screenshot shows a search interface with a search bar containing 'Garden' and a dropdown menu set to 'Individual'. Below the search bar, a yellow banner reads 'Search on individual name or year of birth'. The search results section is titled 'Search Results' and indicates '4 result/s found'. The results are listed as follows:

- Flower Garden**
OTHER NAMES: No information available
DATE OF BIRTH: 14/08/1970
✓ Licensee of OOHC Carer Authorisation No: CRC0001094
✓ Authorised Carer of OOHC Household No: CRH0001602
Annotations: 'Household' points to the household number; 'Authorised Carer' points to the carer status.
- Vege Garden**
OTHER NAMES: No information available
DATE OF BIRTH: 13/08/1970
ⓘ Applicant of OOHC Carer Authorisation Application No: APPC0001095
✓ Authorised Carer of OOHC Household No: CRH0001602
Annotation: 'Applicant' points to the application status.
- Weedy Garden**
OTHER NAMES: No information available
DATE OF BIRTH: 12/08/2010
✓ Household Member of OOHC Household No: CRH0001602
Annotation: 'Household member' points to the household member status.
- Native Garden**
OTHER NAMES: No information available
DATE OF BIRTH: 7/08/1980
✓ Household Member of OOHC Household No: CRH0001602
Annotation: 'Household member' points to the household member status.

Click on the listed result that you think is the individual that you are searching for based on the given information, and further details will come up.



In this example, Flower Garden is the individual who most closely matches the information that you have.

Here is further information

Individual Record
View and/or update details of individual record

Search Results

Flower Garden

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

Edit

Summary

Other Names

Checks

Reportable Allegations

Activities

Authorisations and Applications

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

Related Households

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

Drill into

Summary tab information

Use this tab to view or to drill into further information

Core details and WWCC

- Individuals name, DOB, Gender, Aboriginal or Torres Strait Islander
- WWCC (age applicable)

Authorisations and Applications:

- authorised by: (agency name)
- authorisation type (foster/other care)

Related Households drill into to view all associated parties (applications/authorised carers/household members).

The screenshot shows the 'Individual Record' page for 'Flower Garden'. The page is divided into several sections:

- Core details and WWCC:** A callout box points to a table containing personal information: Date of Birth (14 August 1970), Gender (Female), Aboriginal/Torres Strait Islander (No), and WWCC (WWC111111V).
- Authorisations and Applications:** A callout box points to a table listing an 'OOHC Carer Authorisation # CRC0001094' with details such as 'Statutory Foster Care' and 'Licensee'.
- Related Households:** A callout box points to a table listing an 'OOHC Household # CRH0001602' with details such as 'Authorised Carer' and 'Provisional Carer'.

The right-hand side of the page features a sidebar with navigation options: Summary, Other Names, Checks, Reportable Allegations, and Activities.

Other name tab information

Use this tab to view or record other name/s for an individual.

The DELETE option should only be used if a name has been entered in error.

The screenshot shows the search results for 'Flower Garden'. A blue callout box labeled 'Other names TAB' with an arrow points to the 'Other Names' tab in the right-hand navigation menu. The 'Other Names' tab is highlighted with a red border. The main content area displays a table with the following data:

Last Name	First Name	Middle Name	
Patch	Flower		Delete

Below the table is an 'Add' button. The right-hand navigation menu includes the following options: Summary, Other Names (highlighted), Checks, Reportable Allegations, and Activities.

Checks tab information

Use this tab to:

1. View or to drill into further information
2. Record or change the status of the individual's WWCC
3. Record a new Community Services Check.

Select Edit to record the changes.

The screenshot displays a user profile for 'Flower Garden'. The main content area is divided into two primary sections: 'Working With Children Check' and 'Community Services Check'.
Working With Children Check: This section shows a card with the following details: Application Number, Clearance Number (WWC1111111V), Status (CLEARED), and Expiry Date (29/08/2019). Below the card is an 'Edit' button. A blue callout labeled 'Checks TAB' points to the 'Checks' tab in the right-hand navigation menu.
Community Services Check: This section shows a card with the following details: Agency (OCG TEST) and Date Completed (8/08/2013). Below the card is an 'Edit' button. A blue callout labeled 'History' points to the 'COMMUNITY SERVICES CHECK HISTORY' section below the card.
Right-hand Navigation: A vertical menu on the right side contains several options: Summary, Other Names, Checks (highlighted with a red border and a checkmark icon), Reportable Allegations, and Activities.
History Sections: Below the 'Working With Children Check' card is a grey bar labeled 'WWCC HISTORY' with a dropdown arrow and the text 'Previous Working With Children Check history'. A blue callout labeled 'History' points to this section. Below the 'Community Services Check' card is a grey bar labeled 'COMMUNITY SERVICES CHECK HISTORY' with a dropdown arrow and the text 'Previous Community Services Check history'. A blue callout labeled 'History' points to this section.

Allegations tab information

Use this tab to view, record or finalise a reportable allegation against an individual.

Note:

Pending allegations are viewable by all associated agencies

Finalised – no record, is viewable by the recording agency only.

Finalised – contact agency, is viewable by all associated agencies.

Contact the NSW Ombudsman’s office, is viewable by all associated agencies

The screenshot shows the 'Search Results' page for 'Flower Garden'. The page is divided into a main content area and a right-hand sidebar. The main content area has a yellow box containing text about reportable allegations and a blue 'ADD' button. The sidebar contains a list of tabs: 'Summary', 'Other Names', 'Checks', 'Reportable Allegations', and 'Activities'. The 'Reportable Allegations' tab is highlighted with a red border. Annotations include a blue arrow pointing to the 'Reportable Allegations' tab, a blue arrow pointing to the 'ADD' button, and a blue arrow pointing to the 'Finalise' button.

Reportable Allegations

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

- reportable allegations within the scope of the Ombudsman Act 1974, or
- allegations of conduct of a class or kind excluded from reportable conduct under section 25CA of that Act, but recorded on the Carers Register.

When the investigation is finalised, consult the Carers Register User Guide as to the next steps.

Record

ADD

Reference Number	1-1698915776
Designated Agency	OCG TEST
Date of Allegation	7/08/2014
Status	Current Reportable Allegation

Finalise

Reportable Allegations

Summary

Other Names

Checks

Activities

Activities tab information

Use this tab to view all activity relating to the individual. This is also known as an audit trail.

Details include:

- Summary of record
- Time and date recorded
- Username of person who accessed the record

The screenshot shows a search results page for 'Flower Garden'. At the top left, there is a 'Search Results' button and a share icon. The profile name 'Flower Garden' is displayed with a person icon. On the right side, there is a vertical menu with options: 'Summary', 'Other Names', 'Checks', 'Reportable Allegations', and 'Activities'. The 'Activities' option is highlighted with a red border. The main content area is titled 'ACTIVITY' and lists several events:

- Reportable Allegation # 1-1698915776 lodged against Ms Garden, Flower**
on 7/08/2014 2:57:58 PM by cra0009-dmaisy
- Community Services Check done on 8/08/2013 for Ms Garden, Flower**
on 7/08/2014 2:52:18 PM by cra0009-dmaisy
- Working with Children Check # done for Ms Garden, Flower**
on 7/08/2014 2:50:23 PM by cra0009-dmaisy
- Added Other Name "Flower Patch" for Ms Garden, Flower**
on 7/08/2014 2:13:12 PM by cra0009-dmaisy
- Submitted OOHC Carer Authorisation #CRC0001094 for Ms Garden, Flower**
on 7/08/2014 12:39:50 PM by cra0009-dmaisy

At the bottom of the activity list, there is a red button labeled 'SHOW MORE'.