
Carers Register

Guidance notes

2025

Office of the
Children's Guardian

www.ocg.nsw.gov.au



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1 Introduction

1.1 Purpose of these guidance notes

These guidance notes are applicable to designated agencies accredited to provide statutory or supported out-of-home care in NSW. Designated agencies are required to participate in the Office of the Children's Guardian's (OCG)s accreditation and monitoring framework.

These guidance notes have been prepared to provide information about the NSW Carers Register (Carers Register) guiding principles and key information.

These guidance notes should be read in conjunction with:

- the Carers Register Administrator's Guide
- Carers Register Training Modules 1-11
- The NSW Standards for Permanent out-of-home care (will superseded by the below Code of Practice October 2025)
- Code of Practice – designated agency and adoption service providers (from October 2025)
- designated agencies' own policies and procedures
- applicable legislation:
 - Children's Guardian Act 2019 No 25 (CG Act)
 - The Children's Guardian Regulation 2022 (CG Regulation)
 - Children and Young Persons (Care and Protection) Act 1998 (Care Act)
 - Children and Young Persons (Care and Protection) Regulation 2022 (Care Regulation)
 - Child Protection (Working with Children) Act 2012 (WWCC Act)
 - Child Protection (Working with Children) Regulation 2013 (WWCC Regulation)
- the OCG website www.ocg.nsw.gov.au for:
 - access to the Carers Register log in portal
 - a list of designated agencies and contact details for the purpose of exchanging information (other designated agency check)
 - Carers Register fact sheets, resources and guidance.

If you have a question about the Carers Register, please email the OCG OOHC Carer and Residential Worker Monitoring team at carers-register@ocg.nsw.gov.au or call 02 6588 7073.

Please note: the content of these Guidance Notes is subject to change. Designated agencies will be advised of any significant changes and are advised to visit www.ocg.nsw.gov.au for current information.

1.2 Intersecting legislation - Carers Register

The *Children and Young Persons (Care and Protection) Act 1998* (the **Care Act**) is the governing legislation that provides direction for the Government's commitment to the care and protection of children and young people in statutory and supported out-of-home care.

- The Care Act prescribes that children in statutory out-of-home care must only be placed with authorised carers.

The *Children and Young Persons (Care and Protection) Regulation 2022* (the **Care Regulation**) provides the framework to implement the Care Act.

- The Care Regulation sets out the carer authorisation requirements under Schedule 2 - Uniform suitability assessment requirements and Section 18 - Determination of Application.

The *Children's Guardian Act 2019* (the **CG Act**) is the governing legislation of the NSW Office of the Children's Guardian.

- The Carers Register is administered by the OCG under the CG Act.

The *Children's Guardian Regulation 2022* (the **CG Regulation**) provides the framework to implement the CG Act and the Care Act and explains how requirements apply under these Acts.

- The CG Regulation sets out what information is recorded on the Carers Register including:
 - Care Regulation Schedule 2 and Section 18 information
 - information about authorised carers and applicants (and household details and members)
 - reportable allegation information (date and outcome).

1.3 Accreditation and monitoring

The OCG's accreditation scheme fulfils the Children's Guardian's functions to promote the best interests of children in out-of-home care and ensure the rights of all children in out-of-home care are safeguarded and promoted.

The purpose of the accreditation scheme is to ensure designated agencies and adoption service providers meet mandatory standards when providing services to children in statutory out-of-home care. The accreditation scheme also allows the Children's Guardian to take action if an agency is not meeting mandatory practice requirements or is not fulfilling its obligations under relevant legislation.

All designated agencies accredited to provide statutory or supported out-of-home care in NSW must adhere to the requirements of the Carers Register¹. The Carers Register requirements must be incorporated into agencies' policies and procedures and will be assessed as part of the accreditation process.

1.4 Carers Register overview

The OCG is responsible for the administration of the Carers Register², commencing 15 June 2015. All designated agencies are required to complete a Carers Register registration form and enter data about carer applicants, authorised carers and their household members on the Carers Register within prescribed timeframes.

¹ *Children's Guardian Act [NSW] 2019, s128(1)(d)*

² *Children's Guardian Act 2019 [NSW], s85(1)(a)*

1.5 Aim of the Carers Register

The Carers Register is a restricted access³, centralised database of persons who are authorised⁴, or who apply for authorisation⁵ (and their household members⁶), to provide statutory or supported out-of-home care in NSW.

The aim of the Register is to promote the safety, welfare and wellbeing of children in statutory or supported out-of-home care by supporting appropriate authorisation of carers.

The Register is intended to complement the systems and processes that designated agencies have in place to assess carer suitability – not to replace or duplicate these systems.

The Carers Register:

- operates to reduce the risk of inappropriate authorisation of carers
- acts as a licensing tool – it will issue a carer authorisation number to individuals approved to provide statutory or supported out-of-home care
- require agencies to certify that authorised carers and relevant household members, have undergone minimum requirements for probity and suitability checks
- record essential information only
- operate as a restricted access site, subject to strict privacy controls
- flag potential concerns relating to carers and their household members
- provide triggers for agencies to seek further information from other designated agencies

The Carers Register will not:

- record details of children or young people in out-of-home care, including statutory, supported or specialised substitute residential care

However, if a young person in statutory out-of-home care remains in the home of an authorised carer, after turning 18 years of age, they are considered a household member and must be entered on the Carers Register and will require a current NSW Working With Children Check⁷

- support placement matching
- record conditions of authorisation
- replace designated agencies' more detailed processes and systems for assessment and authorisation of carers and their households
- contain detailed records⁸
- record details of carers who are not authorised by designated agencies to provide OOHC.⁹
- record details of carers who provide care in an employment capacity, for example staff employed by designated agencies in residential programs. See [Residential Care Workers Register](#) information regarding residential care workers.¹⁰
- record approved or prospective guardian carers if they are authorised solely for the purpose of guardianship.¹¹

³ *Children's Guardian Act 2019 [NSW], s86*

⁴ *Children's Guardian Act 2019 [NSW], s85(1B)(a) – Children's Guardian Regulation 2022 [NSW], s16(6)(a)*

⁵ *Children's Guardian Act 2019 [NSW], s85(1B)(c) – Children's Guardian Regulation 2022 [NSW], s16(6)(c)*

⁶ *Children's Guardian Act 2019 [NSW], s85(1B)(b) – Children's Guardian Regulation 2022 [NSW], s16(6)(d)*

⁷ *Children and Young Persons (Care and Protection) Regulation 2022 [NSW], Sch2, s3(2)(d)(i)(ii) – Working With Children Act 2012 [NSW], s10(1)*

⁸ *Children's Guardian Regulation 2022 [NSW], sch2, s2(3)(b), s4(2)(a), s5(2)(a)*

⁹ *Children and Young Persons (Care and Protection) Regulation 2022 [NSW], s15 (1)(a)-(j)*

¹⁰ *Children's Guardian Act 2019 [NSW], s85(1)(b) and CG Regulation [NSW], pt2*

¹¹ *Children and Young person (Care and Protection) Act 1998 [NSW], Ch5, s79A*

1.6 Carers Register operation

The Carers Register operates as a licensing system for all authorised carers and persons who apply for authorisation, to provide statutory or supported out- of-home care in NSW.

The authorisation of an applicant takes effect when the designated agency gives the applicant written notice of the authorisation.¹² This should only take place after the authorisation decision has been recorded on the Carers Register and the Register has issued an authorisation number that starts with the letters 'CRC'. An individual is not authorised to provide statutory foster or relative/kinship care until this process has taken place.

The Carers Register provides designated agencies with a common source of information about carer applicants and authorised carers and their household members, including:¹³

- application and authorisation history, including application refusal, cancellation or suspension of authorisation
- any historical or current associations between carer applicants, authorised carers and their household members and designated agencies
- associations between carers and households (including household members) and movements into and out of households
- carer and household member minimum probity and suitability checks/assessments outcome indicator (satisfactory/unsatisfactory)
- each individual's identification information, WWCC records and any current or finalised reportable conduct matters involving carers and their adult household members.

A carer whose authorisation is cancelled, or a carer applicant whose application has been refused by a designated agency, cannot be authorised by another agency without relevant information being shared and considered in assessing a person's suitability to be approved as an authorised carer.

Designated agencies should exercise due diligence when using information in the Carers Register and are required to contact relevant designated agencies for more detailed information.

1.7 Access to Carers Register information

The Children's Guardian must ensure that Carers Register information is not disclosed¹⁴ except where required or permitted to be disclosed under any other Act or law.

The Children's Guardian may provide access to information held on the Carers Register to:

- a) a designated agency (but only information that relates to its own carers/carers applicants/guardians and their household members)¹⁵
- b) an accredited adoption service provider (but only information that relates to its own prospective adoptive parents and their household members)¹⁶
- c) a person (by request) whose details are included in the Carers Register or if the person is under 18 years, to the parent of such a person. The Children's Guardian must provide reasons if a determination has been made not to comply with such a request.

¹² Children and Young Persons (Care and Protection) Regulation 2022 [NSW], s18(2)

¹³ Children and Young Persons (Care and Protection) Regulation 2022 [NSW], Sch2, s1-5

¹⁴ Children's Guardian Regulation 2022 [NSW], s17

¹⁵ Children's Guardian Regulation 2022 [NSW], s17(a)

¹⁶ Children's Guardian Regulation 2022 [NSW], s17(b)

PLEASE NOTE

1. Services contracted by designated agencies should not have access to the Carers Register
2. A person or body that has been granted access to the Carers Register may not permit another person or body to access the Carers Register on its behalf.

1.8 Carers Register workflow

The Carers Register is a secure, restricted access database

A designated agency registers with the OCG to access the Carers Register.¹⁷

The OCG processes the application and provides the designated agency with secure access information.

The designated agency's Carers Register nominated administrator/s create additional users and issues secure access to authorised staff.

Recording the details of carer applicants, carers and their household members

Upon entering/creating an application on the Carers Register, the designated agency is prompted to search the individual to identify if they are already recorded in the system. The designated agency must certify completion of minimum probity and suitability checks.¹⁸

Note, the check or assessment is not attached to the Register, only the outcome of the check is recorded. The documentation should be saved on the agency system.

Emergency authorisations are provisional and deemed to be an application for full authorisation.

Carer authorisation is approved, refused or withdrawn

A designated agency may approve or refuse an application for authorisation.

The designated agency records the authorisation decision on the Carers Register. If the decision is to approve, the Carers Register will issue a carer authorisation number (CRC).

The system will flag the outcome of a carer application. If the individual/carer has a current association with another designated agency, an email flag will be sent to that agency.

Designated agencies maintain Carers Register records and share relevant records

The designated agency must update all relevant Carers Register records as required.¹⁹

The system will flag surrendered / suspended / cancelled authorisations and reportable allegation flags for both carers and adult household members. If the individual has a current association with

¹⁷ See [Carers Register Administration Guide](#) for further information

¹⁸ Children and Young Persons (Care and Protection) Regulation 2022 [NSW], Sch2, s2-3

¹⁹ Children Guardian Regulation 2022 [NSW], s16 and Sch2, s1-5

another designated agency, an email flag will be to that agency.

The Carers Register is a centralised resource that all designated agencies must use to share information about carers, carer applicants and their household members.

Definitions, data and key concepts

1.9 Definitions

Term	Definition
Authorised carer	An individual that has been authorised by a designated agency to provide statutory or supported out-of-home care in NSW. ²⁰
Authorisation type	<p>Statutory foster care: Out-of-home care for any child or young person unknown to the carer prior to authorisation.</p> <p>Other care: Out-of-home care for a specified child or young person who the carer has been assessed to provide care for – typically Relative or Kinship Care.</p>
Authorisation – multiple agencies	The authorisation of a carer by a designated agency should cease upon the authorisation by another designated agency of the same carer, unless the first designated agency determines to continue the authorisation (there may be exceptional circumstances where a person is authorised by multiple agencies).
Back capture	A time limited Carers Register form that was used to record carers and their household members who were authorised prior to the Carers Register commencement date, 15 June 2015. The back capture records can be identified where a CRHB or CRCB is prefixed to Carers Register issued numbers.
Carer applicant	A carer applicant is an individual who has applied to a designated agency for authorisation to provide statutory or supported out-of-home (OOHC) care in NSW. ²¹
Carers Register	The Carers Register is administered by the Office of the Children’s Guardian ²² . The Register contains details about persons who are authorised, or who apply for authorisation (and their household members), to provide statutory or supported out-of-home care in NSW.

²⁰ Children and Young Persons (Care and protection) Act 1998 [NSW], Ch8, s137

²¹ Children and Young Persons (Care and protection) Act 1998 [NSW], Ch1, s3

²² Children’s Guardian Act 2019 [NSW], s85(1)(a)

Code of Conduct for Authorised Foster, Relative and Kinship Carers

The Children and Young Persons (Care and Protection) Act 1998 provides for the Minister for Families and Communities to issue a code of conduct for authorised carers²³. The Code of Conduct sets out carers' roles and responsibilities. Failure to comply with it may lead to a designated agency cancelling or suspending the carer's authorisation²⁴.

Designated agencies may develop their own Code of Conduct, policies, procedures and guidelines that provide more detailed information for authorised carers. These documents should be consistent with all relevant requirements.

Conditions of authorisation

A designated agency may impose a condition on the authorisation of an authorised carer that defines the number and profile of children and young persons for whom the authorised carer may provide out-of-home care. A condition of authorisation may also require a carer undertaking (e.g. to attend further specified training).²⁵

Designated agency

A designated agency is a government service or non-government organisation (NGO) accredited by the NSW Children's Guardian to arrange the provision of out-of-home care.²⁶

Guardianship

Guardianship occurs when a person has been allocated all aspects of parental responsibility for a child or young person until the age of 18 years by a guardianship order made by the Children's Court.²⁷

A carer's authorisation is automatically cancelled, upon the making of a guardianship order, but only to the extent that it relates to the subject child or young person. If a carer's authorisation status is limited to the circumstances of the guardianship order, the carer's details do not need to be recorded on the Register.

The responsible designated agency should cause the carer's authorisation in the Register to be surrendered – no concerns as the carer has willingly ceased being a carer and is now a guardian. If a carer's authorisation extends beyond the circumstances that are the subject of a guardianship order, their details will need to be recorded on the Register. Any children subject to the guardianship order must be entered onto the Carers Register as a household member.

Household

The term carer household is used for describing the grouping of carer applicants, authorised carers and household members that reside on the same property.

A unique household reference number is generated by the Carers

²³ *Children's Guardian Act 2019 [NSW], Ch17, s248C*

²⁴ *Children and Young Persons (Care and Protection) Regulation 2022 [NSW], pt6, subdivisions 4-5*

²⁵ *Children and Young Persons (Care and Protection) Regulation 2022 [NSW], pt6, s30*

²⁶ *Children's Guardian Act 2019 [NSW], s72*

²⁷ *Children and Young person (Care and Protection) Act 1998 [NSW], Ch5, s79A*

Register. The household reference number allows the Register to link individuals (carer applicants, authorised carers and household members) together.

Household member	Any person who resides on the same property as an authorised carer (or a carer applicant) for more than 21 days. ²⁸ Section 5A of the <i>Child Protection (Working with Children) Act 2012</i> provides that a person resides on a property if the person resides (which includes sleep on a regular or frequent basis) anywhere on the property (whether or not in a building, caravan, structure, vehicle or other thing).
Household profile	A household profile includes the home address, carer/applicant and household member details.
Individual identity	An individual's identity includes the person's name(s), other names, date of birth, gender, whether they identify as Aboriginal and/or Torres Strait Islander. ²⁹
Principal Officer	The person who has the overall supervision of the accredited out-of-home care or supported care service provider. ³⁰
Provisionally authorised carer	Individuals can be provisionally authorised by a designated agency to provide statutory or supported out-of-home care in an emergency situation for a child or young person who is a Relative, Kin or who is known to the child or young person. ³¹ A provisional authorisation may be granted after a satisfactory home inspection and estimation of risk. Relevant information including the date the child was placed is recorded in the Carers Register. ³²
Relative/kin care	When a child or young person in statutory out-of-home care is placed with a relative or kin, this is called relative kinship care. Relative care means that the carer is a close relative of the child or young person, but the meaning of kinship care will vary across cultural groups. In Australian Indigenous communities, kin may be a relative or someone who shares a cultural, tribal or community connection with the child or young person.
Reportable allegation	All allegations against authorised carers or adult household members that meet the reportable threshold, ³³ must be recorded on the Carers Register. ³⁴
Statutory out-of-home care	Section 135(1) of the <i>Children and Young Persons (Care and Protection) Act 1998</i> defines out-of-home care as the residential

²⁸ *Working With Children Act 2012 [NSW] s10(1) - Children's Guardian Act 2019 [NSW], s85(1B)(d)*

²⁹ *Children and Young Persons (Care and Protection) Regulation 2022 [NSW] Sch2, s2(2)*

³⁰ *Children's Guardian Act 2019 [NSW], s74*

³¹ *Children and Young Persons (Care and Protection) Regulation 2022 [NSW], s19-21*

³² *Children and Young Persons (Care and Protection) Regulation 2022 [NSW], s20*

³³ *Children's Guardian Act [NSW] 2019, s18*

³⁴ *Children Guardian Regulation 2022 [NSW] Sch2, s5(1)(2)*

care and control of a child or young person by someone other than the parent in a place that is not the usual home of the child or young person. Section 135(A) of the above Act defines statutory out-of-home care as the care of children and young people in accordance with the Order of the Children’s Court or because they are a protected person.

Suitability assessment Probity and suitability checks and information that must be taken into account to ascertain the suitability of a carer applicant and their household members.³⁵

Supported out-of-home care Supported out-of-home care is care arranged, provided or otherwise supported by DCJ following the determination that a child or young person is in need of care and protection.³⁶ Children and young people are usually placed with authorised relative or kinship carers. Parental responsibility either remains with the parent(s) or is allocated to the relative or kin through a care order of the Children’s Court.

The Children and Young Persons (Care and Protection) Act 1998 The *Children and Young Persons (Care and Protection) Act 1998 (the Care Act)* is the governing legislation that provides direction for the Government’s commitment to the care and protection of children and young people in statutory and supported out-of-home care.

The Children and Young Persons (Care and Protection) Regulation 2022 The Children and Young Persons (Care and Protection) Regulation 2022 (the Care Regulation) provides the framework to implement the Act and the Care Act and explains how requirements apply under these Acts.

The Children’s Guardian Act 2019 The *Children’s Guardian Act 2019 (the CG Act)* is the governing legislation of the NSW Office of the Children’s Guardian.

The Children’s Guardian Regulation 2022 The Children’s Guardian Regulation 2022 provides the framework to implement the Children’s Guardian Act and the Care Act and explains how requirements apply under these Acts.

WWCC A Working with Children Check clearance is a prerequisite for anyone in child- related work in NSW.³⁷ At a minimum it involves a national criminal history check and review of findings of workplace misconduct. Any other relevant matter can be taken into account by a risk assessment completed for the person seeking a WWCC clearance.

The result of a Working with Children Check is either a clearance to work with children for five years, or a bar against working with children. Cleared applicants are subject to ongoing monitoring, and relevant new records may lead to a clearance being cancelled.

³⁵ Children Guardian Regulation 2022 [NSW], pt6, div2

³⁶ *Children and Young Persons (Care and Protection) Act 1998 [NSW], Ch8, pt3*

³⁷ *Child Protection (Working with Children) Act 2012, s8(1)*

The Check is fully portable which means it can be used for any paid or unpaid child-related work in NSW for as long as the worker remains cleared.

A person can engage in child-related work with a current WWCC application (APP) number provided they are not the subject of a bar.

Employers or prospective employers can readily obtain information about a person's WWCC status from the Children's Guardian's website if they have the person's name, date of birth and APP or WWC clearance number.

1.10 At a glance – Carers Register data requirements

The Carers Register records identification information about carer applicants and authorised carers, and their household members including their names, previous names, gender, date of birth,³⁸ whether they identify as Aboriginal and/or Torres Strait Islander³⁹ and minimum probity requirements.⁴⁰

Household information will also be recorded, including the residential address,⁴¹ a list of all persons (of all ages) living in the home⁴² and the outcome of a home inspection.⁴³ Carer and household members movements into and out of the households will also be recorded.

A carer's application and authorisation history, including application refusals and any cancellation or suspension of authorisation will be recorded on the Carers Register.⁴⁴

Back capture

Refers to data requirements for carers and their household members authorised prior to 15 June 2015.

*For information recorded for **Back Capture** refer to the Carers Register Operational Guide - Module 6 Back Capture*

Authorised carer/s and household member/s

Refers to data requirements for carer applicants and their household members seeking authorisation after 15 June 2015.

Household	Data requirements – <i>within 14 days</i>
Household address	Household address
Home inspection	Satisfactory/Unsatisfactory and date completed
Carer applicant/s	Data requirements – <i>within 14 days</i>
Title, gender, first name, middle name,	Title, gender, first name, middle name, last name

³⁸ Children Guardian Regulation 2022 [NSW] Sch2, s2(2)(a)-(c), s4(1)(a)-(c)

³⁹ Children Guardian Regulation 2022 [NSW] Sch2, s2(3)(g)

⁴⁰ Children and Young person (Care and Protection) Regulation 2022 [NSW] Sch2, s3(1)(a)-(e) - Children Guardian Regulation 2022 [NSW] Sch2, s4(1)(e)

⁴¹ Children Guardian Regulation 2022 [NSW] Sch2, s2(3)(a)

⁴² Children Guardian Regulation 2022 [NSW] Sch2, s2-4

⁴³ Children Guardian Regulation 2022 [NSW] Sch2, s2(3)(d)(i)

⁴⁴ Children Guardian Regulation 2022 [NSW] Sch2, s2(3)

last name	
Other names	Other names
Date of birth	DD/MM/YYYY
Identifies as Aboriginal and/or Torres Strait Islander	<ul style="list-style-type: none"> • Yes (Aboriginal/Torres Strait Islander/Both) • No • Unknown
Working with Children Check (WWCC)	<ul style="list-style-type: none"> • Application or clearance number • Verification date • Expiry date • Status (cleared or application in progress)
Community Services Check	<ul style="list-style-type: none"> • Name of agency • Date of check
Has the applicant been a carer interstate?	Yes/No
Authorise this applicant for	Statutory foster care/Other care
WWCC requirements met (verification date)	Satisfactory/Unsatisfactory and date completed
Identification check	Satisfactory/Unsatisfactory and date completed
National Police Check (NPC)	Satisfactory/Unsatisfactory and date completed
Community Services Check	Satisfactory/Unsatisfactory and date completed
Other designated agency check	Satisfactory/Unsatisfactory and date completed
Health check	Satisfactory/Unsatisfactory and date completed
Two referees check	Satisfactory/Unsatisfactory and date completed
Code of conduct sighted and signed	Satisfactory/Unsatisfactory and date completed
Pre-authorisation training conducted	Satisfactory/Unsatisfactory and date completed
Carer capability and suitability assessed	Satisfactory/Unsatisfactory and date completed
Applicant decision	Approved / Refused / Withdrawn
Household member/s	Data requirements
Title, gender, first name, middle name, last name	Title, gender, first name, middle name, last name
Other names	Other names

Date of birth	DD/MM/YYYY
Identifies as Aboriginal and/or Torres Strait Islander?	<ul style="list-style-type: none"> • Yes (Aboriginal/Torres Strait Islander/Both) • No • Unknown
Working with Children Check (WWCC) (adult household members, 18 years and over)	<ul style="list-style-type: none"> • Application or clearance number • Expiry date • Status (cleared or application in progress)
Identification check (16 years and over)	Yes/No
National Police Check (NPC) (16 years and over)	Yes/No
Community Services Check (16 years and over)	Yes/No
Application outcome	Approved / Not approved

For more information refer to the [Carers Register training: module 7 - record an OOHC application.](#)

1.11 Key concepts

Application (the whole household)

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

Application decision (the whole household)

Approved – all carer applicant and household member suitability and probity checks and suitability have been assessed with a satisfactory outcome and the designated agency deems it appropriate for this carer application to be approved.

Not Approved – one or more applicants or household members' checks are marked as unsatisfactory and the designated agency deems the carer application as unsuitable to be approved.

Applicant (the individual)

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

Applicant decision (the individual)

Approved

Approved – First time carer (by the designated agency)

Approved – Previously authorised (by a designated agency)

Not approved

Refused (decision by the agency): when a designated agency has determined that it is not appropriate for the applicant to be authorised as an OOHC Carer, the decision against the applicant is recorded as either:

- Refused (decision by the designated agency) – suitability or probity guidelines not met
- Refused – agency specific policies (decision by the designated agency) – refused due to agency specific policies

Withdrawn (decision by the applicant): when the applicant withdraws from Carer Authorisation application, the decision against the applicant is recorded as either:

- Withdrawn – with concerns (decision by the applicant)
- Withdrawn – no concerns decision (by the applicant)
- Provisional authorisation – ceased no concerns (decision by the designated agency) - emergency care for specific child no longer require. The application is not progressing to full authorisation for this child or any other children.

Individual management

Changes that are made in the Carers Register to an individual's records after authorisation (authorised carer and their household members).

Individual management functions are restricted to agencies that have or had a relationship with that person.

Designated agencies are required to enter or update information within 14 days of becoming aware of the information.⁴⁵

Note: changes to records for individuals during the application stage (applicant/household member/households) are managed from within the application.

For more information refer to the [Carers Register training module 9: individual management](#).

Individual management functions

Change or update an individual's name, update a WWCC record, Community Services check, update Aboriginal and/or Torres Strait Islander identity, mark a person as deceased or record and update reportable allegation records.

Change authorisation type: is the function used to change the type of authorisation for which the carer has been assessed and authorised to provide for example, change from authorised to

⁴⁵ Children Guardian Regulation 2022 [NSW] Shc2, s2(2)(3)(4)(5), s3(2), s4(1)(2), s5(2)

provide 'Other Care' to authorised to provide 'Statutory Foster Care'.

Change agency reference: this function allows a designated agency to add or edit its own unique agency specific identified against a carer's authorisation.

Suspended (by the agency): a designated agency may suspend a carer's authorisation during an investigation or pending action prescribed by the designated agency for the carer to maintain suitability. A carer's authorisation must be suspended where the carer resides with a person who is barred, including a barred carer applicant, authorised carer or household member.

Lift a suspension: if an authorisation is suspended and the suspension is successfully appealed or overturned, the authorisation can be restored to current, and no record of the suspension or appeal transaction will be displayed in the Carers Register.

Note: the history of the decision will not appear, but the record is viewable in the individuals Activity tab.

Cancelled – with concerns (by the agency): a designated agency may cancel a carer's authorisation. Selecting **Cancelled – with concerns** indicates that the carer's authorisation has been cancelled due to concerns relating to complying with the carer's conditions of authorisation, obligations or restrictions, a sustained reportable allegation or a WWCC bar.

Cancelled – no concerns (by the agency): a designated agency may cancel a carer's authorisation. Selecting **Cancelled – no concerns** indicates that the carer's authorisation has been cancelled by the agency due to general suitability for the person to continue as an authorised carer, for example an expired WWCC clearance.

Surrendered – no concerns (by the carer): an authorised carer may surrender their carer authorisation. Selecting **Surrendered – no concerns**, indicates that the carer has surrendered their authorisation with no pending investigation or current concerns.

Surrendered - with concerns (by the carer): an authorised carer may surrender their authorisation. Selecting **Surrendered – with concerns**, indicates that the carer has surrendered their authorisation with an investigation pending or a current concern that may lead the designated agency to determine that the authorised carer should be marked as **Cancelled – with concerns**.

Change decision correction: after an application has been finalised a decision may need to be changed if the user made an error which needs to be corrected, or the carer successfully appeals a decision.

Change decision is not applicable to back capture records.

Note: the history of a change decision/correction will not appear, but the record is viewable in the individual's activity tab.

Household management

Changes can be made in the Carers Register to a carer household after authorisation

A designated agency must update or correct any information in the Register about a person who has applied to the designated agency as a carer applicant, is already an authorised carer, or a person who resides at the home of any such carer applicant or authorised carer.⁴⁶

Designated agencies are required to enter or update information within 14 days of becoming aware of the information.⁴⁷

Note: changes to records for households during the application stage (applicant/household member/households) are managed from within the application.

For more information refer to the [Carers Register training: module 10 - household management](#).

Household management functions

Add a carer applicant/authorised carer: used when a carer applicant or authorised carer joins a household that has already been approved by the agency.

Add a household member: used when a household member joins a finalised household.

To remove (end date) a household member from a household, record an end date against the relevant household member located in the household profile.

Change agency reference: this function allows a designated agency to update its own unique agency specific identified against a household record.

Cancel a household: will cancel the household and the household members, it will not automatically cancel any associated applicants or authorised carers. If the whole household including applicant/s, authorised carer/s and household member/s are cancelled, each carer applicant and authorised carer must be managed through the individual management process which records a reason.

The Carers Register has been designed this way to allow for carer applicants and authorised carers to be temporarily unattached to a household without the requirement to cancel the application or authorisation, for example if a carer does not have a permanent residence whilst they travel for 12 months.

Suspend a household: used for when an action triggers a concern, and the outcome is pending for example, a non-compliant pool.

Lift a suspension: if a household is suspended and the suspension has been successfully appealed or overturned, the household can be restored to current and no record of the suspension is displayed in the Carers Register.

Note: the history of the decision will not appear, but the record is viewable in the household activity tab.

⁴⁶ Children Guardian Regulation 2022 [NSW], s16

⁴⁷ Children Guardian Regulation 2022 [NSW] Shc2, s2(2)(3)(4)(5), s3(2), s4(1)(2), s5(2)

Change decision – correction: after an application has been approved the decision and/or reason may need to be changed if the user made an error which needs to be corrected, or where the carer successfully appeals a decision. Change decision is not applicable to back capture records.

Note: the history of the change decision/correction will not appear, but the record is viewable in the individual’s activity tab.

Change responsible location: if a designated agency’s locations change or a carer household moves to another program/location, the agency can update the responsible location of the carer household only.

Change (edit) household address: allows for new addresses to be recorded. Previous addresses will show in the household address tab.

Remove (end date) authorised carer's/household member’s association with a household: if a carer applicant or authorised carer is removed from a household, their authorisation status will remain unchanged.

To record a change to the carer’s authorisation status use the individual management function.

Search functions

Authorising agency search: search results are restricted to the designated agency’s own records (including ‘Reportable allegation – no record’).





Inside an application search: search results detailing all designated agencies records (excluding ‘Reportable allegation – no record’).


















Traffic lights:





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

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

When an authorising agency searches an individual, the traffic lights are displayed to provide a quick view of a carer applicant, authorised carer or household member’s status.

Application summary view	
Applicant status/decision (the carer applicant):	
 <p>In progress applicant – An applicant/application has a being entered status until it has been finalised.</p>	 <p>Approved first-time carer Approved previously authorised</p>
 <p>Applicant refused</p>	 <p>Applicant refused Agency-Specific Policies</p>

 Withdrawn	Applicant Withdrawn with concerns	 Withdrawn	Applicant Withdrawn no concerns
 Withdrawn	Provisional Authorisation Ceased no concerns	 Removed	Applicant/ Household Member removed from the Application (household)
 Error	Data entry error (applicant) An applicant/application has been marked as a data entry error as it should not have been entered onto the Carers Register i.e. an individual attended an information session however did not apply to be an authorised carer.		
Search view			
Finalised application (the household)			
 Current	Application approved	 Refused	Application not approved
Individual management (the authorised carer)			
 Current	Carer approved	 Cancelled	Carer cancelled with concerns
 Cancelled	Carer cancelled no concerns	 Suspended	Authorisation suspended
 Surrendered	Authorisation surrendered no concerns	 Surrendered	Authorisation surrendered with concerns
 Current	New authorisation type	 Expired	Old authorisation Type
Individual management (all individuals)			
 Removed	End dated (from the approved household) Remove (from household in application stage)	 Cancelled	Deceased
Household management (approved household)			

 Current	Approved (finalised household)	 Lapsed	Provisional authorisation lapsed (once application complete)
 Suspended	Suspended (finalised household)	 Cancelled	Cancelled (finalised household)

For more information on traffic lights refer to the [Carers Register training: module 8 - search functions](#).

1.12 Data integrity

Accuracy of data is integral to the function of the Carers Register. It provides a common resource of reliable data of persons who are authorised by designated agencies, or who apply for authorisation, to provide statutory or supported out-of-home care in NSW, along with information about their household members.

Designated agencies must have mechanisms in place to ensure that the information on the Carers Register is kept up to date and accurate.⁴⁸ The Carers Register will only be effective in preventing unsuitable individuals from being authorised if it contains accurate and up to date information about applicants, carers and household members.

Individual records for adults should be consistent with WWCC details to form an essential identity check function.

Designated agency users should take care in ensuring that all data entered is in accordance with the legislation and without data entry error.

All known information must be entered as it is used to uniquely identify the individual. This includes title, gender, last name, first name, middle name/s, other/previous names (any other name under which the individual may also be known or was previously known as), date of birth and whether the individual identifies as Aboriginal or Torres Strait Islander.⁴⁹

PLEASE NOTE: If there are two individuals with exactly the same name, please contact the OCG for further instruction.

1.13 Correcting information on the Register

A designated agency must update any information on the Carers Register as soon as practicable after becoming aware the information is incorrect or incomplete⁵⁰.

The designated agency must, as soon as practicable after updating the Register, notify the relevant person that the information has been updated or give a relevant person written notice of the reasons for not updating the carers register.⁵¹

If a designated agency is incapable of updating the information on the Register as required, the Children's Guardian may update the information on the agency's behalf and notify both the person

⁴⁸ Children's Guardian Regulation 2022 [NSW], s16

⁴⁹ Children Guardian Regulation 2022 [NSW] Shc2, s2(2)(a-c), s2(3)(g)

⁵⁰ Children Guardian Regulation 2022 [NSW], s16(1)

⁵¹ Children Guardian Regulation 2022 [NSW], s16(2)(3)(a)(b), s5(2)

to whom the information relates to and the agency that the information was updated.⁵²

1.14 Timeframes for data entry

Designated agencies are required to enter information about carer applicants and their household members, provisionally authorised carers, authorised carers and their household members within 14 days of the application being made or approved, refused, withdrawn or cancelled.⁵³

A designated agency must enter identification information of a person who resides at the home of a carer applicant within 14 days of becoming aware of that fact⁵⁴. A person is considered a relevant resident (household member) only if the person has resided on the same property as the carer or carer applicant for more than 21 days.⁵⁵

See further information regarding timeframes for recording reportable allegations, on page 30 of this document for time frame information.

1.15 Carers Register system generated reports

The Carers Register Report function can be used to generate a number of reports against a designated agency's Carers Register records.

Note: The reports are generated into an excel file format. Contact your agency's IT department for further instruction on how to manage CSV files.

See [Carers Register training module 11: System generated reports](#).

⁵² Children Guardian Regulation 2022 [NSW], s16(4), s5(2)

⁵³ Children Guardian Regulation 2022 [NSW] Shc2, s2(2)(3)(4)(5), s3(2), s5(2)

⁵⁴ Children Guardian Regulation 2022 [NSW] Shc2, s4(1)(2), s5(2)

⁵⁵ Children's Guardian Act 2019 [NSW], s85(1B)(d)

2 Information for carers

2.1 Information for carers

Designated agencies should inform carer applicants and their household members about the Carers Register including the information that will be recorded about them and how relevant information may be shared. Consent is not required from authorised carers and their household members for their information to be entered into the Carers Register or shared with other designated agencies.

A designated agency should as a matter of process seek written acknowledgment from each carer applicant and adult household member that they are aware their carer application or authorisation (including household) information will be recorded on the Carers Register.

In addition, designated agencies are required by legislation to exchange information with any other designated agency who is known to have had an association with an authorised carer, carer applicant or household member. The Department of Communities and Justice will also exchange relevant information held about individuals with the designated agency. The purpose of exchanging information is to support the appropriate authorisation of carers and their household members.

Once a decision is recorded against a carer application, the Carers Register will generate a PDF summary detailing the application including the household, carer applicant and household member information and outcomes recorded at the time the application was finalised. The authorised carer should be provided with a copy of the summary for their own information. Over time the carer authorisation (including household member) details may change, for example change of address, or a new household member is recorded against an authorised carer or household member). In this instance the individual's records can be retrieved by searching and printing the relevant pages from the Carers Register.

The OCG has developed [Carers Register information checklists for designated agencies](#) when informing carer applicants and authorised carers (and household members) about the Carers Register.

A copy of the [Carers Register fact sheet 2 – Information for carers and household members: What data is recorded?](#) should be provided to carer applicants to explain what information will be recorded about them and their household members and the carers' right to access information held about them or their children under the age of 18 years and their right to ask the OCG to correct incorrect information.

A [presentation for carers](#), including translated versions are available on the OCG website. It outlines the roles and responsibilities of the Office of the Children's Guardian, designated agencies, carer applicants, authorised carers, and their household members.

3 Interstate considerations

3.1 Carers residing outside of NSW/Australia

The Children and Young Persons (Care and Protection Act) 1998, sections 136 and 154 provide that statutory out-of-home care (OOHC) and supported OOHC (respectively) may be provided only by an authorised carer. Section 137 defines an authorised carer as a person who is authorised as a carer by a designated agency. This means that any child or young person in statutory or supported out-of-home care under a NSW order, must be cared for by an authorised carer. This is regardless of what state they reside in.

Authorised carers (and their households members) who are authorised by a NSW designated agency must be entered on the Carers Register. This applies even if the authorised carer resides outside of NSW or the NSW designated agency also operates in other states. All NSW probity requirements (WWCC, National Police Check and CS Check) also need to be satisfied.

3.2 Working with Children Check

The Child Protection (Working with Children) Act 2012 requires an authorised carer to hold a WWCC as a condition of authorisation under the Child and Young Persons (Care and Protection) Regulation 2022. This means that regardless of where a carer is residing, whether within NSW or outside of NSW, they must meet this mandatory requirement. If an authorised carer is providing care to a child or young person under NSW orders, the carer and adult members of their household are engaged in child related work and are required to hold an NSW WWCC clearance. Division 2 of the Child Protection (Working with Children) Act 2012 provides mandatory requirements for child related work in NSW.

WWCC applicants must be in NSW to complete the Working with Children Check (WWCC) application process. This is because they need to attend a Service NSW branch within 28 days of lodging their online application to have identification verified and to make payment.

Applicants should review the OCG WWCC website ahead of time to make sure you have the required Proof of Identity documents: ocg.nsw.gov.au/working-children-check/applicant/proof-identity.

Clause 22B of the Child Protection (Working with Children) Regulation 2013 exempts authorised carers who reside outside Australia and adults who reside at their home from the requirement to hold or apply for a working with children check clearance. This exemption ceases to apply during any period that an authorised carer or adult remains in Australia for more than 7 consecutive days.

3.3 Other obligations

Other obligations also apply to a designated agency, even where a child or young person is residing and being cared for, outside of NSW. This includes Reportable Conduct Scheme requirements, given that an authorised carer is an employee of a relevant entity, even if an allegation occurs outside of NSW. The designated agency is responsible for ensuring that carers are aware of these obligations and that these obligations are met as part of their role.

A Carers Register Interstate placements and registration requirements fact sheet contains a table that sets out registration and authorisation obligations for carers who provide direct care to a child or young person under the parental responsibility of the NSW Minister for Families and Communities where they and their carers are residing interstate. It aims to assist designated agencies to meet the requirements for the entry of carers onto the Carers Register.

4 Automatic cancellations and suspensions

4.1 Presumption authorisation will be cancelled

A designated agency must cancel a carer's authorisation⁵⁶ in the following circumstances:

- the carer has not provided out-of-home care to a child or young person for 3 months or more, if the carer's authorisation relates to the out-of-home care of that particular child or young person
- the carer has not provided out-of-home care to any child or young person under their authorisation for 2 years or more
 - unless it is satisfied that the authorisation should not be cancelled in the particular case

The designated agency must write to the carer informing them of its decision. A decision to cancel in these circumstances is not reviewable by the NSW Civil and Administrative Tribunal (NCAT).⁵⁷

Designated agencies however must not cancel a carer's authorisation in the above circumstance if:

- an investigation into whether the person's authorisation should be cancelled is underway
- the person has applied for an internal review of a decision to cancel their authorisation and the review is underway
- the person has applied for the review of a reviewable decision and NCAT has not given a decision

4.2 No longer suitable

A designated agency may cancel or suspend a carer's authorisation⁵⁸ if it believes that the carer:

- is no longer a suitable person to be an authorised carer
- has not complied with any condition of the authorisation
- has not complied with any obligation imposed on the carer by the *Children and Young Persons (Care and Protection) Act 1998* or the *Children and Young Persons (Care and Protection) Regulation 2012*
- has not complied with a written direction from the designated agency or the Children's

⁵⁶ Children and Young Persons (Care and Protection) Regulation 2022 [NSW], s39(1)(a-b)

⁵⁷ Children and Young Persons (Care and Protection) Act [NSW] 1998, s245(1)(b)(ii)

⁵⁸ Children and Young Persons (Care and Protection) Regulation 2022 [NSW], s35

Guardian about the carer's authority in relation to a child or young person in their care

- has not upheld the Charter of Rights for children and young persons in out-of-home care.

The designated agency must write to the carer informing them of its decision. A decision to cancel or suspend in these circumstances is reviewable by the Tribunal.⁵⁹

4.3 Automatic cancellation of authorisation

Authorisation will be automatically cancelled if the person no longer has a WWCC clearance or a current application or is subject to an interim bar.⁶⁰

The cancellation will take effect when the person is notified that the current application has been terminated or refused or that the person's clearance has been cancelled or subject to an interim bar, or where the clearance has been surrendered when the person notified the Children's Guardian of the surrender or where a clearance has lapsed after 5 years and not been re-applied for, on the date the clearance lapsed.⁶¹

4.4 Automatic suspension of authorisation

The authorisation of an authorised carer will be automatically suspended if any person residing in the home of the carer and who is required to have a WWCC does not have a clearance or a current application or has been interim barred.⁶² The suspension would take effect when the authorised carer is notified of this circumstance and will cease to take effect if such a household member does not reside on the same property as an authorised carer.⁶³

4.5 Effect of cancellation or suspension

The effect of a cancellation or suspension is that the designated agency, must, within 48 hours of becoming aware of the cancellation or suspension, ensure that the child or young person no longer resides with the authorised carer (unless the cancellation is revived, or the suspension ceases to have effect before the end of the 48 hours).⁶⁴

4.6 Appeals

The Carers Register records suspended and cancelled authorisations. Where the NSW Civil and Administrative Tribunal (NCAT) makes a decision⁶⁵, differing from the suspended or cancelled decision recorded on the Carers Register, the new decision must be recorded on the Carers Register.

⁵⁹ Children and Young Persons (Care and Protection) Regulation 2022 [NSW], s35

⁶⁰ Children and Young Persons (Care and Protection) Regulation 2022 [NSW], s37(1-5)

⁶¹ Children and Young Persons (Care and Protection) Regulation 2022 [NSW], s37(2)

⁶² Children and Young Persons (Care and Protection) Regulation 2022 [NSW], s40(1-4)

⁶³ Children and Young Persons (Care and Protection) Regulation 2022 [NSW], s40(2)

⁶⁴ Children and Young Persons (Care and Protection) Regulation 2022 [NSW], s37(2), s40(2)

⁶⁵ *Children and Young Person (Care and Protection) Act [NSW] 1998, Ch16, s245(1)(a)(1a)*

5 Exchanging information

5.1 Chapter 16A – Exchange of information coordination of services

The Carers Register has been designed to ensure carer and household member suitability and to identify other designated agencies that have or had a relationship with a carer applicant or household member. This will support designated agencies sharing information about authorised carers, carer applicants and household member suitability under Chapter 16A of the *Children and Young Persons (Care and Protection) Act 1998*⁶⁶.

A government agency or a designated agency must request under Chapter 16A, information already held by another designated agency, where this information relates to the safety, welfare or wellbeing of a child or young person.⁶⁷

This includes information that may:

- help the agency to make a decision or undertake an assessment or plan
- assist an investigation
- assist the agency in providing a service.

A government agency or designated agency is obliged to comply with a request for information that meets the above criteria if they reasonably believe that the provision of the information would assist the recipient agency to work with or manage any risk to a child or young person.⁶⁸

The legislation allows for the protection of those providing such information where it is given in good faith.⁶⁹ However, there are some circumstances in which information should not be shared, for example when it would prejudice a criminal investigation or coronial inquest, endanger a person's life or is detrimental to public interest.⁷⁰

5.2 Authorising information exchanges?

A designated agency that receives an application from an individual to become an authorised carer is required to conduct an 'other designated agency check.'⁷¹

As the information may refer to sensitive or confidential matters, designated agencies are strongly encouraged to have policies and procedures in place that ensure only authorised staff within the agency may request, provide or receive such information.

⁶⁶ *Children and Young Person (Care and Protection) Act [NSW] 1998, Ch16A, s245A-F*

⁶⁷ *Children and Young person (Care and Protection) Regulation 2022 [NSW] Sch2, s3(1)(c)*

⁶⁸ *Children and Young Person (Care and Protection) Act [NSW] 1998, Ch16A, s245D(3)*

⁶⁹ *Children and Young Person (Care and Protection) Act [NSW] 1998, Ch16A, s245G*

⁷⁰ *Children and Young Person (Care and Protection) Act [NSW] 1998, Ch16A, s245D(4)(5)*

⁷¹ *Children and Young person (Care and Protection) Regulation 2022 [NSW] Sch2, s3(1)(c)*

5.3 Whose information may be requested?

The designated agency is required to request information from other designated agencies about:

- carer applicants
- authorised carers
- household members (of carers and carer applicants)

Information exchange is permitted where the designated agency:

- has received an application from the individual to become an authorised carer
- is aware that the individual has a previous or existing association with another designated agency.

5.4 Are agencies required to obtain consent before exchanging information?

Consent is not required, as information exchange for the purpose of the Carers Register is authorised by law. However, where practicable and appropriate, it is best practice to inform an individual when information about them will be disclosed to another agency.

Designated agencies should inform carers, carer applicants and their household members that:

- their information will be entered onto the Carers Register
- they have the right to access and correct information held by the designated agency or entered onto the Carers Register
- their information may be requested by or provided to other designated agencies if required under the legislation.

5.5 Recommended process for accurate record keeping

Some designated agencies hold years' worth of records relating to carers and household members, and this may impact the timely exchange of information between designated agencies.

Designated agencies are strongly advised to maintain a [carer household profile summary sheet](#) which provides an overview of key information and any important updates to support information exchange.

5.6 What is the timeframe for the exchange of information?

Designated agencies are advised to provide relevant information when requested by another designated agency without delay (as soon as is practicable). Delay in providing information will delay the completion of assessment and authorisation process.

5.7 Is the requesting agency authorised to share the information with other agencies?

Designated agencies are strongly advised to only share information within the designated agency and only with colleagues who require the information on a need-to-know basis. That is, the

information is necessary for the individual to complete his or her work duties.

Information may be shared with other prescribed bodies if it is requested in accordance with the requirements of Chapter 16A of the Care Act.

5.8 What information may be shared regarding reportable allegation matters?

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

See section 7.1.4 for more information regarding exchanging information relating to reportable allegation

For further information refer to the Carers Register fact sheet 4 – Information exchange between designated agencies.

6 Recording reportable allegations on the Carers Register

These business rules provide guidance to designated agencies about recording reportable allegations on the Carers Register. The rules also govern the appropriate exchange of information under Chapter 16A of the *Care Act*, relating to reportable allegations flagged on the Register. In particular, the rules provide guidance on exchange of information in relation to highly sensitive matters.

6.1 Current reportable allegations

Information about a reportable allegation must be recorded on the Carers Register when a designated agency is investigating an allegation against an authorised carer or adult household member within the meaning of section 18 of the Children's Guardian Act 2019.

The agency that has or had a relationship with the individual is responsible for recording information about the reportable allegation on the register.

The agency must enter the information onto the register within 7 days of the Head of Relevant Entity (HRE) becoming aware of the allegation under the Children's Guardian Regulation 2022.

6.2 Finalised reportable allegations

The register maintains a permanent record of finalised reportable allegations showing the outcome of the reportable conduct investigation. This includes the option for an information-sharing flag.

A designated agency must, within 14 business days after finalising, or becoming aware of the finalisation of, the investigation of a reportable allegation, record the following information on the register:

1. the outcome of the investigation
2. the date the investigation was finalised.

The designated agency should determine whether there are any ongoing risks or information that should be shared if the individual became associated with another agency. The critical factor is not whether there has been a finding of reportable conduct, but whether there is information that may relate to the safety, welfare or wellbeing of a child in out-of-home care, or children in out-of-home care more generally.

If a designated agency holds any information relevant to ongoing risks to children, it should select **'finalise reportable allegation – contact agency'** when it finalises the matter on the register. This indicates that the agency has information to exchange that may relate to the safety, welfare or wellbeing of a child or class of children in out-of-home care. Agencies should keep a record of this information, along with the reason why the contact agency flag has been recorded, to support timely information exchange.

In other matters, a designated agency should select **'finalise reportable allegation – no record'**. In these cases, the records relating to the reportable allegation will not be able to be viewed by another designated agency.

6.3 Contact the NSW Office of the Children's Guardian

In some current and finalised cases, there will be highly sensitive issues in play. In these cases, the Reportable Conduct Directorate will ask the Carer and Residential Worker Monitoring team to place a flag on the register against the information about the reportable allegation to direct the designated agency to contact the OCG.

When this is recorded against a reportable allegation, designated agencies must seek advice from the Reportable Conduct Directorate about how to proceed before taking any other action. This includes not discussing the allegation with any other person or agency (other than the NSW Police Force or the Department of Communities and Justice, if relevant), including the person who is the subject of the allegation, and not continuing with any probity checks related to the individual or their adult household members.

6.4 Exchange of information relating to reportable allegations

If an individual has a current or finalised reportable allegation (contact agency) recorded on the register, designated agencies should contact the designated agency responsible for investigating the allegation and request any information that may relate to the safety, welfare or wellbeing of children under Chapter 16A of the Children and Young Persons (Care and Protection) Act.

This may occur when a designated agency is assessing a carer applicant, undertaking probity checks on their adult household members, or if it receives an automatic alert that a reportable allegation against an individual, they also have a relationship with has been lodged on the register.

Agencies who receive a request for information from another agency as part of an 'other designated agency check' should share relevant information related to reportable allegations that has a 'contact agency' flag as part of the information exchange.

7 Carers Register alerts

7.1 Carers Register alerts (notifications)

Information recorded on the Carers Register will flag potential alerts relating to carer applications, 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.

The system generated alerts are emailed to designated agencies' generic email addresses only and are not retrievable from the Carers Register.

PLEASE NOTE: to change the agency's generic email address, contact the OCG.

7.2 Types of Carers Register notifications

1) OOHC authorised carer, applicant or household member name change (change to FN, LN – and Other FN LN)

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.

2) Person has been authorised by another designated agency

This is to notify that [authorised carer name] has been authorised as an OOHC carer by another designated agency. Please contact the other designated agency for further details.

Please conduct a Carers Register search to identify the other designated agency and then contact that agency for further details.

Contact details for the other designated agency can be retrieved from the Carers Register [link to the designated agency's contact details].

3) Current Reportable Allegation has been recorded

This is to notify that another designated agency has recorded a Current Reportable Allegation against [authorised carer / household member name].

Search the individual in the Carers Register for further information. Contact the other designated agency where "Current Reportable Allegation – contact agency" is recorded. Contact details for other designated agencies are available from the Office of the Children's Guardian's website at www.ocg.nsw.gov.au.

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

4) Provisional authorisation is more than 3 calendar months old

This is to notify that Provisional Authorisation in carer household [provisional authorisation number]

is more than three calendar months old. Consult the Carers Register User Guide on Provisional Authorisation requirements.

5) Provisional authorisation: A Provisionally Authorised Carer or Household Member does not have a WWCC clearance or application

This is to notify that [name of the provisionally authorised carer / household member] in OOHC Household Number [provisional authorisation number], does not have a Working with Children Check (WWCC) recorded on the Carers Register with status = APPLICATION IN PROGRESS or CLEARED. A WWCC is required to be updated in the Carers Register. It is a criminal offence for an adult person to reside at the home of an authorised carer if they don't hold a WWCC clearance or have a WWCC application in progress.

6) Household Member turning 18 years old

This is to notify that [household member name] in OOHC Household Number [license number], will be turning 18 years old in six weeks' time. Notify the Household Member that they must have applied for a Working with Children Check (WWCC) by their 18th birthday. After receipt of the Household Member's WWCC application or clearance number, record the WWCC on the Carers Register with status = APPLICATION IN PROGRESS or CLEARED.

7) Expiring WWCC (household member)

This is to notify that the Working With Children Check (WWCC) clearance for [name of household member] in OOHC Household number [household number] will expire in six weeks' time. Notify the adult household member that they must apply to renew their WWCC. Consult the Carers Register User Guide on how to update WWCC information. It is a criminal offence for an adult to reside at the home of an authorised carer if they don't hold a WWCC clearance or have a WWCC application in progress.

8) Expired WWCC (household member)

This is to notify that the Working with Children Check (WWCC) clearance for [name of household member] in OOHC Household number [household number] has expired. Notify the adult household member that they must apply to renew their WWCC. Consult the Carers Register User Guide on how to update WWCC information. It is a criminal offence for an adult to reside at the home of an authorised carer if they don't hold a WWCC clearance or have a WWCC application in progress.

9) Expiring WWCC (authorised carer)

This is to notify that the Working with Children Check (WWCC) clearance for [name of authorised carer] in OOHC Household number [household number] will expire in 6 weeks' time. Notify the authorised carer that they must apply to renew their WWCC. Consult the Carers Register User Guide on how to update WWCC information. It is a criminal offence for an adult to be authorised as a carer if they don't hold a WWCC clearance or have a WWCC application in progress.

10) Expired WWCC (authorised carer)

This is to notify that the Working with Children Check (WWCC) clearance for [name of authorised carer] in OOHC Household number [household number] has expired.

Notify the authorised carer that they must apply to renew their WWCC. Consult the Carers Register User Guide on how to update WWCC information. It is a criminal offence for an adult to be authorised as a carer if they don't hold a WWCC clearance or have a WWCC application in progress.

11) OOHC Carer Authorisation has been cancelled

This is to notify that [authorised carer's name] has had their OOHC carer authorisation cancelled by another designated agency. Please contact the other designated agency for further details.

Please conduct a Carers Register search to identify the other designated agency and then contact that agency for further details. Contact details for the other designated agency are available from the Office of the Children's Guardian website at www.ocg.nsw.gov.au.

12) OOHC Carer Authorisation has been suspended

This is to notify that [authorised carer's name] has had their OOHC carer authorisation suspended by another designated agency. Please contact the other designated agency for further details.

Contact details for the other designated agency are available from the Office of the Children's Guardian website at www.ocg.nsw.gov.au.

13) OOHC Carer Authorisation has been surrendered

This is to notify that [authorised carer's name] has surrendered their OOHC carer authorisation with another designated agency. Please contact the other designated agency for further details. Please conduct a Carers Register search to identify the other designated agency and then contact that agency for further details. Contact details for the other designated agency are available from the Office of the Children's Guardian website at www.ocg.nsw.gov.au.

14) OOHC Carer Authorisation has been withdrawn

This is to notify that [applicant name] has withdrawn their OOHC carer authorisation application with another designated agency. Please contact the other designated agency for further details. Please conduct a Carers Register search to identify the other designated agency and then contact that agency for further details. Contact details for the other designated agency are available from the Office of the Children's Guardian website at www.ocg.nsw.gov.au.

15) OOHC Carer Authorisation has been refused

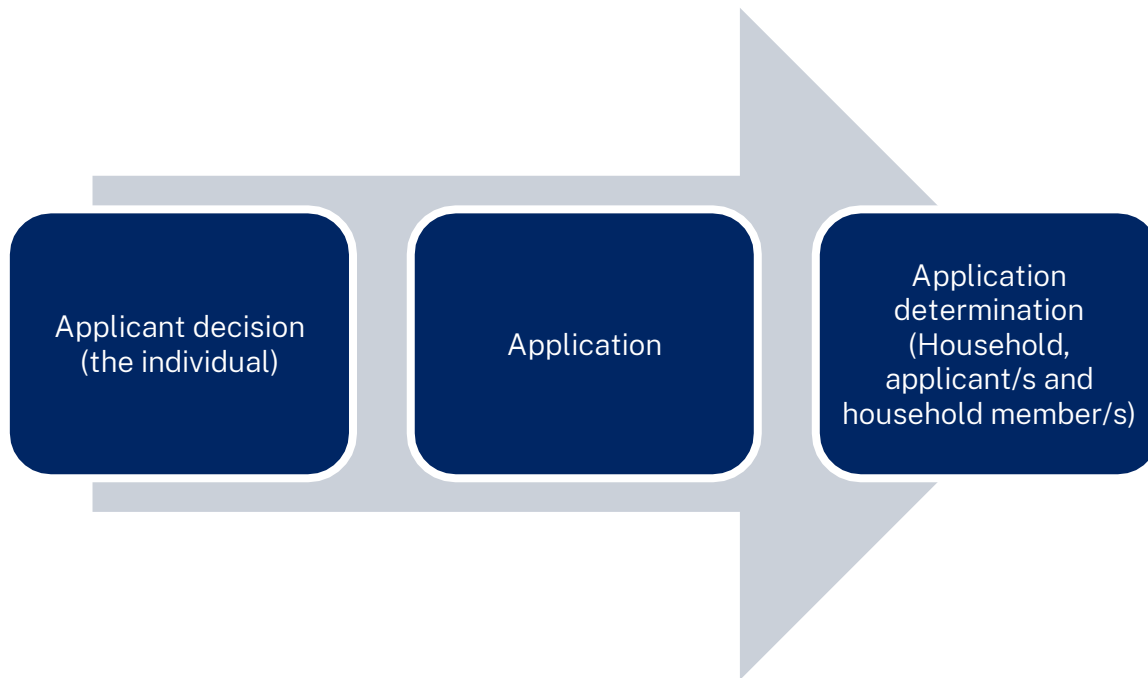
This is to notify that [applicant name] has had their OOHC carer authorisation application refused by another designated agency. Please contact the other designated agency for further details.

Contact details for the other designated agency are available from the Office of the Children's Guardian website at www.ocg.nsw.gov.au.

16) Carers Register Notification OOHC authorised carer or household member change of Aboriginal status

This is to notify that [Individual's Name] [WWCC number: current number] Carers Register records of whether the person identifies as Aboriginal or Torres Strait Islander has been changed. Please conduct a Carers Register search to view changes.

8 Application decisions



8.1 Authorisation of individuals caring in a private capacity

When an individual makes an application to be an authorised carer in a private capacity, the designated agency will:

- determine the application on the strength of the information provided
- approve the application and authorise the applicant as an authorised carer, or refuse the application.⁷²

An authorisation comes into force when the authorised carer is notified in writing by the designated agency.⁷³

An applicant may also withdraw their application at any time before the application has been determined by the agency.⁷⁴

⁷² Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s18(1)

⁷³ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s18(4)

⁷⁴ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s17(4)

9 Recording an OOHC carer application

9.1 Carer application requirements



9.2 Application

The Carers Register ‘Record an OOHC application’ function is used for all carer applications and provisionally authorised carers.

Data requirements for carer applicants and their household members are reflective of the legislative requirements post the commencement of the Carers Register.

An individual may apply in writing to a designated agency to be authorised as an authorised carer.⁷⁵ On receipt of an application, the designated agency must provide the applicant with the following information:

- a) information about the rights and responsibilities of authorised carers
- b) information about the process for approving applicants including the criteria that an applicant must satisfy to be authorised and the information that will be entered on the Register

⁷⁵ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s17(1)

c) information about permanent placement options for a child or young person who is in out-of-home care.⁷⁶

A designated agency must, within 14 days after an application is made by a person seeking to be authorised by the designated agency as an authorised carer, enter the person's identification information and the date on which the application made on the Carers Register.⁷⁷

An applicant can withdraw an application (by verbal or written notice to the designated agency) at any time before the application has been determined by the agency.⁷⁸

A designated agency must not authorise an applicant unless the agency has determined that the applicant is suitable to be an authorised carer.⁷⁹

For the purposes of the uniform suitability assessment requirements, a designated agency is an assessment body and an applicant and each person who resides at the same property as the applicant (other than a child in out-of-home care) are assessable persons.⁸⁰

A designated agency may determine an application by:

a) (a) approving the application and authorising the applicant as an authorised carer⁸¹

or

b) refusing the application.⁸²

An authorisation comes into force when the authorised carer is notified of the authorisation in writing by the designated agency.⁸³

The designated agency may impose conditions on the authorisation of a carer at any time by providing written notice to the authorised carer.⁸⁴

A designated agency must, before approving an application by a person to be authorised by the designated agency as an authorised carer (or within 14 days after any such application is refused, withdrawn or otherwise terminated) enter certain information on the Carers Register.⁸⁵

For more information on carer applications refer to the [Carers Register training: module 7 - record an OOHC Application](#).

⁷⁶ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s17(2)(a-c)

⁷⁷ Children Guardian Regulation 2022 [NSW] shc2, s2(2), 3(2)

⁷⁸ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s17(4)

⁷⁹ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s18(2)

⁸⁰ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s18(3)

⁸¹ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s18(1)(a)

⁸² Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s18(1)(b)

⁸³ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s18(4)

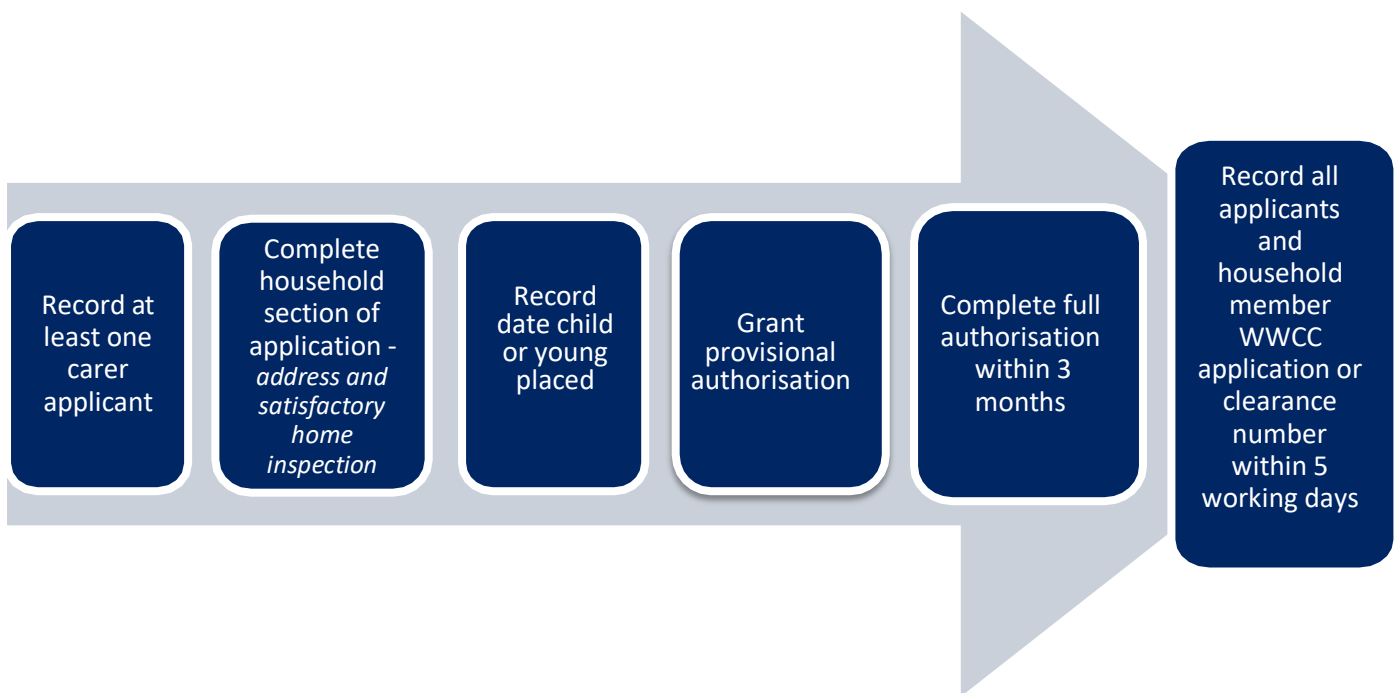
⁸⁴ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s30(1-3)

⁸⁵ Children's Guardian Regulation 2022 [NSW] Shc2, s2(3)

10 Provisional/emergency authorisations

10.1 Provisional authorisations requirements and time frames

A designated agency may, in an emergency, provisionally authorise an individual who is a relative, kin and other person known to the child or young person.⁸⁶



A provisional authorisation allows a carer to provide out-of-home care to any child or young person who is a relative or kin of the carer or who knows the carer.⁸⁷ The provisional authorisation does not take effect until the day the child or young person is placed with the carer by a designated agency.⁸⁸

A designated agency must not provisionally authorise an individual unless the agency has determined the person is capable and suitable to be authorised on a provisional basis.⁸⁹

A carer who is provisionally authorised is taken to have made an application to be an authorised carer on the day the child or young person is placed.⁹⁰ A designated agency must proceed to assess

⁸⁶ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s19

⁸⁷ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s19(1)(a)(b)

⁸⁸ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s19(2)

⁸⁹ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s20

⁹⁰ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s21(2)

the provisionally authorised carer for authorised carer status⁹¹. If a designated agency has not made a decision in relation to whether the individual meets the assessment criteria to be an authorised carer within three months, the Children's Guardian must monitor the designated agency's progress.⁹²

The Children's Guardian may direct a designated agency to cancel the provisional authorisation if it has continued for three months or more by written notice and the designated agency must comply.⁹³ The cancellation of a provisional authorisation is taken to be a decision by the designated agency to refuse an application by the person to be an authorised carer.⁹⁴

Provisionally authorised carers and adult household members must apply for a WWCC within 5 working days from the provisional authorisation start date.⁹⁵

A designated agency must, within 14 days after a provisional authorisation by the designated agency takes effect enter certain information on the Carers Register.⁹⁶

A provisional authorisation report and checklist template has been developed to help designated agencies decide whether an individual can be given provisional authorisation as a carer. This template is not a prescribed document but can be adapted as per designated agency requirements.

⁹¹ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s21(3)(a)(b)

⁹² Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s21(4)

⁹³ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s21(5)

⁹⁴ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s21(6)

⁹⁵ Child Protection (Working with Children) Regulation [NSW] 2013, s21

⁹⁶ Children's Guardian Regulation [NSW] 2022, Sch2, s(4)(a)(b)

11 Carer Application probity and suitability checks

11.1 Probity and suitability checks

The designated agency records the outcomes of carer applicant and household member checks and assessments on the Carers Register. A carer will not be fully authorised until the designated agency certifies that all required checks and assessments have been completed with a satisfactory outcome.

11.2 Individual Checks

Individual checks recorded on the Carers Register include the WWCC and Community Service checks.

The Individual Checks are initially recorded during the application process, any subsequent changes are recorded through the Carers Register individual management process.⁹⁷

The 'individual checks', pre-authorisation requirements' and the 'household member final determination questions' must be completed by each agency assessing the suitability of each carer applicant (and household members) to be authorised.

For more information on individual management refer to the [Carers Register training: module 9 - individual Management](#).

11.3 Working with Children Check

A Working with Children Check (WWCC) is a prerequisite for anyone in child-related work.⁹⁸ It involves a criminal history check and review of findings of workplace misconduct.

The result of a WWCC is either a clearance to work with children for five years, or a bar against working with children.⁹⁹ A person may be interim barred while a risk assessment is in progress if it is likely the person may pose a risk to the safety of children.¹⁰⁰ Cleared applicants are subject to ongoing monitoring, and relevant new records may lead to the clearance being cancelled.

For more information, go to the Working with Children Check section of the OCG's website at www.ocg.nsw.gov.au.

Individuals who apply for authorisation to be an OOHC carer or an adult household member must

⁹⁷ Children's Guardian Regulation 2022 [NSW], s16

⁹⁸ Child Protection (Working with Children) Act [NSW] 2012, s8

⁹⁹ Child Protection (Working with Children) Act [NSW] 2012, s18

¹⁰⁰ Child Protection (Working with Children) Act [NSW] 2012, s17

have a current and verified WWCC clearance or application in progress recorded on the Carers Register.

The WWCC information is not required to be updated by subsequent agencies unless it has been renewed or there has been a change in WWCC status. Each agency is responsible for verifying on the OCG WWCC system that the individual's WWCC is valid.

A designated agency can record a WWCC bar or interim bar on the Carers Register, however in the case where the individual is already authorised or a household member is residing in the home of an authorised carer, the OCG will as a matter of priority record the WWCC bar or interim bar on the Carers Register and contact the designated agency with the instruction to cancel or suspend a carers authorisation.

11.4 Working with Children Checks for household members

Any person aged 18 years or over who resides on the same property as an authorised carer must have a verified WWCC clearance or current application for a clearance.¹⁰¹ If the household members stay regularly, but not full time (for example, several nights a week) they are still required to hold a current and verified WWCC.

PLEASE NOTE

The OCG will send relevant designated agencies an alert 6 weeks prior to an authorised carer or household member WWCC expiring or when a household member is about to turn 18 years old. An additional alert and follow up by OCG staff will be activated if authorised carers or adult household members are recorded on the Carers Register without a current WWCC application or clearance.

If a young person in statutory out-of-home care remains in the home of an authorised carer, after turning 18 years of age, they are considered a household member and must be entered on the Carers Register and will require a current and verified WWCC application or clearance.

11.5 Community Services Check

A Community Services check is a prerequisite for all individuals applying to be authorised (and their household members over 16 years)¹⁰². The check includes relevant information Community Services holds about carers or household members, including whether there are records for the individual in relation to causing risk or harm, allegations of reportable conduct and outcomes of investigations, carer authorisation documents, and carer reviews. The assessing agency must consider Community Services Check returned information to inform the overall suitability assessment and authorisation decision.

The Community Services check should not be requested until all carer capability and suitability has been assessed.

The Community Services Check is updated when a check is completed by another designated agency should the individual apply to another agency.

¹⁰¹ *Child Protection (Working with Children) Act [NSW] 2012, s10*

¹⁰² *Children and Young Persons (Care and Protection) Regulation [NSW] 2022, Sch2, s3(2)(5)*

11.6 Carer pre-authorisation requirements

Designated agencies are required to record the following information on the Carers Register as part of the application process:

Designated agency reference number: this is optional for agencies that use a reference or numbering system.

Has the applicant been a carer interstate?

Consistent with sharing of interstate information under the Protocol for the Transfer of Care and Protection Orders and Proceedings and Interstate Assistance, designated agencies are required to ask carer applicants if:

- they have lived in another Australian state or territory
- they have previously been registered as a carer in another Australian state or territory
- they, or members of their household, have had involvement with child protection authorities in another state or territory
- if any of these questions are answered in the affirmative, then the carer applicant should also be required to disclose which state or territory the relevant event occurred
- a designated agency should ask Community Services to obtain any relevant information held by an interstate child protection authority in these circumstances.

Community Services should advise of a contact point for interstate checks.

Authorise this applicant for:

- Statutory foster care: Out-of-home care for any child or young person unknown to the carer
- Other care: Out-of-home care for a specified child or young person the carer has been assessed to provide care for relative or kinship care.

11.7 Carer applicant pre-authorisation requirements checklist

The Pre-Authorisation Requirements checklist items are mandatory and must be marked as Satisfactory or Unsatisfactory and include the date the agency completed the check. A Satisfactory response can only be recorded if the designated agency is satisfied that the relevant check indicates that it is appropriate for the individual to be authorised as an OOHC carer.

Note: the relevant check outcome should not be recorded in the Carers Register until the outcome of the check has been finalised.

1. Identification check

All carer applicants are required to produce adequate identification information. Identification information¹⁰³ in respect of a person means the following:

- a) the person's full name (including any other names that the person is or has been known by)
- b) the person's gender
- c) the person's date of birth.

2. WWCC requirements met

¹⁰³ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, Sch2, s2(a)

- Each designated agency that authorises an OOHC carer must verify as an employer that the carer applicant has a current WWCC clearance or application.¹⁰⁴
- Record the WWCC requirements met as either satisfactory or unsatisfactory and the verification date. Satisfactory can only be recorded if the WWCC status is 'CLEARED' or 'APPLICATION IN PROGRESS.'
- The date recorded in the Register, is the date that the WWCC was verified.

PLEASE NOTE

If a carer is authorised with a WWCC 'application in progress, the Carers Register must be updated as a matter of priority when the Check result has been finalised and verified. See further WWCC requirements in the *Individual Checks* section.

3. National Police Check (NPC)

When completing carer assessments, a designated agency must:

- consider the records contained in a mandatory NPC¹⁰⁵
- record the National Police Check as either satisfactory or unsatisfactory after assessing the returned records
- record the date on the certificate or the date the records were assessed.

4. Community Services check

When completing carer assessments, a designated agency must:

- consider the records contained in a Community Services check¹⁰⁶
- record the Community Services check as either satisfactory or unsatisfactory and the date recorded on the check.

See further Community Service check information in Section 10 of these guidance notes.

5. Other designated agency check

- It is mandatory for designated agencies to ask carer applicants if they have previously applied to another agency for authorisation as a carer or have previously been authorised by another designated agency.
- Prior to entering an OOHC application (applicants and household members) onto the Carers Register the designated agency is directed to complete a search of the individual's Carers Register history including whether the individual has been a carer applicant, authorised carer or a household member with any other designated agency.
- If the individual is recorded in the Carers Register, the relevant agency must contact any other designated agency that has or has had an association with that individual.¹⁰⁷
- When completing carer assessments, a designated agency must consider information provided by any other designated agency.
 - A decision not to approve a carer applicant or to cancel a carer's authorisation by one agency does not necessarily determine the outcome for another agency's carer application decisions Each designated agency is required to assess all relevant information prior to determining if the individual is appropriate to be authorised as an OOHC carer.

¹⁰⁴ *Child Protection (Working with Children) Act [NSW] 2012*, s9A and 11B

¹⁰⁵ *Children and Young Persons (Care and Protection) Regulation [NSW] 2022*, Sch2, s3(1)(a)

¹⁰⁶ *Children and Young Persons (Care and Protection) Regulation [NSW] 2022*, Sch2, s3(1)(b)

¹⁰⁷ *Children and Young Persons (Care and Protection) Regulation [NSW] 2022*, Sch2, s3(1)(c)

Where a carer has been previously authorised by DCJ, designated agencies should request all records held by DCJ in relation to the applicant and their household members including, though not limited to child protection reports, assessments, case notes, case plans, authorisation reports, letters, reviews, reportable allegation and carer related documents. Information relevant to the CS check and the ODAC may be included in the same documentation. **Health check**

When completing carer assessments, designated agencies must:

- request a health check to be completed for each carer applicant¹⁰⁸
- record the health check as either satisfactory or unsatisfactory and the date of the signed medical certificate.

6. Two referees check

When completing carer assessments, designated agencies must:

- request the contact details of at least two referees for each carer applicant¹⁰⁹
- discuss the carer applicant's suitability with those referees
- record the referee checks as either satisfactory or unsatisfactory and the date of the signed medical certificate.

7. Code of conduct sighted and signed

- It is a condition of authorisation that the authorised carer must comply with the Code of Conduct for Authorised Foster, Relative and Kinship Carers.
- Designated agencies must record that the Code of conduct has been sighted and signed as either satisfactory or unsatisfactory and the date it was signed by the carer applicant.¹¹⁰

8. Pre-authorisation training conducted

- Carer applicants must successfully complete relevant training to ensure that the individual is capable of exercising the functions of an authorised carer.¹¹¹
- Designated agencies must record the pre-authorisation training conducted as either satisfactory or unsatisfactory and the date the training was completed

9. Carer's capability and suitability assessed

- Designated agencies cannot determine that an individual is suitable to be an authorised carer until all pre-authorisation requirements have been marked as satisfactory as well as the satisfactory assessment of all other carer applicants, authorised carers and household members that reside in the household.¹¹²
- Designated agencies must record the assessment of a carer's capability and suitability as either satisfactory or unsatisfactory and the date the carer assessment was completed.
 - This section should be completed last as this outcome considers the applicant's overall capacity to be authorised as a carer.

Note: for carers transferring from another designated agency, agencies may use the results and outcomes of checks completed by a previous designated agency as part of its assessment process. However, the authorising agency must review the outcome of these previous checks and make its own determination about suitability. Designated agencies are required to keep a copy of these checks, the outcome and its rationale for accepting these checks, or not, as part of agency records.

¹⁰⁸ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, Sch2, s2(b)(iii)

¹⁰⁹ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, Sch2, s2(b)(i)

¹¹⁰ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s18(3)(d)

¹¹¹ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s18(3)(c)

¹¹² Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s18(2)(3)

See [Fact sheet 5: Sharing information when an authorised carer transfers from one designated agency to another designated agency](#)

11.8 Household members

The household member section of the Carers Register includes the individual checks for adult household members. Additional checks are required for household members (varying ages) as detailed in the household member final determination questions:

1. Have you checked each household member's Carers Register history? **Yes No**
 - When entering household members (all ages) onto the Carers Register as part of the application, a search of the individual is required in the first instance
 - If the individual is already recorded in the Carers Register this activates the requirement for the individual to be included in the 'Other designated agency check'.
2. Have you checked each household member aged 16 and above has had any required identification check, National Police Check and Community Services Check? ¹¹³ **Yes No**
3. 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? ¹¹⁴ **Yes No**
 - The WWCC for adult household members is detailed in the 'individual checks'.
 - Selecting 'yes' to this question indicates that the agency has verified the WWCC and reviewed and updated the WWCC details in the 'individual checks'.

PLEASE NOTE

It is mandatory for all household members aged 16 years and over to have a National Police Check (optional for 14-15 year olds), if the household member is 16 years or over at the time of the authorisation process.¹¹⁵

If a young person in OOHC remains in the household after they turn 18¹¹⁶, they must be added as a household member,¹¹⁷ and will be subject to a WWCC check,¹¹⁸ but not a National Police Check or a Community Services Check.¹¹⁹

An existing household member who turns 16 after the authorisation process has been completed does not require a National Police Check¹²⁰. However, all household members over 18 require

¹¹³ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, Sch2, s1(1), 2(a), 3(1)(a-c)

¹¹⁴ *Child Protection (Working with Children) Act 2012*, s11B and Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s18(3)(a)

¹¹⁵ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, Sch2, s1(1), 2(a), 3(1)(a-c)

¹¹⁶ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, s42(1-2)

¹¹⁷ Children's Guardian Regulation [NSW] 2022, s(6)(d)

¹¹⁸ *Child Protection (Working with Children) Act 2012*, s10

¹¹⁹ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, Sch2, s5(4)(a)

¹²⁰ Children and Young Persons (Care and Protection) Regulation [NSW] 2022, Sch2, s5(4)(b)

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