

The NSW Carers Register Administrator's Guide

August 2022

Contents

Purpose of this Guide	3
About the Carers Register	3
Section 1: How to register for access to the Carers Register.....	4
Part 1: Details of person completing registration form.....	4
Part 2: Designated agency details.....	4
Part 3: Primary Administrator of the Carers Register	4
Part 4: Email address to receive Carers Register alerts.....	5
Part 5: Contact person(s) for exchange of information enquiries.....	5
Part 6: Designated agency Carers Register login details (completed by OCG).....	5
Part 7: Designated agency structure (location maintenance).....	5
Part 8: Designated agency record of users and access roles	6
Section 2: Managing the designated agency’s structure and users	7
Part 1: Designated agency structure	7
Recommended locations.....	8
DCJ Districts Map.....	9
Part 2: Primary and responsible (active) locations.....	10
Part 3: Users and access roles	11
Section 3: Step-by-step instructions	12
Part 1: Creating and managing designated agency’s structure.....	12
Part 2: Creating, updating and end-dating users access roles and assigning locations	16
Part 3: Password management	21
Part 4: Generating User Administration Reports	23
Office of the Children’s Guardian.....	24

Purpose of this Guide

The information in this Guide will help designated agencies to:

1. Complete the Carers Register registration form
2. Create and manage designated agency location structure
3. Create users and assign access roles and locations.

Please also refer to the Carers Register User Guide (available from www.ocg.nsw.gov.au) and relevant designated agency policies and procedures.

About the Carers Register

The Carers Register is a secure, restricted access system designed to improve the authorisation process by supporting better information sharing between designated agencies.

The system will record the outcomes of carer applicants and household member checks and assessments and will not permit a carer to be fully authorised until the designated agency certifies that all required checks and assessments have been satisfactorily completed. It does not replace the detailed systems and processes used by designated agencies to assess carer applicants and their household members and authorise suitable individuals as authorised carers.

The Carers Register will record the outcomes of carer applications and the surrendering, suspension, or cancellation of authorisations. It will also flag the existence of any reportable allegation investigations that are in progress and maintain a permanent record of reportable conduct findings that meet the threshold set by the Children's Guardian and administered by the Reportable Conduct Directorate within the Office of the Children's Guardian.

While the Office of the Children's Guardian administers the Carers Register, designated agencies are responsible for entering application and authorisation information and managing location structure and user access.

PLEASE NOTE! Agencies must maintain an accurate record of who has access to the Carers Register. If a staff member no longer requires access to the Carers Register (e.g., if they change jobs or leave the agency) their access must be disabled immediately

Designated agencies must also prepare and maintain up-to-date handover instructions to prepare for any possible changes in personnel. As a minimum, handover instructions must include:

- a general oversight of the agency's Carers Register responsibilities
- details of user roles and responsibilities within the designated agency
- instructions on how to end-date and disable a user's access.

As a quality assurance measure, each designated agency is strongly encouraged to include Carers Register responsibilities in staff induction and training programs, meetings and policy review processes.

Section 1: How to register for access to the Carers Register

Part 1: Details of person completing registration form

The Office of the Children's Guardian (OCG) may need to contact this person if further information is required during the registration process.

Part 2: Designated agency details

- Registered Business Name (in full): the registered business name is the name attached to the designated agency's Australian Business Number.
- Australian Business Number: with an 'active' status recorded in the Australian Business Register (ABR), maintained by the Australian Taxation Office
- Phone: Designated agency's head office phone number
- Business address: Designated agency's head office business address
- Website: Designated agency's website address that will be listed on the OCG's website to support exchange of information enquiries (required by the 'other designated agency check').

Part 3: Primary Administrator of the Carers Register

The person (or position) nominated to be the Carers Register Primary Administrator will have operational responsibility for the Carers Register and will be the person the OCG will contact for all Carers Register matters.

The Primary Administrator access roles:

- Location maintenance (Primary Administrator ONLY)
- User maintenance (create additional users)
- Record an OOHC application
- OOHC applications/authorisations reports
- Back capture
- User maintenance reports
- Individual and household management
- Authorising agency search function

The first district, region and office location/program name (agency structure) is nominated by each designated agency as part of the registration process. Additional agency structure options are created by each designated agency's Primary Administrator.

For more information about managing the designated agency's structure, creating users or assigning access roles, please refer to section 2 of this Guide.

Recording a new Primary Administrator

- Planned change – the current Primary Administrator may create a new Primary Administrator, but must immediately disable their own access (as Primary Administrator)
- Unplanned change – contact the OCG's Carer and Residential Worker Monitoring Team at carers-register@ocg.nsw.gov.au or call (02) 6588 7073.

Part 4: Email address to receive Carers Register alerts

The Carers Register will generate a number of alerts (a full list of system alerts is listed in the Carers Register User's Guide). Some alerts will be for information only, while others may require immediate action, therefore it is advisable to create an email address to receive Carers Register alerts and to arrange for proxy access by the appropriate individuals.

Part 5: Contact person(s) for exchange of information enquiries

The Carers Register requires designated agencies to complete a series of probity and suitability checks on carer applicants and their household members. One such check is the 'other designated agency check,' which determines whether or not an individual has had any previous association with another agency.

To support this process, the OCG will publish the name (or job role) and contact details of at least one person in every designated agency who will manage 'other designated agency check' enquiries. For larger agencies with many offices across multiple locations, it may be necessary to nominate a number of individuals.

For more information relating to the exchange of information to support the 'other designated agency check,' please refer to the Carers Register User Guide.

Part 6: Designated agency Carers Register login details (completed by OCG)

This section will be completed by the OCG upon receiving a designated agency's registration form. The OCG will register the agency, which will generate login details:

- Agency number (e.g., CRA0000)
- Primary Administrator username (must be prefixed by the agency number)
- Temporary password

For information relating to password management, please refer to section 2, part 3 of this Guide.

The OCG will complete part 6 and return the registration form to the designated agency. If the agency wishes to create additional locations and users, the Primary Administrator must complete parts 7 and 8.

Part 7: Designated agency structure (location maintenance)

It is essential for every designated agency to map its districts, regions and office locations (or program names), particularly larger designated agencies that may be operating in multiple locations.

Locations must be created in the Carers Register before users are created and assigned to locations.

The location maintenance function in the Carers Register may only be accessed by the designated agency's Primary Administrator.

The process of creating the designated agency's Carers Register structure may only be completed by the Primary Administrator once login details (part 6) have been received.

The template provided in the registration form is designed to simplify the process of creating the agency's structure.

A primary location must be assigned to each user. When a user logs in, they will automatically be signed into their primary location. If a user is allocated a single location, this will become their primary location.

If multiple locations are allocated to a user, the user may change their locations after logging in by selecting another location from the list of locations in their user profile.

For further information, please refer to section 2, part 1 of this Guide.

Mapping out the designated agency's districts, regions and office locations will also allow the designated agency to identify which user has entered information into the Carers Register. This is particularly helpful when generating Carers Register reports.

For more information, please refer to section 2, part 3 of this Guide.

An agency's structure is made up of districts, regions and locations:

- Districts: DCJ Districts e.g., Northern Sydney
- Regions: Council areas (Local Government Authority) e.g., Warringah
- Office locations: The suburb where the office is located, e.g., Dee Why (alternatively, a program name may be used to identify a location).

For more information about creating and managing the designated agency's structure, please refer to section 2, parts 1 and 2 of this Guide.

Part 8: Designated agency record of users and access roles

Part 8 is designed to support the process of mapping users to user roles and locations. This process may only be completed by a designated agency's Primary or General Administrator, and only after login details have been received and the designated agency's structure (part 7) has been completed.

The number of users and variation of access roles assigned should reflect the designated agency's size and provide adequate support for its operational processes.

The access roles enable designated agencies to assign specific access rights to each user and identify which user has entered information into the Carers Register. This is particularly helpful when generating Carers Register reports.

For more information on roles and creating user access, please refer to section 2 of this Guide.

For more information on user administration reports, please refer to section 4, part 4 of this Guide.

Section 2: Managing the designated agency's structure and users

Part 1: Designated agency structure

Once the designated agency receives its initial Carers Register login details, the Primary Administrator will be responsible for creating additional locations (if applicable).

Each designated agency's structure will be defined in the Carers Register. This will enable:

1. Each household to be assigned to a location within the structure
2. Data entered to be recorded against the name of the user who entered it
3. Reports to be generated by district, region and office location.

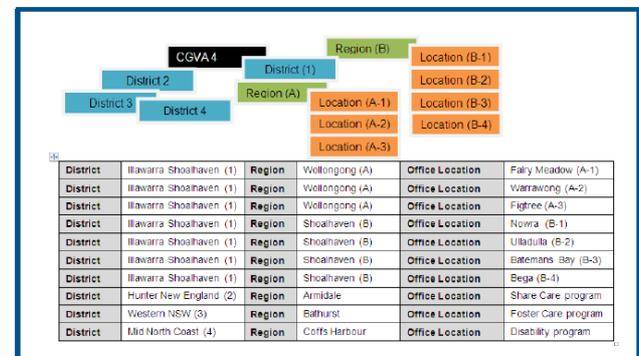
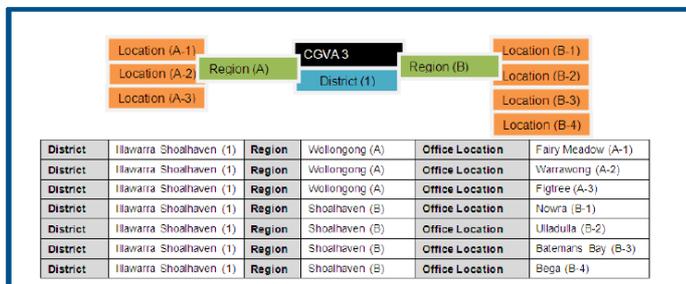
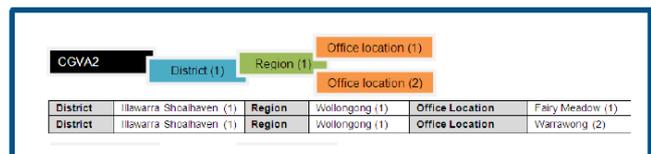
Definitions

Districts: in-line with the DCJ Districts

Regions: Council areas (Local Government Authority)

Office location: The suburb where the office is located (alternatively, a program name may be used to identify a location).

The Carers Register system allows for simple and complex structures, for example:

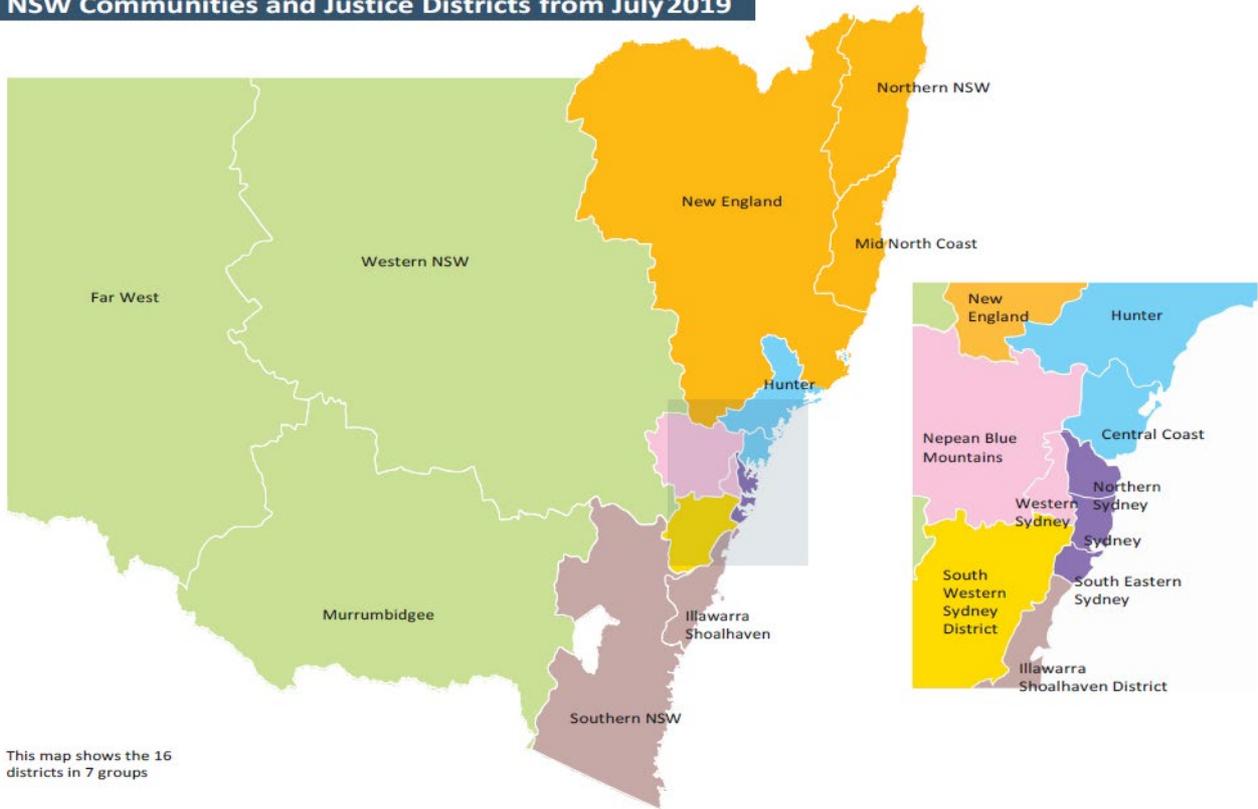


Recommended locations

DCJ	Districts	Regions	Office location/ Program name
1	Central Coast	Gosford, Wyong	
2	Far West	Balranald, Broken Hill, Central Darling, Wentworth, unincorporated Far West	
3	Hunter	Cessnock, Dungog, Lake Macquarie, Maitland, Newcastle, Port Stephens, Singleton	
4	Illawarra Shoalhaven	Kiama, Shellharbour, Shoalhaven, Wollongong	
5	Mid North Coast	Bellingen, Coffs Harbour, Kempsey, Nambucca, Port Macquarie-Hastings	
6	Murrumbidgee	Albury, Berrigan, Bland, Boorowa, Carrathool, Conargo, Coolamon, Cootamundra, Corowa Shire, Deniliquin, Greater Hume Shire, Griffith, Gundagai, Harden, Hay, Jerilderie, Junee, Leeton, Lockhart, Murray, Murrumbidgee, Narrandera, Temora, Tumbarumba, Tumut Shire, Urana, Wagga Wagga, Wakool, Young	
7	Nepean Blue Mountains	Blue Mountains, Hawkesbury, Lithgow, Penrith	
8	New England	Armidale Dumaresq, Glen Innes Severn, Gunnedah, Guyra, Gwydir, Inverell, Liverpool Plains, Moree Plains, Muswellbrook, Narrabri, Tamworth Regional, Tenterfield, Upper Hunter Shire, Uralla, Walcha	
9	Northern NSW	Ballina, Byron, Clarence Valley, Kyogle, Lismore, Richmond Valley, Tweed	
10	Northern Sydney	Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove, Manly, Mosman, North Sydney, Pittwater, Ryde, Warringah, Willoughby	
11	Southern Eastern Sydney	Botany Bay, Hurstville, Kogarah, Randwick, Rockdale, Sutherland Shire, Sydney LGA - Inner and East SLAs, Waverley, Woollahra, Lord Howe Island	
12	South Western Sydney	Bankstown, Camden, Campbelltown, Fairfield, Liverpool, Wingecarribee, Wollondilly	
13	Southern NSW	Bega Valley, Bombala, Cooma-Monaro, Eurobodalla, Goulburn Mulwaree, Palerang, Queanbeyan, Snowy River, Upper Lachlan Shire, Yass Valley	
14	Sydney	Ashfield, Burwood, Canada Bay, Canterbury, Leichhardt, Marrickville, Strathfield, Sydney LGA - South and West SLAs	
15	Western NSW	Bathurst Regional, Blayney, Bogan, Bourke, Brewarrina, Cabonne, Cobar, Coonamble, Cowra, Dubbo, Forbes, Gilgandra, Lachlan, Mid-Western Regional, Narromine, Oberon, Orange, Parkes, Walgett, Warren, Warrumbungle Shire, Weddin, Wellington	
16	Western Sydney	Auburn, Baulkham Hills Shire, Blacktown, Holroyd, Parramatta	

DCJ Districts Map

NSW Communities and Justice Districts from July 2019



Part 2: Primary and responsible (active) locations

Definitions

Primary location: the location the user will automatically default to when signing in.

Responsible (active) location: the location of an OOHC application/authorisation (applicant/carer and household application).

For step-by-step instructions on how to manage primary, active and responsible locations, please refer to Section 3 part 2 of this guide.

Once a user is created, the user may be allocated to a single location or multiple locations to manage OOHC applications.

Multiple users allocated to a single location are referred to as a location team. One user may belong to multiple location teams.

The primary location is the default location when logging in to the Carers Register (if a user is allocated only one location, this will be their primary location).

At sign in, users may select a location other than their primary location from the list of allocated locations. It is also possible to change locations after logging in by choosing another location from the list of allocated locations in the user's profile.

The Carers Register will record user identity and location details against all activity. Users signed into a particular location will be able to view all activity for that location.

Automatic assignment – OOHC applications (household)

When an OOHC Application is created, it is assigned to the user that created it and the user's selected responsible location.

Reassign – OOHC carer application (household)

An OOHC application can be reassigned to another user (only within the same team that it was created in). This should be done if the responsibilities for the OOHC application has been transferred to the other user (reassigning will ensure that the OOHC applications/authorisation reports are an accurate reflection of the users and location's activity).

Any user within the work location ('my team') may reassign an OOHC application to themselves or to another user.

Change responsible location – OOHC carer authorisation (household)

An OOHC Carer authorisation may be reassigned to another location (any location within the designated agency). This should be done if the responsibilities for the OOHC authorisation has been transferred to another location (reassigning will ensure that the OOHC applications/authorisation reports are an accurate reflection of each location's activity).

Part 3: Users and access roles

PLEASE NOTE! Locations must be created ahead of users. An inaccurate or incomplete designated agency structure may lead to confusion among users about their access roles and responsibilities and may also create problems with system generated reports.

The **Primary Administrator** is initially created by the OCG as part of the agency’s Carers Register registration. Designated agencies are strongly advised to appoint only one active Primary Administrator with the ability to change the agency’s structure.

Once the agency’s structure has been created by the Primary Administrator, additional users may be created with varying access roles (see table below). Multiple General Administrators may be created to manage the creation and management of additional users.

User access and roles	Utility links location maintenance	Utility links user maintenance	Utility links user admin reports	Services OOHc applications/ authorisations and reports	Services record an OOHc application and back capture	Authorising agency search
Primary Administrator	✓	✓	✓	✓	✓	✓
General Administrator		✓	✓	✓	✓	✓
User All processing				✓	✓	✓
User Read only				✓		
Auditor Read Only			✓	✓		

Section 3: Step-by-step instructions

Part 1: Creating and managing designated agency's structure

Utility Links – Location Maintenance

Creating and managing the agency's structure is restricted to the Primary Administrator Role.

See section 2, part 3 for user roles and access rights.

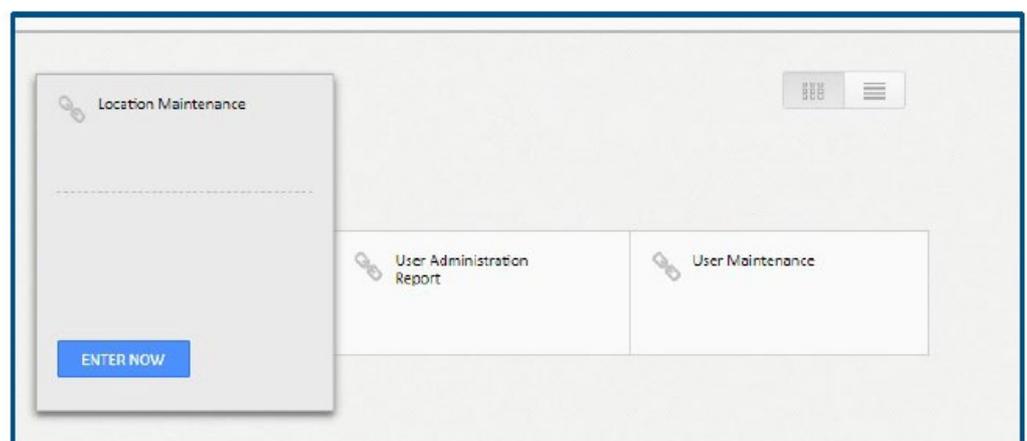
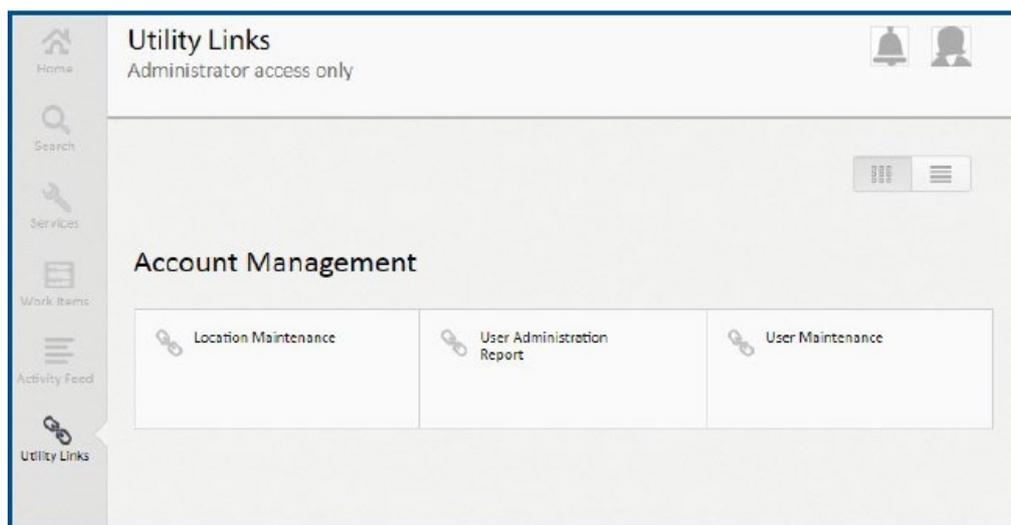
Once your agency receives its initial Carers Register access details, the Primary Administrator is responsible for creating additional locations (if applicable). To access the location maintenance to manage the designated agency's Carers Register structure:

Create a new location

Select Utility links on the left-hand tool bar

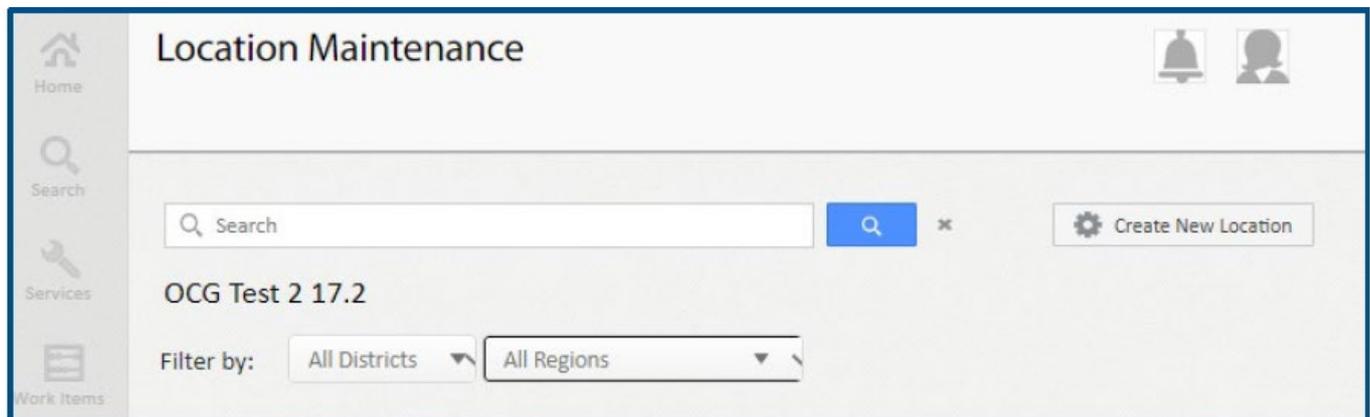
Select Location maintenance function

Select ENTER NOW



Please Note: One location will already be created as part of your agency's registration.

REFER TO: part seven of the designated agency registration form to map out your agency's structure.



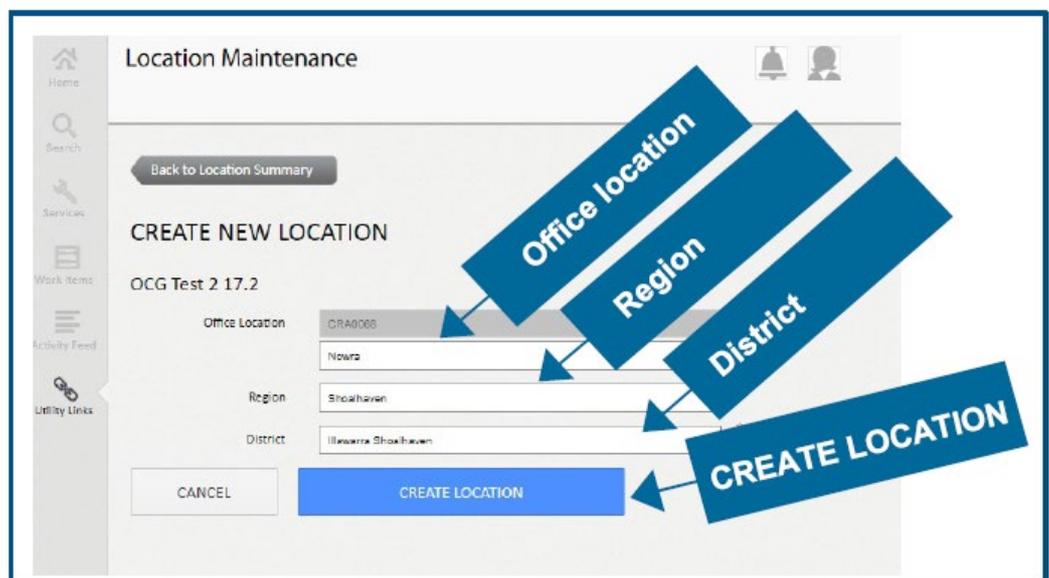
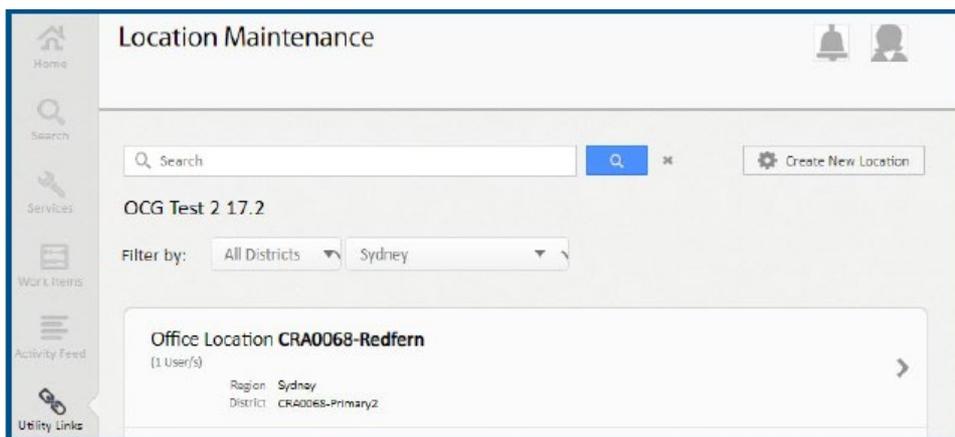
Create a new location

Enter: Office Location – The suburb the office is located in or program name

Enter: Region – Council areas – LGA's (Local Government Authority)

Enter: District in-line with the DCJ Districts

Select: CREATE LOCATION



Edit a location

Select relevant location from Location Summary list

Select SAVE LOCATION

Select CANCEL back to Location Summary

PLEASE NOTE: Locations cannot be deleted from the system as they should be retained for reporting and records management. If a location is no longer active edit the location recording (Historical) in each of the fields.

The screenshot shows the 'Location Maintenance' interface. At the top, there is a 'Home' button and a 'Back to Location Summary' button. The main heading is 'EDIT LOCATION'. Below this, the location ID 'OCG Test 2 17.2' is displayed. The form contains three input fields: 'Office Location' (with a dropdown menu showing 'GRAC09B'), 'Region' (with 'Wollongong'), and 'District' (with 'Illawarra/Shoalhaven'). There are red asterisks next to the 'Office Location' and 'District' fields. At the bottom, there are 'CANCEL' and 'SAVE LOCATION' buttons. Three blue callout boxes with arrows point to the 'Office Location', 'Region', and 'District' fields, each containing the text '(Historical)' followed by the field's current value: 'Fairy Meadow (Historical)', 'Wollongong (Historical)', and 'Illawarra/Shoalhaven (Historical)'.

Part 2: Creating, updating and end-dating users access roles and assigning locations

Utility links – User Maintenance

Creating and managing the agency’s users is limited to the Primary and General Administrator roles

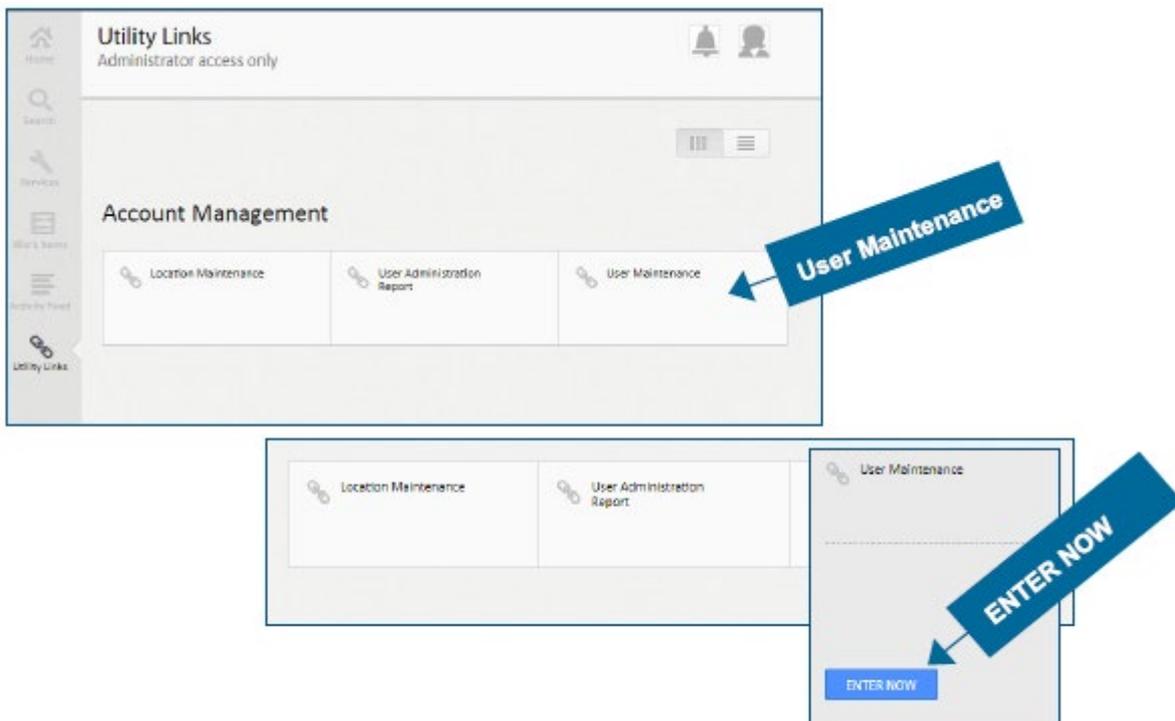
REFER TO: section 2, part 3 of this Guide for types of users and their access roles

To access the user maintenance to manage designated agency users (complete this section after all the locations have been created)

Select Utility links on the left-hand tool bar

Select User maintenance function

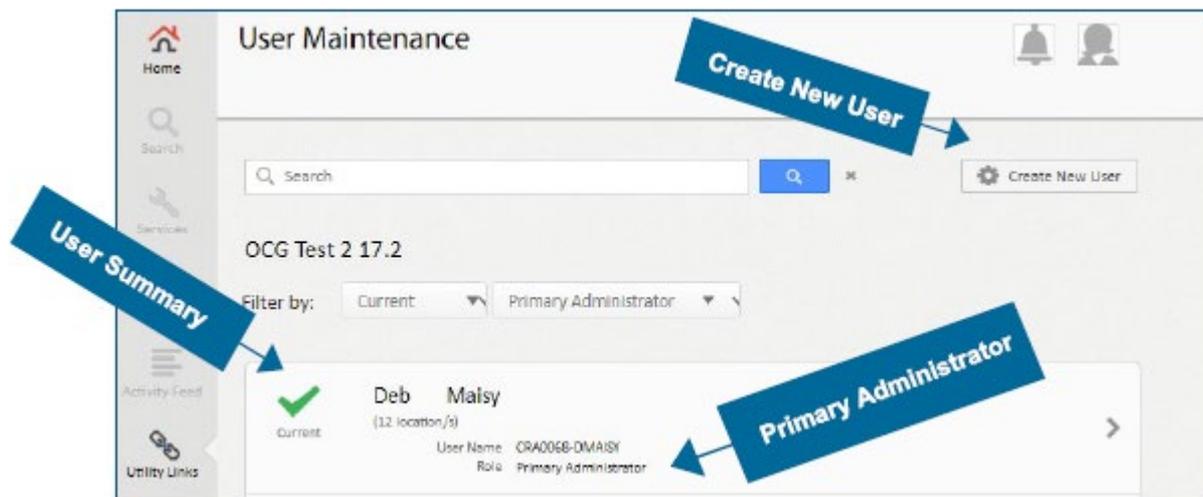
Select ENTER NOW



Create new user

Select: Create new user

PLEASE NOTE: The Primary Administrator will already be created as part of your agency's registration



Filter All Status – Current – End dated

Filter All Roles - Primary Administrator - General Administrator – User (all processing) – User (read only) – Auditor (read only)

Select the relevant user to view more details.

Create new user

Each unique Username must be pre-fixed with the designated agency's CRA number (refer to the designated agency's returned Agency Registration form for further details e.g., CRA1111 [username] = CRA1111-mmouse. The username has a 20-character limit.

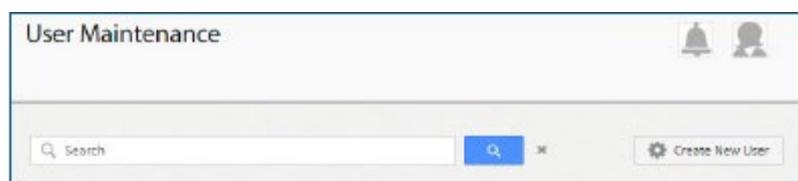
Enter Title, First Name, Last Name, Email, Contact Number

Enter Username

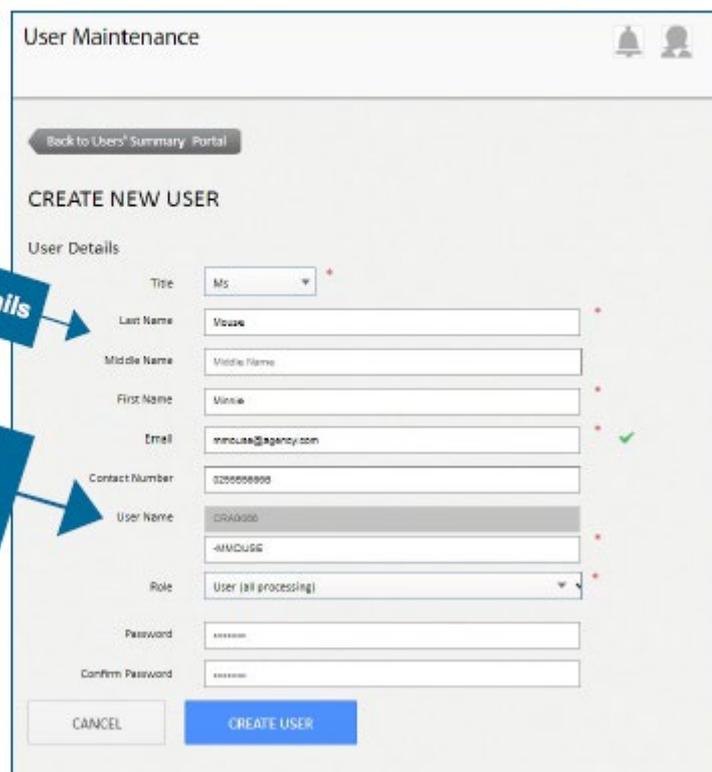
Enter Select role

Enter Password, Confirm Password

Select CREATE USER to save the USER



The screenshot shows the top section of the 'User Maintenance' interface. It includes a search bar with a magnifying glass icon and a 'Create New User' button with a gear icon.



The screenshot shows the 'CREATE NEW USER' form. It includes a 'Back to Users' summary Portal' link, a 'User Details' section, and a 'CREATE USER' button. Annotations highlight the 'Individual's details' and the 'Username' field, which is pre-filled with 'CRA0066-MMOUSE'.

Individual's details

**Username is prefixed with the agency's number
Username CRA0066-MMOUSE**

Please note:

1. Users should not be created until they have been assigned a Carers Register role and allocated to at least one location
2. Refer to Section 2, Part 3 of this Guide for detailed information relating to users and access roles.
3. Refer to Section 3, Part 3 of this Guide for password management instructions

Assign Locations

Once the user is created locations must be assigned to the user

Select or unselect

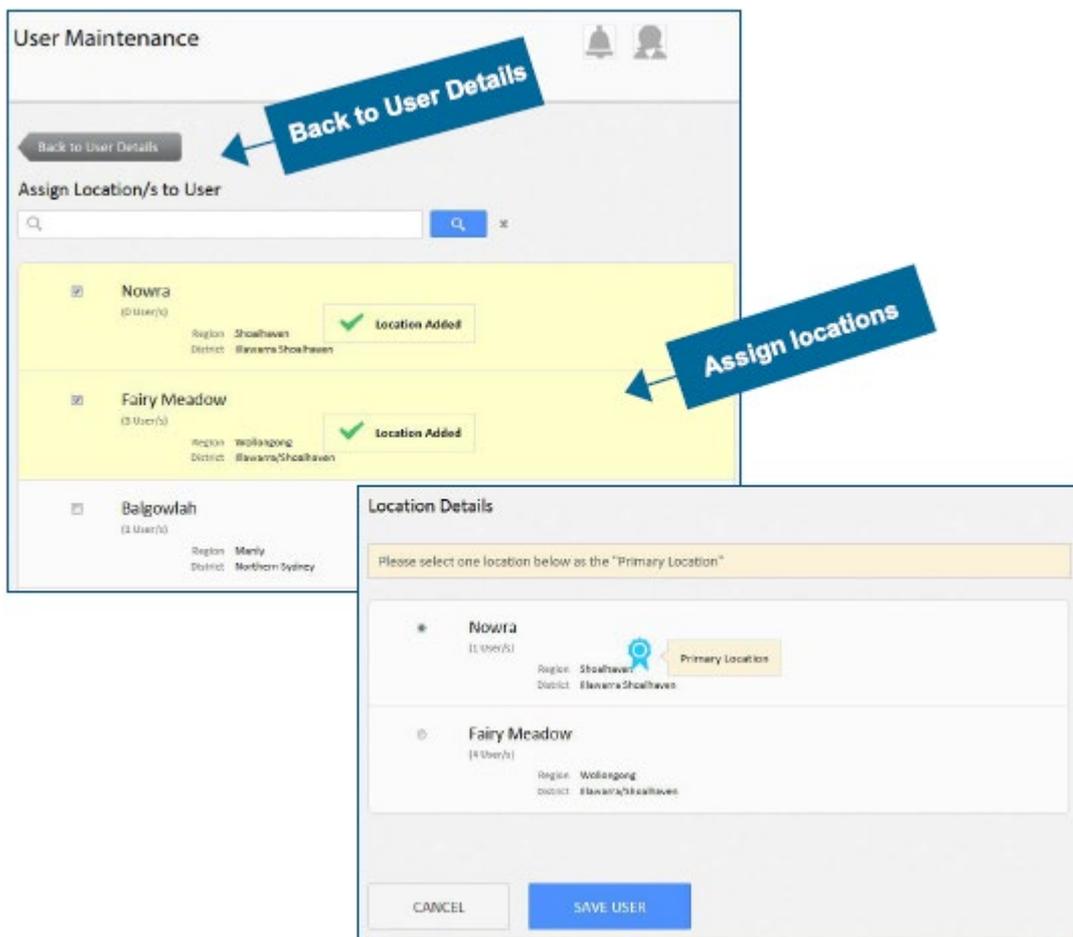
the location/s this user is authorised to access (the access role is recorded in the user details section)

Select Back to User Details to select primary location

Primary Location

Select a primary office location (if only one office has been assigned it will automatically default to the primary location)

Select SAVE user to save assigned and primary location details



Note:

1. At any stage the Primary or General Administrator can assign locations or delete locations for users.
2. The primary location is the work location that the user will automatically be signed into when accessing the Carers Register, if the user is entering information for another work location, they can select from other assigned locations through their user profile.

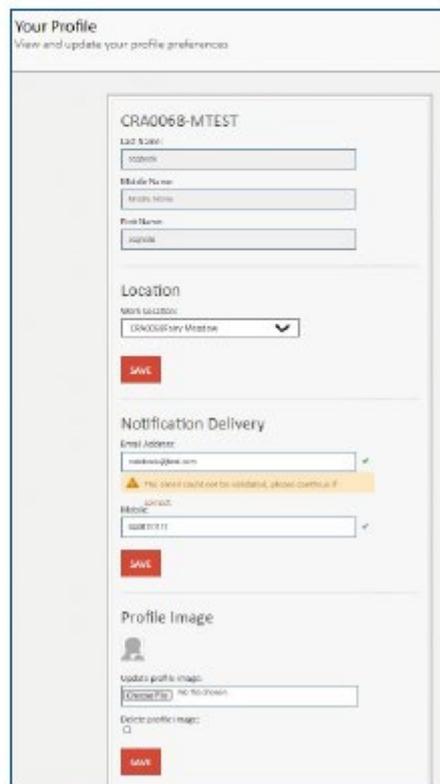
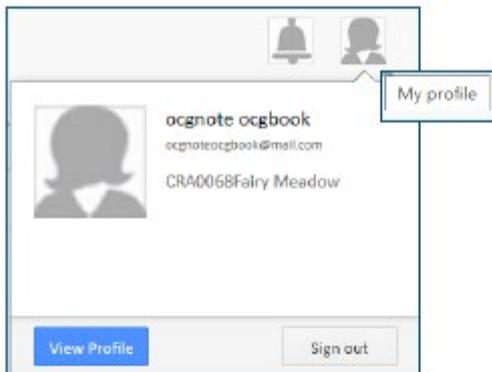
User Profile Management

Once a User is created, the user can view and update the user profile (excluding a name change which can only be updated by a Primary or General Administrator).

Select the profile icon

View Profile Overwrite: Name (Administrator only), email, mobile, change work location or change password

Select SAVE PROFILE to save any recorded changes



A screenshot of the "Your Profile" update form. The title is "Your Profile" with the subtitle "View and update your profile preferences". The form is for user "CRA0068-MTEST". It contains several sections:

- Basic Information:** Fields for "Last Name" (containing "ocgbook"), "Email Address" (containing "ocgnote@mail.com"), "First Name" (containing "ocgnote"), and "Mobile" (containing "0800123456").
- Location:** A dropdown menu for "Work Location" with "CRA0068Fairy Meadow" selected.
- Notification Delivery:** Fields for "Email Address" (containing "ocgnote@mail.com") and "Mobile" (containing "0800123456"). A warning message states: "This email could not be validated, please confirm it".
- Profile Image:** A section for updating the profile image, including a "Choose File" button and a "Delete profile image" button.

Each section has a red "SAVE" button at the bottom.

Part 3: Password management

The designated agency's Primary Administrator initially creates each user's password.

Each user on receipt of the Carers Register access details is responsible for managing and changing their password.

Once the initial password is received, the user should:

- Sign in** Initial password
- Select** User profile (the head)
- Access** Edit profile
- Select** Change password
- Enter** Old password
- Enter** New password
- Enter** Confirm new password
- Select** Save profile (changes will not be made if save profile is not selected)

The screenshot shows a web form titled "Your Profile" with the subtitle "View and update your profile preferences". The form is divided into several sections:

- CR40068-MTEST**: A section with four input fields for user details: "user name" (containing "admin"), "password", "mobile phone", and "email" (containing "admin@nsw.gov.au").
- LOCATION**: A section with a "State/Location" dropdown menu currently set to "New South Wales".
- Notification Delivery**: A section with a "Email Address" field (containing "admin@nsw.gov.au"), a "Phone" field (containing "02 9231 3333"), and a "SMS" checkbox (checked).
- Profile Image**: A section with a "System Profile Image" field (containing "Profile Picture") and a "User Profile Image" field (containing "Profile Picture").
- Change Password**: A section with three input fields: "Old Password", "New Password", and "Confirm New Password".

Each section has a red "SAVE" button at the bottom.

Password Rules

The password must conform to the following rules and is valid for six weeks from the first day of activation:

At least seven characters long

- Contains at least one upper case letter: (A-Z), one lower case letter: (a-z); one number: (0-9), one special character: - ~ \$ % ^ * () - = , . / \ {} [] " <>
- (Not allowed: Spaces ? + : ')
- You cannot use the same last 24 passwords

If you forget your password, use the 'forgot my password' option at sign in, the new password will be sent to the user's email address

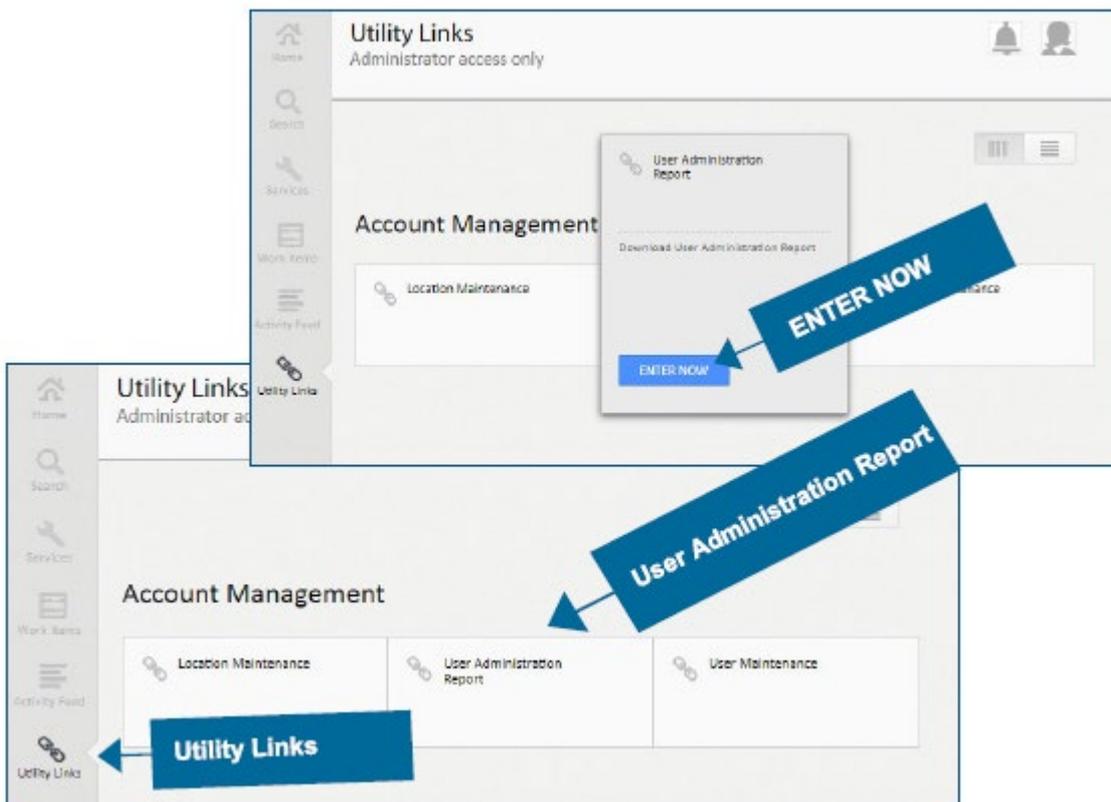
Part 4: Generating User Administration Reports

- Generating user administration reports is limited to the Primary and General Administrator and Auditor roles
- Generate reports by location, district or status

REFER TO: section 2, part 3 of this Guide for types of users and their access roles.

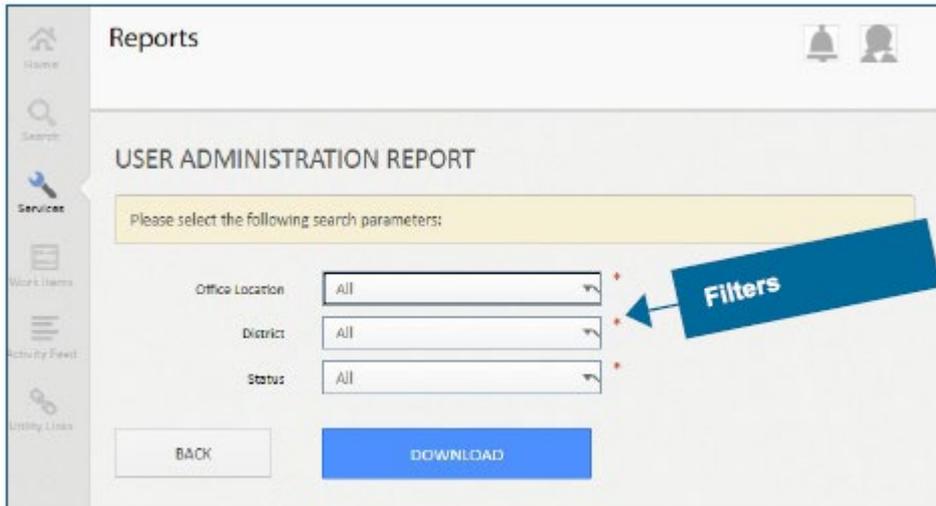
Accessing User Administration Reports

- Select** Utility links on the left-hand tool bar
- Select** User administration report function
- Select** ENTER NOW



User administration report:

- Filter** Office location (listed for your agency)
- Filter** District (listed for your agency)
- Filter** All status – current – end-dated
- Select** DOWNLOAD to open, save or cancel



- Report results include**
- Agency details:**
- Designated agency name
 - Carers Register agency number
- Location details:**
- District
 - Region
 - Office location
 - Primary location
- UID (user) details:**
- First and last name
 - UID (username)
 - Email
 - Access role
 - Date created and by whom
 - Date updated and by whom

Note: The user administration reports are generated into a CSV file format. Contact your agency’s ICT department for further instruction on how to manage CSV files.

Office of the Children's Guardian

www.ocg.nsw.gov.au

Switchboard: (02) 8219 3600

**Locked Bag 5100
Strawberry Hills NSW 2012**

