

Updating the SSRC Register

SSRC Quick Guide

01 September 2022

Specialised Substitute Residential Care (SSRC) agencies must actively monitor and update the SSRC Register with notifications within 5 working days, including notifications of the start or end of a child or young person's SSRC placement, and any case plan or supervision notifications. This quick guide briefly outlines how to update placement information in the SSRC Register.

Please note: the SSRC Register was previously known as the voluntary out-of-home (VOOHC) Register. When SSRC agencies access the SSRC Register, it will still refer to the VOOHC sector for an anticipated period of up to **two** years while scheduled review and maintenance of the system is undertaken.

Logging into the SSRC Register

- **Go to** → www.ocg.nsw.gov.au using Chrome or Firefox (not Internet Explorer)
- **Select** → Out-of-Home Care - Specialised Substitute Residential Care

- **Select** → OneGov – Voluntary Out-of-Home Care Register “click here to sign in”
- **Select** → the relevant action ‘under useful links,’ e.g. new placement, or exit placement
- **Sign in:**
Username: your agency’s username, which is in the format 1-#####
Password: your agency’s current password

If the password has expired, the system will request that the password be reset, or it can be manually reset using the ‘I forgot’ link and the agency’s username, which is in the format 1-#####. The agency’s SSRC Coordinator should be responsible for changing the password.

Further information

For step-by-step instructions on how to use the SSRC Register, including how to access SSRC placement history, case plans and supervision arrangements, refer to the SSRC Register Manual here: <https://ocg.nsw.gov.au/organisations/specialised-substitute-residential-care/ssrc-register>.

If you have questions about the SSRC Register, contact your agency’s SSRC Coordinator or the OCG’s SSRC Monitoring Team at ssrc@ocg.nsw.gov.au or telephone 02 8219 3798. You may need to provide your agency’s username, which is in the format 1-#####.

Every night of a child’s stay in SSRC must be recorded on the SSRC Register. As such, every New Placement should be lodged on the SSRC Register, including Placements that are only for one night.

Notifications must be lodged in the SSRC Register within 5 working days.

Updating the SSRC Register

New placement

Go to 1. Agency Registration Number and **Enter** → CGVA0*** (your agency #), then **Click** → ‘Next’

Go to 2. Agency Details and **Check** details (notify ssrc@kidsguardian.nsw.gov.au of any changes required), then **Click** → ‘Next’

Go to 3. Read Declaration and Tick agreement, then **Click** → ‘Next’

Go to 4. Child details and **Enter** all required fields and **capitalise the first letter**. If the child has previously been submitted by the agency, then the child details will auto-populate when the user starts to enter text. Always check the auto-populated details (notify ssrc@kidsguardian.nsw.gov.au of updates).

Go to → Placement details and

Enter → Placement entry date and

Enter → Placement exit date if the placement has already been exited (complete an Exit placement Notification within 5 working days if not already exited)

Go to → Placement type and

Select ↓ Placement type:

- Centre Based Respite: respite, emergency, crisis
- Host Family: alternative family placements
- Residential Placement: group home, long term placements

Select ↓ Care type:

- Short term: where a placement is anticipated to be for 28 or fewer consecutive days
- Long term: where a placement is anticipated to be for more than 28 consecutive days

Go to For registered agencies, is this placement supervised by a designated agency? and **Select** ↔ Yes/No (For designated agencies, this question defaults to `No`)

Go to Is there a current case plan notification lodged on the SSRC Register for this child? and **Select** ↔ Yes/No, then **Click** → `Next`

Go to 5. Confirm Details and Submit and **Check** → information entered is correct

Click → `Back` if you need to correct any details – (Bottom RHS of screen)

Click → `Submit` (Bottom RHS of screen)

Exit placement

Go to 1. Placement Details and **Enter** → CGVPO***, (the SSRC Register generated placement number)

Enter → Surname of child and First name of child then **Click** → `Next`

Go to 2. Record Exit Date

Check → Placement entry date, which will be automatically populated

Enter → Placement exit date (date the child left this placement), then **Click** → `Next`

Go to → For registered agencies, is this placement supervised by a designated agency? and

Select ↔ Yes/No (For designated agencies, this question defaults to `No`)

Go to → Is there a current case plan notification lodged on the SSRC Register for this child? and

Select ↔ Yes/No then **Click** → `Next`

Go to 3. Confirm Details and **Check** → information entered is correct

Click → `Back` if you need to correct any details, or **Click** → `Next` to confirm detail

Go to 4. Submit Details and **Read** → the Declaration

Tick → to signify that you agree, then **Click** → `Submit` (Bottom RHS of screen)

Office of the Children's Guardian

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