

Office of the
Children's Guardian



Specialised Substitute Residential Care Register Manual

ssrc@ocg.nsw.gov.au

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Introduction

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's SSRC placement, and any case plan or supervision notifications.

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.

This SSRC Register Manual (the Manual) has been prepared to guide agencies through the SSRC Register online process. The Manual explains:

- how information about SSRC agencies and children and young people (referred collectively as 'children' in this manual) in SSRC is entered onto the SSRC Register; and
- how SSRC agencies can use the SSRC Register to access information about a child's previous SSRC placements, case plans and supervision arrangements.

This manual should be read in conjunction with the Specialised Substitute Residential Care Code of Practice, available on the Office of the Children's Guardian (OCG) website:

<https://ocg.nsw.gov.au/organisations/specialised-substitute-residential-care>

The SSRC Procedures address the key SSRC provisions of the Children's Guardian Act 2019 (the Act) and the Children and Young Persons (Care and Protection) Regulation 2012 (the Regulation), and SSRC intake and assessment, case planning and interagency coordination.

If you have questions about this Manual, or the SSRC Procedures, email the SSRC Monitoring Team at ssrc@ocg.nsw.gov.au or telephone (02) 8219 3798.

Please note: the SSRC Register Manual is subject to change. Refer to the specialised substitute residential care section of the OCG website for the latest version.

General SSRC information and notification rules

SSRC agency contact details

The contact details of SSRC agencies is published on the OCG website:

<https://ocg.nsw.gov.au/organisations/specialised-substitute-residential-care>. Agencies are listed based on their registration type, as either designated agencies, registered agencies or agencies that arrange care.

To view an agency's contact details, select the relevant agency.

You can also view a list of agencies within each Department of Communities and Justice district on the 'Find a service provider near you' page of the website.

SSRC Register log in details

Username (UID)

Each SSRC agency receives a unique and secure UID upon registration to lodge online notifications and access a child's placement history. The UID is a number unique to the agency, issued by the OCG. This number cannot be changed.

Password

Only the SSRC Coordinator should be responsible for changing the SSRC Register log in password. The SSRC Coordinator should advise all agency users when the password is changed.

The initial password is set by the OCG but is then maintained by the agency for security purposes. Once the initial password is received, the SSRC Coordinator should sign in and then change the password.

To change the password:

- Go to 'I want to...' → 'Manage My Profile' → 'Change Password' → 'enter the current password' → 'enter the new password' → 'confirm the new password'

If you forget the password, use the 'Forgot my password option at log in. A link to reset the password will be sent to the email address nominated by the agency at SSRC registration.

The SSRC Register password must conform to the following rules, and is valid for six weeks from the first day of use:

- must be at least eight characters long
- must contain at least one upper case letter (A-Z), one lower case letter (a-z), one number (0-9), one special character (~ \$ % ^ * () - = , . / \ } [] " <>)
- must not contain spaces, ? + : '
- cannot match the previous 24 passwords

CGV numbers

The CGV number is also known as the reference number. Each notification is identified by a CGV number, which is allocated when the notification is recorded in the system.

- CGVA0000000: A identifies the number as an Agency number
- CGVP0000000: P identifies the number as a Placement notification number
- CGVE0000000: E identifies the number as an Exit placement notification number
- CGVC0000000: C identifies the number as a Case Plan notification number
- CGVS0000000: S identifies the number as a Supervisor notification number CGV numbers will appear on the PDF Notification Summary.

SSRC email addresses

Each agency will need to provide the OCG with two email addresses:

1. SSRC email address: this email address will receive all SSRC notifications (PDF) and password management notifications. The SSRC email should be separate to the SSRC Coordinator email address to centralise SSRC notifications and avoid any problems associated with staff turnover.
2. SSRC Coordinator email address: this email address should be used for interagency and public user communication and will be listed on the OCG website.

Log in trouble shooting

1. Check your computer's connectivity
2. Check the password is correct (contact your agency's SSRC Coordinator to discuss if the password has been changed)
3. Leave the system for one hour and then attempt to sign in again, to allow for any problems to be corrected.
4. Check your computer's browser for compatibility with the SSRC Register (Mozilla Firefox and Google Chrome are recommended)
5. If you are still unable to log in, email the SSRC Monitoring Team at ssrc@ocg.nsw.gov.au
6. If there is a known service outage or connection error, the SSRC Monitoring team will advise the SSRC Coordinator via email.

Notification timeframes

All notifications must be made within 5 working days. In the case notification should be made on the next working day.

Information required to make a notification

All known information must be entered onto the SSRC Register, because it is used to uniquely identify the child. This includes:

- surname
- first name
- middle name/s
- alternative surname/s (any other surnames under which the child may also be known)
- date of birth and
- place of birth.

Only the first letter of each part of the child's name should be capitalised as this can also lead to the creation of multiple records.

The child's name and details **must** be entered accurately. Incorrect spelling will result in the creation of multiple records of the same child which will not be linked. This will lead to an inaccurate placement history.

If a middle name is entered onto the SSRC Register, and a child with same first name, surname and date of birth has previously been entered onto the Register, an error message will be displayed:

“This child is recorded in the register with a middle name. Enter the child’s middle name or contact the Office of the Children’s Guardian if the child does not have a middle name”.


Notification details cannot be updated once they have been submitted. To correct details, email the SSRC Monitoring Team at ssrc@ocg.nsw.gov.au. A member of the SSRC Monitoring team will then update the details and advise you once this is completed.

Using the SSRC Register

Accessing the SSRC Register

A link to the SSRC Register is located on the OCG website:

<https://ocg.nsw.gov.au/organisations/specialised-substitute-residential-care/ssrc-register>. Select ‘click here to sign in’ link. This will take you to the OneGov landing page, through which all SSRC notifications are made.

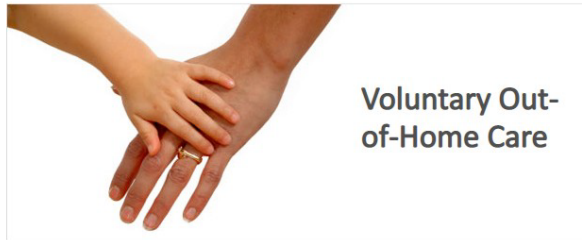


Log into the SSRC register

Please note: You must use either Chrome or Firefox (not Internet Explorer) to access the SSRC Register.

OneGov landing page

The SSRC Register is hosted by OneGov. The ‘Useful Links’ section of the OneGov landing page gives you quick access to add a new placement, exit a placement, enter supervisor or case plan notifications and/or access the placement history function.



Voluntary Out-of-Home Care

In NSW, the Office of the Children's Guardian administers the Voluntary Out-of-Home Care (VOOHC) system under the [Children and Young Persons \(Care and Protection\) Act 1998](#) and the [Children and Young Persons \(Care and Protection\) Regulation 2012](#).

The Office of the Children's Guardian is responsible for registering agencies that provide VOOHC, and monitoring whether children and young people in longer term VOOHC receive care that is appropriately supervised and planned.

The Office of the Children's Guardian uses OneGov to administer the VOOHC Register which records information about each child or young person using VOOHC, including:

- entry and exit dates for each placement
- total placement days for the last 12 months
- name of placement agencies
- name of designated agency supervising placements
- date of case plan or review
- name of agency developing case plan

Useful Links

- [New Placement](#)
- [Exit Placement](#)
- [Supervisor Notification](#)
- [Case Plan Notification](#)
- [Placement History](#)

VOOHC Information

VOOHC Team Contact Details

P: 02 8219 3600
F: 02 8219 3699
E: voohc@kidsguardian.nsw.gov.au

General Information

- [Sitemap](#)
- [Security](#)
- [Terms & Conditions](#)
- [Privacy](#)
- [Disclaimer](#)
- [Accessibility](#)

Links

- [Mobile Site](#)
- [NSW Government](#)

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Accessing the Placement History Function

Before an agency provides or arranges a SSRC placement, the child's placement history for the past 12 months should be checked. The Placement History Function enables a SSRC agency to view the child's placements provided by all agencies for the last 12 months from the date of the search and includes details of any current supervision and/or case plan.

Once a notification has been lodged on the SSRC Register, it will appear on the child's placement history report the following day.

Please note: Placement history is a read-only document and cannot be edited.

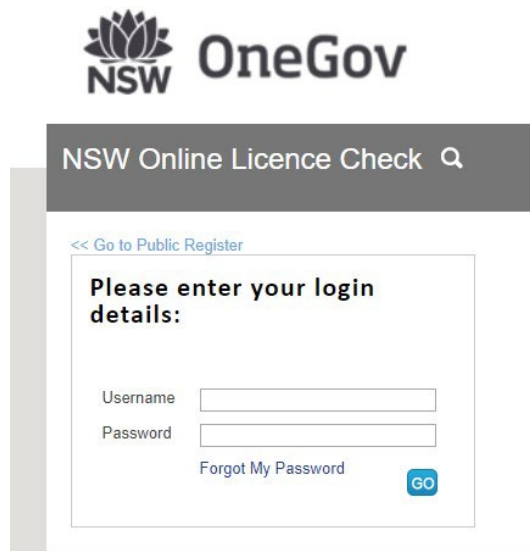
Viewing a child's placement history

Select 'Placement History' from the 'Useful Links' section of the OneGov landing page. This will prompt you to sign into the Placement History Function.

To access a child's placement history, you need to log into the Placement History link using your agency's username (UID) and password. You will need to log out of Placement History and enter the

SSRC Register from the OneGov landing page to enter notifications.

Please note: The Placement History banner reads 'NSW Online Licence Check'. This is a OneGov phrase.



Username: your agency's username, which is in the format 1-#####

Password: your agency's current password

1. Select Licence

This is automatically selected as 'SSRC Placement'.

2. Enter search criteria

Enter the child's surname, first name, middle name/s (must be entered, if applicable) and date of birth.

The child's names and details must be entered accurately and in full, or you will not retrieve the correct records.

3. Read Terms of Use

Read the terms of use for the Placement History Function.

Then, click 'I Agree' to signify agreement with the terms of use.

The 'Total Number of Placements' indicates the number of care episodes in the past 12 months from the date of the search.

The 'Total Placement Days' indicates the number of days in SSRC in the past 12 months from the date of the search

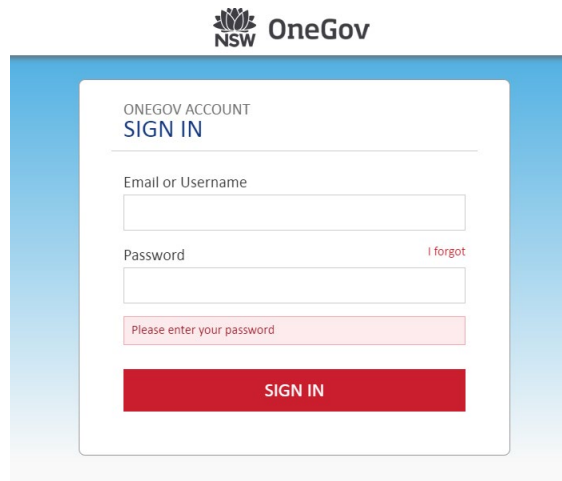
'Supervisors/Case Plans' displays the current supervision and/or case plan details for the child (where applicable).

The Child Placement History report can be exported as a PDF document. To do this, select 'Print

Report'. A PDF version of the placement history will be generated and can be saved elsewhere.

Updating the SSRC Register

Select the relevant notification from the 'Useful Links' section of the OneGov landing page (e.g. new placement, exit placement). Selecting a quick link will then prompt you to sign into the SSRC Register.



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 (1-#####). The agency's SSRC Coordinator should be responsible for changing the password.

New Placement

The agency providing the SSRC placement is responsible for lodging the New Placement notification. An agency that arranges the SSRC placement must not lodge the New Placement notification.

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.

New Placement notifications must be recorded within five working days of the placement start date. However, the New Placement notification should not be recorded until the child has entered the placement.

1. Agency Registration Number

Enter your agency registration number. This is your agency's CGVA0*** number. Then, click 'Next'

2. Agency Details

Check your agency's details are correct. Notify the SSRC Monitoring team of any changes by emailing ssrc@ocg.nsw.gov.au

Then, click 'Next' at the bottom of the screen.

3. Declaration

Read the declaration and tick the agreement. Then, click 'Next'.

Note that this step only needs to be completed once during the process of entering multiple placements.

4. Child & Placement Details

Complete the required fields under the 'Child details' section. Ensure that the child's names and details are entered accurately and in full. Incorrect spelling/details will result in the creation of multiple records of the same child which will not be linked. This will lead to an inaccurate placement history.

If a child has previously been entered onto the SSRC Register by your agency, a drop-down list of children will appear once you enter the child's surname and the first letter of their first name in the corresponding fields. Select the correct child from the displayed options and their full details will automatically display.

Under the 'Placement details' section, enter the information about the child's placement. The 'Placement entry date' is the date the child entered the placement. The 'Placement exit date' is the date the child left the placement. This should be left blank if the child is still in the placement. When a child exits a placement, an Exit Notification is required.

The instructions for this process are in the next section.

The 'Placement type' should reflect the type of placement the child was in. The options available are: Centre Based Respite (respite, emergency, crisis), Host Family (alternative family placements, shared care) and Residential Placement (group home, long term placements).

The 'Care type' should reflect the type of care provided. The options available are: Short Term (where a placement is anticipated to be for 28 or fewer consecutive days) and Long Term (where a placement is anticipated to be for more than 28 consecutive days).

If you are a registered agency, you must answer the question "For registered agencies, is the placement supervised by a designated agency?" If the child's placement is being supervised by a designated agency, select 'Yes'. If it is not, then select 'No'. For designated agencies, this question automatically defaults to 'No'.

If there is a current case plan that has been prepared and approved by a designated agency, select 'Yes' for the question "Is there a current case plan that is prepared or approved by a designated agency?" If the child does not have a case plan, select 'No'.

Then, click 'Next'.

5. Confirm Details

Confirm that the information entered is correct.

Select 'Back' if you need to correct any details. Otherwise, click 'Submit'.

A 'Lodgement in progress' message will appear while the notification is being lodged. The system will then advise you that the notification has been successfully entered.

You may wish to download the PDF confirmation of your placement notification by selecting the 'Download PDF' link. You can then save the PDF elsewhere.

Please note: Once you have entered your first notification, you can then select 'Next Entry' to make further notifications without having to return to the OneGov landing page.

A confirmation email will automatically be sent to your agency's SSRC email address confirming the submission of the placement notification.

Exit Placement

Only the agency that submitted the New Placement notification can make the Exit Placement notification for that child. An Exit Placement notification cannot be recorded until the child has left the placement.

Exit Placement notifications must be recorded within five working days of the placement exit date.

1. Placement Details

Enter the placement number (CGVP^{***}) issued when the new placement was confirmed.

Enter the surname and first name of the child in the corresponding fields. The child's names must be entered accurately and in full. Incorrect spelling will not match the placement number.

Then, click 'Next'

2. Record Exit Date

The placement entry date will automatically be generated based on the information entered in the New Placement notification.

Enter the date the child left the placement in the 'Placement exit date' section.

Then, click 'Next'.

3. Confirm Details

Confirm that the information entered is correct.

Select 'Back' if you need to correct any details. Otherwise, click 'Next'.

4. Submit Details

Read the declaration and tick the agreement.

Then, click 'Submit'.

A 'Lodgement in progress' message will appear while the notification is being lodged. The system will then advise you that the notification has been successfully entered.

You may wish to download the PDF confirmation of your placement notification by selecting the 'Download PDF' link. You can then save the PDF elsewhere.

A confirmation email will automatically be sent to your agency's SSRC email address confirming the submission of the exit placement notification.

Supervisor Notification

Placements with a registered agency must be supervised by a designated agency or the OCG if a child has had more than 90 days of SSRC in aggregate in the previous 12 month period.

It is the supervising designated agency's responsibility to lodge the Supervisor Notification on the SSRC Register. Supervisor notifications must be entered onto the Register within 5 working days of the supervision commencement date.

The Supervision relationship does not have an automatic expiry date. If the supervision relationship is no longer required or offered, the SSRC Coordinator must email this information to the SSRC Monitoring team at ssrc@ocg.nsw.gov.au.

Notification details cannot be updated once they are submitted. To correct details, email the SSRC Monitoring Team at ssrc@ocg.nsw.gov.au and a member of the team will then update the details.

1. Agency Details

Enter the Supervising Agency's registration number (CGVA0^{***}) in the 'Supervising Agency Details' section.

Enter the Registered Agency's registration number (CGVA0^{***}) in the 'Supervised Agency Details' section.

Enter the date that the supervision commenced.

Then, click 'Next' at the bottom of the screen.

2. Child Details

Complete the required fields under the 'Child details' section. Ensure that the child's names and details are entered accurately and in full. Incorrect spelling/details will result in the child not being identified.

If you have entered a notification for this child previously, enter the child's surname and first letter of their first name. A drop-down list of children will appear. Select the correct child from the displayed options and their full details will automatically populate.

Then, click 'Next'.

3. Confirm Details

Confirm that the information entered is correct.

Select 'Back' if you need to correct any details. Otherwise, click 'Next'.

4. Declaration & Submit

Read the declaration and tick the agreement.

Then, click 'Submit'.

The system will advise you that the notification has been successfully entered.

You may wish to download the PDF confirmation of your supervision notification by selecting the 'Download PDF' link. You can then save the PDF elsewhere.

A confirmation email will automatically be sent to your agency's SSRC email address confirming the submission of the supervision notification. This can be forwarded to the supervised agencies to confirm these arrangements.

Case Plan Notification

A case plan must be developed if a child has had 180 days or more in SSRC in an aggregate 12 month period. Case plans should be reviewed at least every 12 months.

It is the responsibility of the designated agency that provides or supervises a SSRC placement, or the OCG, to lodge the Case Plan Notification.

Case Plan Notifications must be recorded within five working days of the development/review of a case plan.

Notification details cannot be updated once they have been submitted. To correct details, email the SSRC Monitoring Team at ssrc@ocg.nsw.gov.au. A member of the SSRC Monitoring Team will then update the details.

1. Case Plan Details

Enter your agency's registration number (CGVA0***) in the 'Agency registration number' field.

Enter the date the case plan was prepared/reviewed (as recorded on the Case Plan).

Select from the drop down whether the case plan is a New Case Plan or a Reviewed Case Plan (e.g. an existing case plan that has been reviewed).

Then, click 'Next'.

2. Child Details

Complete the required fields under the 'Child details' section. Ensure the child's names and details are entered accurately and in full. Incorrect spelling/details will result in the child not being identified.

If you have entered a notification for this child previously, enter the child's surname and first letter of their first name. A drop-down list of children will appear. Select the correct child from the displayed options and their full details will automatically populate.

Then, click 'Next'.

3. Confirm Details

Confirm that the information entered is correct.

Select 'Back' if you need to correct any details. Otherwise, click 'Next'.

4. Declaration & Submit

Read the declaration and tick the agreement.

Then, click 'Submit'.

The system will advise you that the notification has been successfully entered.

You may wish to download the PDF confirmation of your case plan notification by selecting the 'Download PDF' link. You can then save the PDF elsewhere.

A confirmation email will automatically be sent to your agency's SSRC email address confirming the submission of the case plan notification. This can be forwarded to the other agencies who contributed to its development to confirm completion of the task.

Office of the Children's Guardian

www.ocg.nsw.gov.au

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