
SSRC Portal user guide - Staff

2025

**Office of the
Children's Guardian**

www.ocg.nsw.gov.au



Acknowledgement of Country

We acknowledge the Traditional Custodians of the land where we live, learn and young people play. We celebrate the longest living cultures in the world, Aboriginal and Torres Strait Islander peoples.

We pay respects to Elders past and present and commit to respecting the lands we walk on and the communities we walk with. We acknowledge their continuous connection to the Country, including the land, waterways and skies.

We reflect on the ongoing impacts of government policies and practices and recognise our responsibility to work together with and for Aboriginal and Torres Strait Islander children, families and communities.

More information

This document is intended to be used as the User guide, support document and process guide for the Agency nominated SSRC Register staff user role.

SSRC Portal user guide - Staff

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Copyright and disclaimer

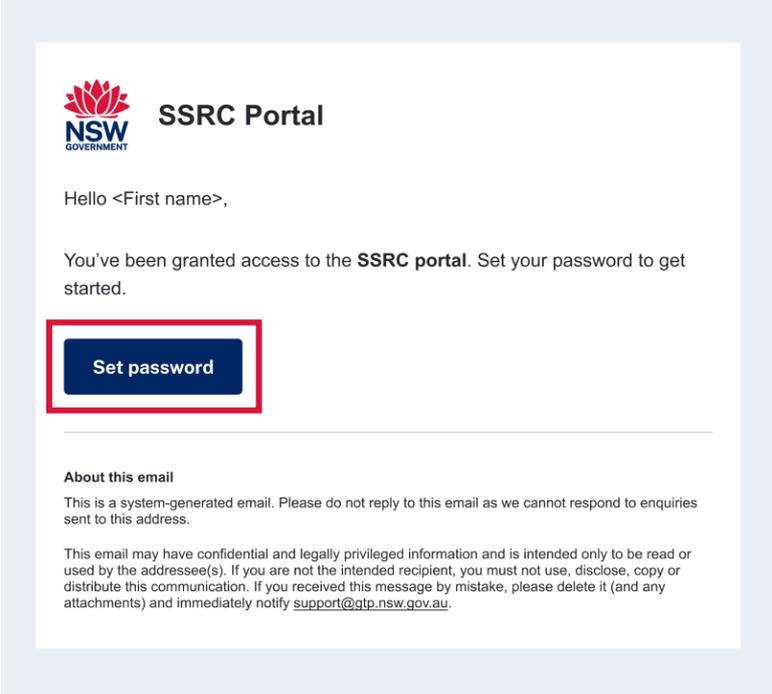
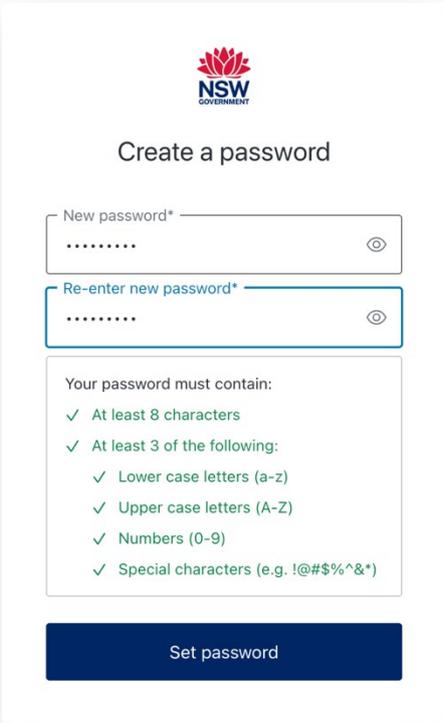
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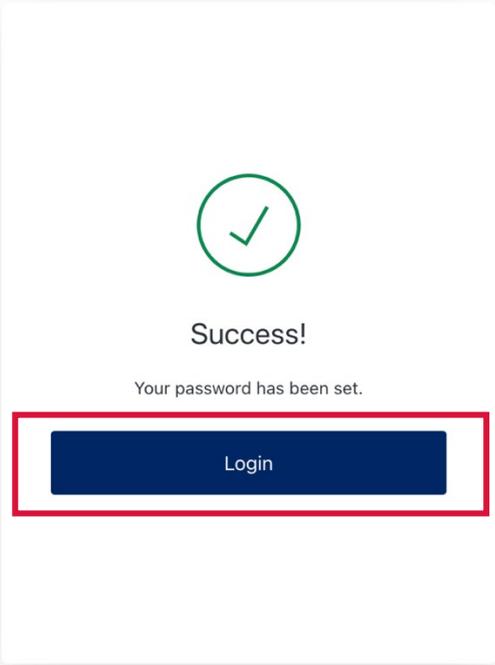
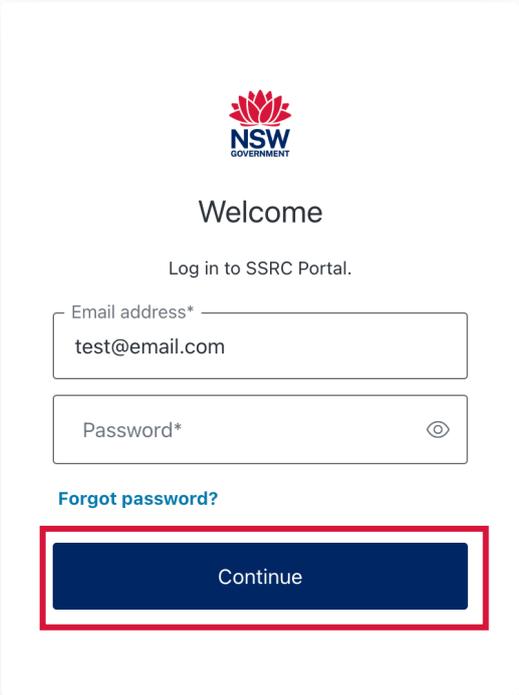
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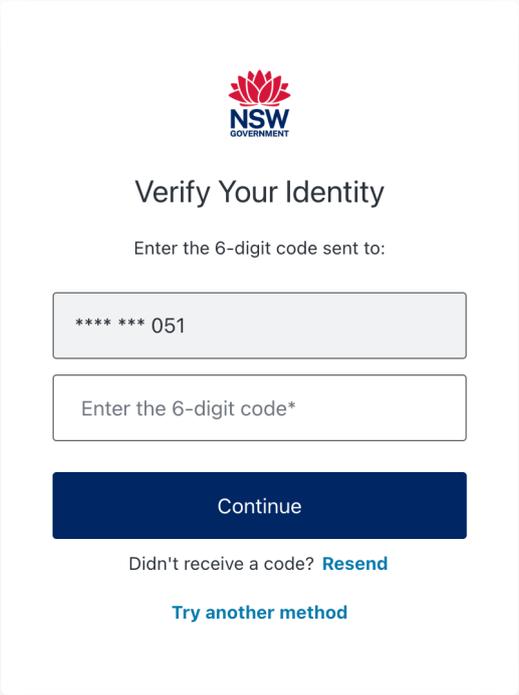
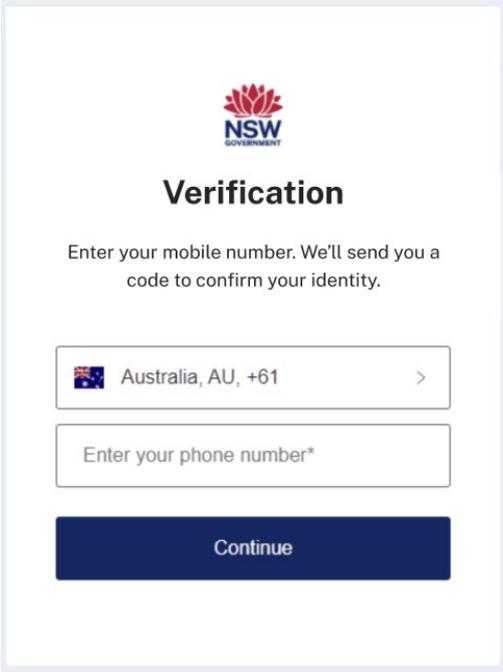
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1. Basic Navigation

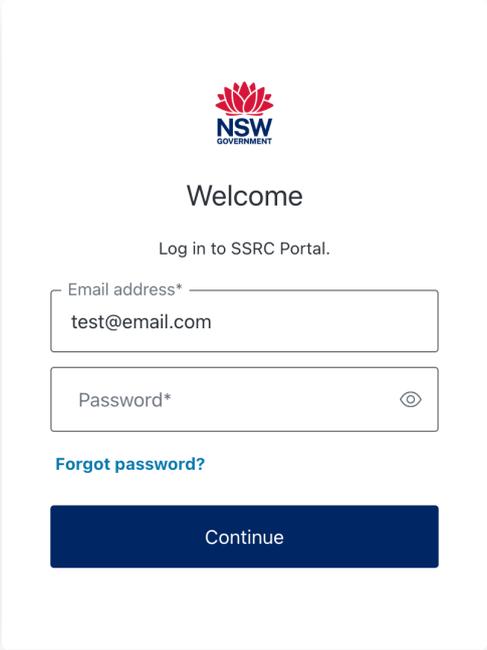
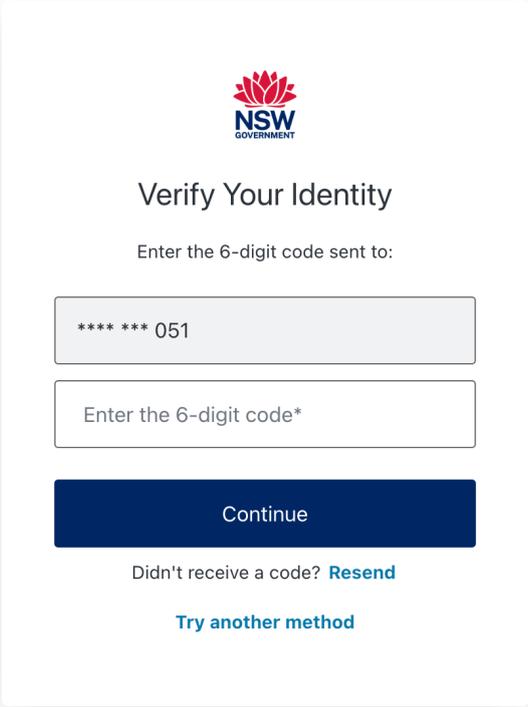
1.1 First time log in or activation

Step	Instructions	Screenshot
1	<p>You will be sent an activation email when your portal administrator adds you to the SSRC Portal for the first time.</p> <p>Check your inbox for an account activation email and click the 'Set password' button.</p> <p>If you cannot find or have lost your activation email, contact your portal administrator for another activation email.</p>	
2	<p>Create your password. Passwords must be:</p> <ul style="list-style-type: none">- At least 8 characters- Contain at least 3 of the following:<ul style="list-style-type: none">• Lower case letters a-z• Upper case letters A-Z• Numbers 0-9• Special characters e.g. !@#\$\$%^&*	

Step	Instructions	Screenshot
3	When your password is successfully created, click the 'Login' button to be taken back to the log in screen.	 <p>The screenshot shows a white card with a green checkmark icon at the top. Below the icon, the text reads "Success!" followed by "Your password has been set." At the bottom of the card, a dark blue button with the text "Login" is highlighted with a red rectangular border.</p>
4	Enter your email address and password, then click the 'Continue' button.	 <p>The screenshot shows a white card with the NSW Government logo at the top. Below the logo, the text reads "Welcome" and "Log in to SSRC Portal." There are two input fields: "Email address*" containing "test@email.com" and "Password*" with a toggle icon. Below the fields is a blue link "Forgot password?". At the bottom, a dark blue button with the text "Continue" is highlighted with a red rectangular border.</p>

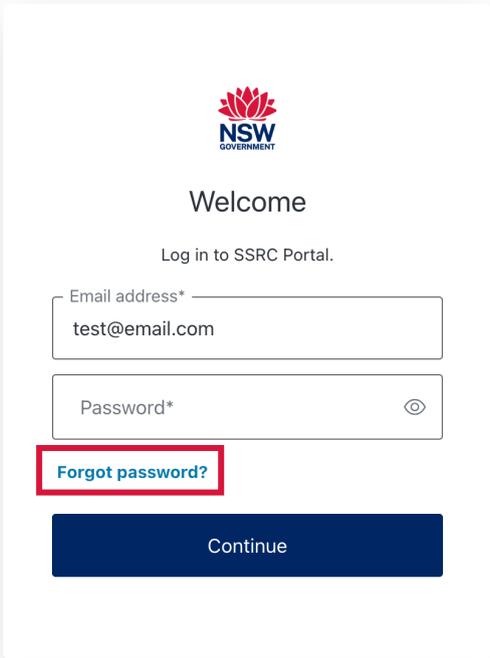
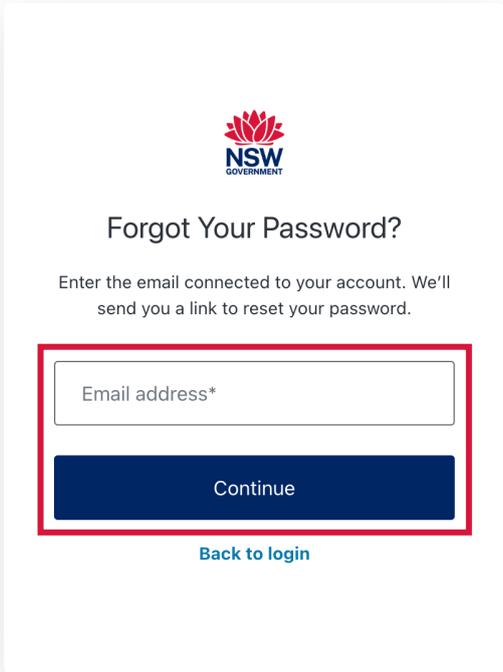
Step	Instructions	Screenshot
5.a	<p>If your mobile number is already registered, your verification code will be sent via SMS.</p> <p>Enter the verification code then click the 'Continue' button.</p>	
5.b	<p>If your mobile number is not yet registered, you will be prompted to enter your mobile number and to receive your verification code.</p> <p>Enter the verification code then click the 'Continue' button.</p>	

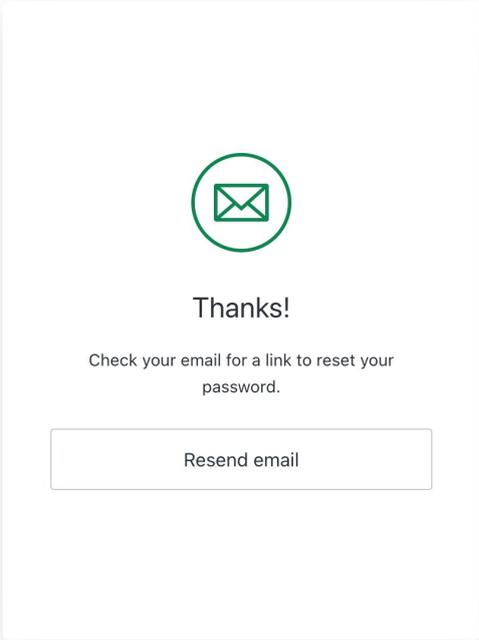
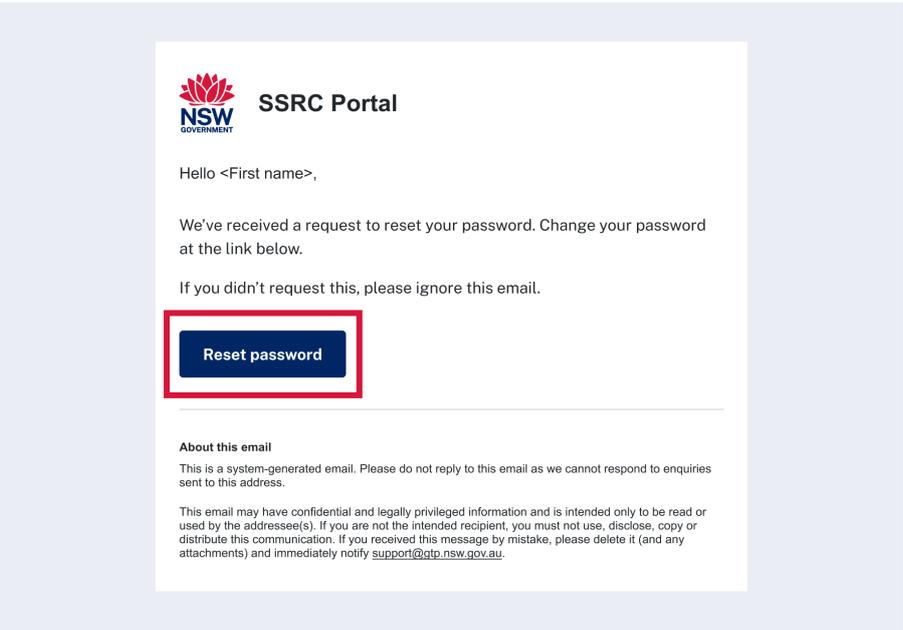
1.2 Log in – as usual

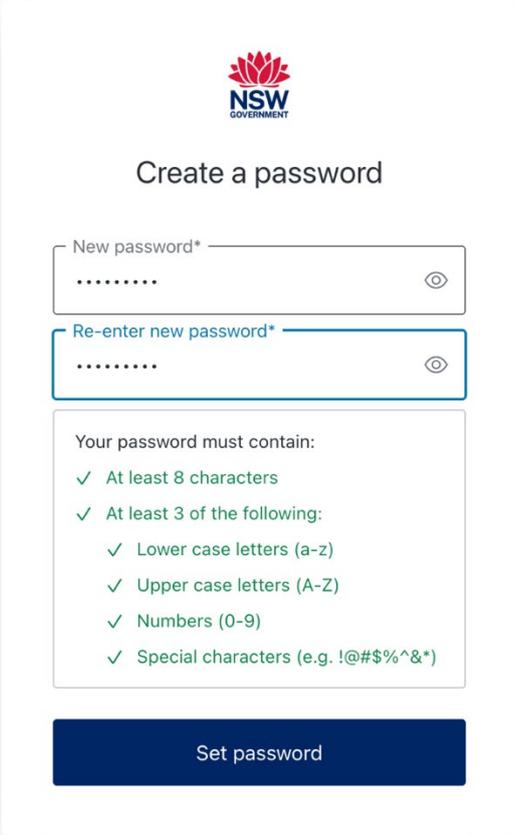
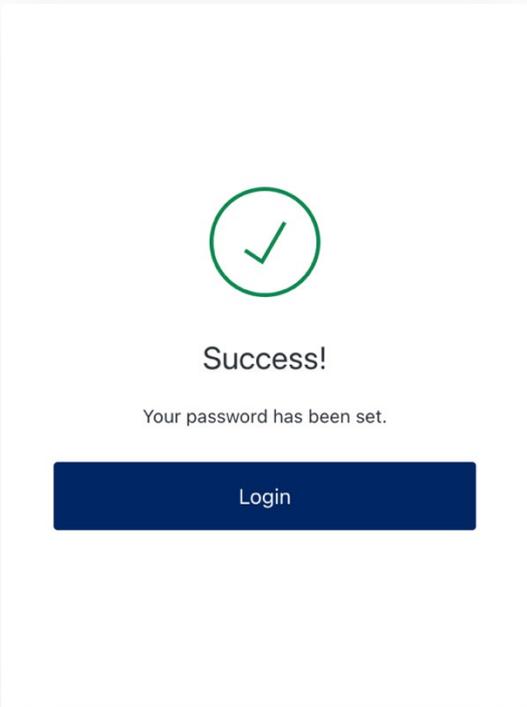
Step	Process / Step	Screenshot
1	Access the SSRC portal link.	
2	Enter your email address and password, then click 'Continue'.	
3	Enter the verification code sent to your mobile number. Then click on 'Continue' button.	

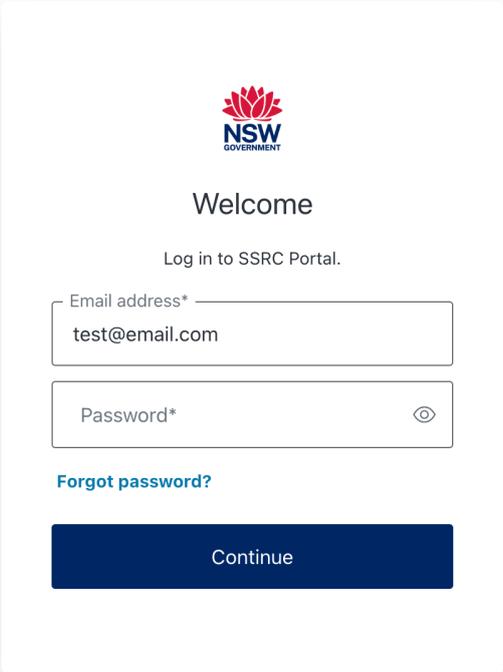
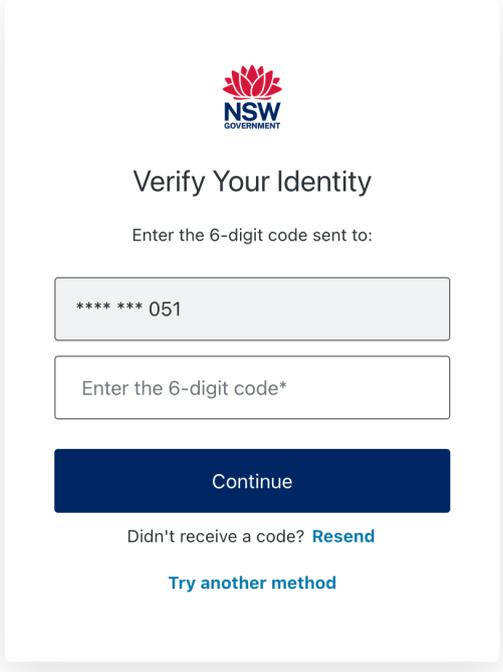
Step	Process / Step	Screenshot
4	<p>To receive your verification code via email:</p> <ol style="list-style-type: none"> 1. Select 'Try another method'. 2. Select 'Email'. 3. Then enter the verification code sent to your email and click 'Continue'. 	<p>The screenshot area contains two mobile application screens. The top screen is titled 'Verify Your Identity' and features the NSW Government logo. It prompts the user to 'Enter the 6-digit code sent to:' and shows a text input field with the value '**** * 051'. Below this is another empty input field labeled 'Enter the 6-digit code*'. A dark blue 'Continue' button is positioned below the input fields. At the bottom, there is a link 'Didn't receive a code? Resend' and a button labeled 'Try another method' which is highlighted with a red rectangular border. The bottom screenshot is titled 'Select a method to verify your identity' and has a back arrow on the left. It lists two options: 'SMS' with a speech bubble icon and 'Email' with an envelope icon. The 'Email' option is highlighted with a red rectangular border.</p>

1.3 Reset password

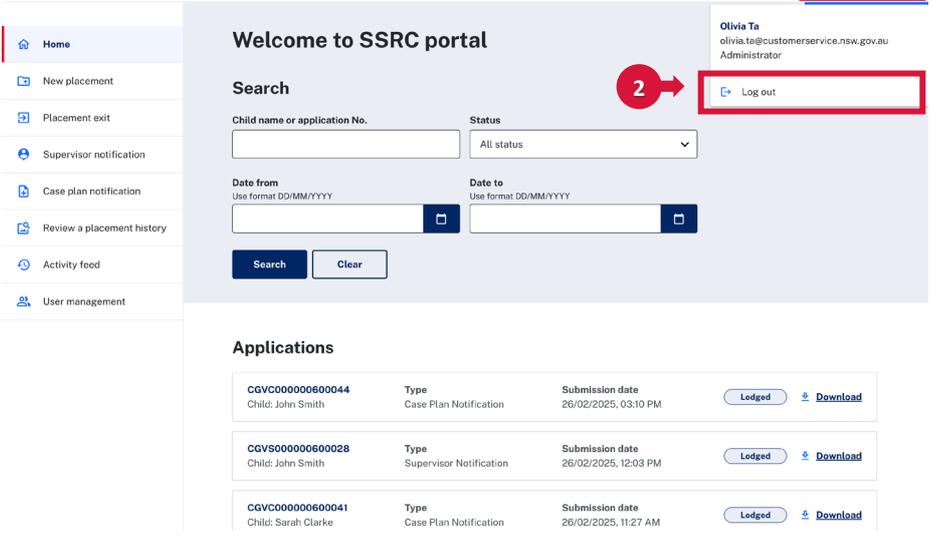
Step	Process / Step	Screenshot
1	Click the 'Forgot password?' link	
2	Enter your email address and click the 'Continue' button.	

Step	Process / Step	Screenshot
4	Check your email for the reset password link.	
5	Click the 'Reset password' link in the email	

Step	Process / Step	Screenshot
6	Enter and Re-enter your new password based on the listed criteria and click the 'Set password' button.	
7	Once your new password is set, click on the 'Login' button to be taken back to the log in page.	

Step	Process / Step	Screenshot
8	Enter your email and new password then click the 'Continue' button.	
9	Enter verification code sent to your phone. Then click 'Continue'.	

1.4 Logging out

Step	Process / Step	Screenshot
1	Click on your name in the top right corner.	
2	Click the 'Log out' button to log out securely.	

1.5 New placement

Step	Instructions	Screenshot
1	Select the 'New placement' tab in the side menu.	
2	Fill in all mandatory fields and click 'Continue'.	

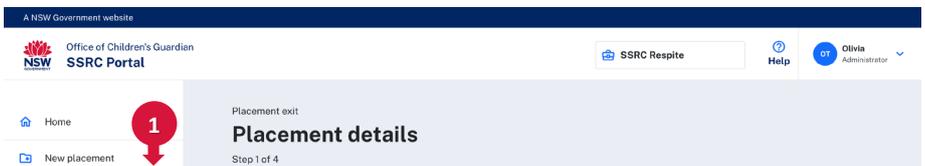
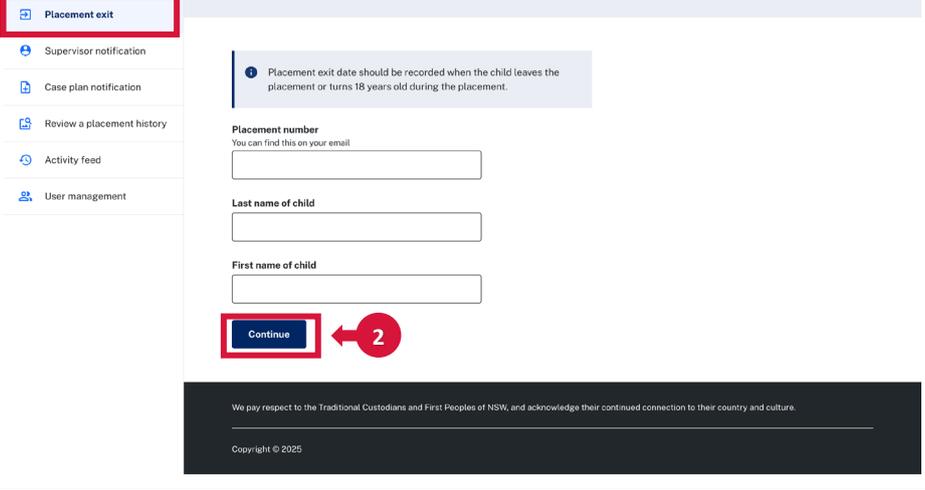
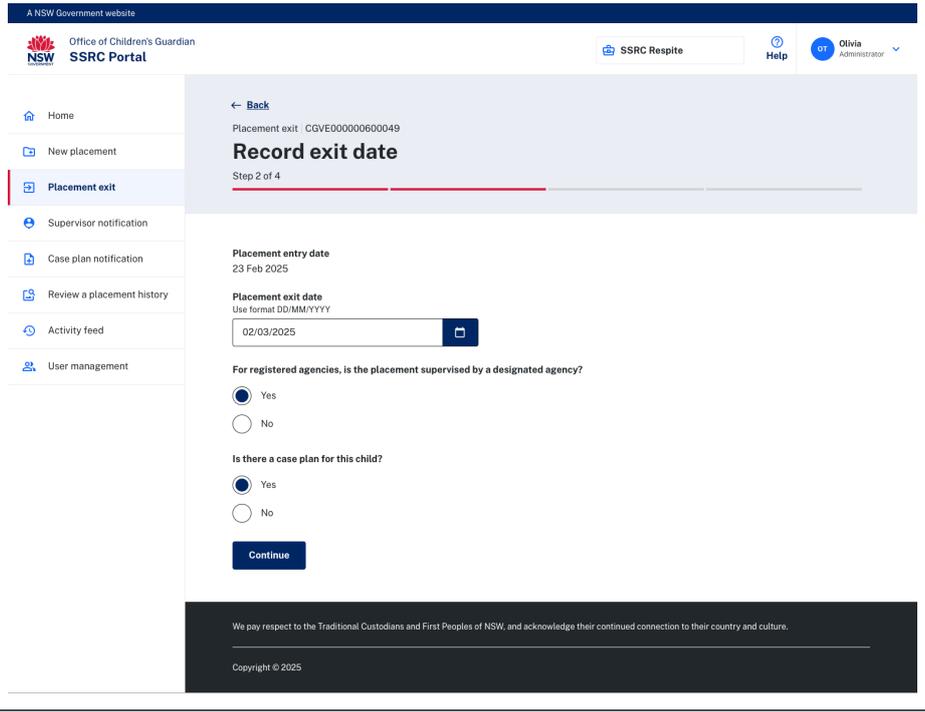
Step	Instructions	Screenshot
3	<p>Complete the placement details form and click the 'Continue' button.</p> <p>Note: placement entry date may not be a future date</p>	

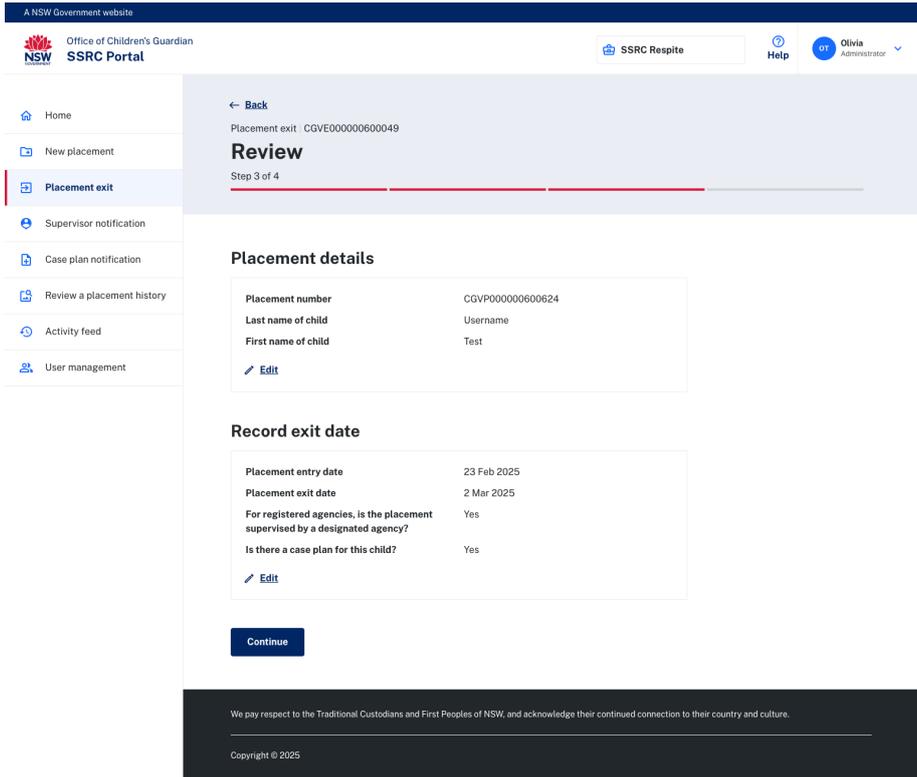
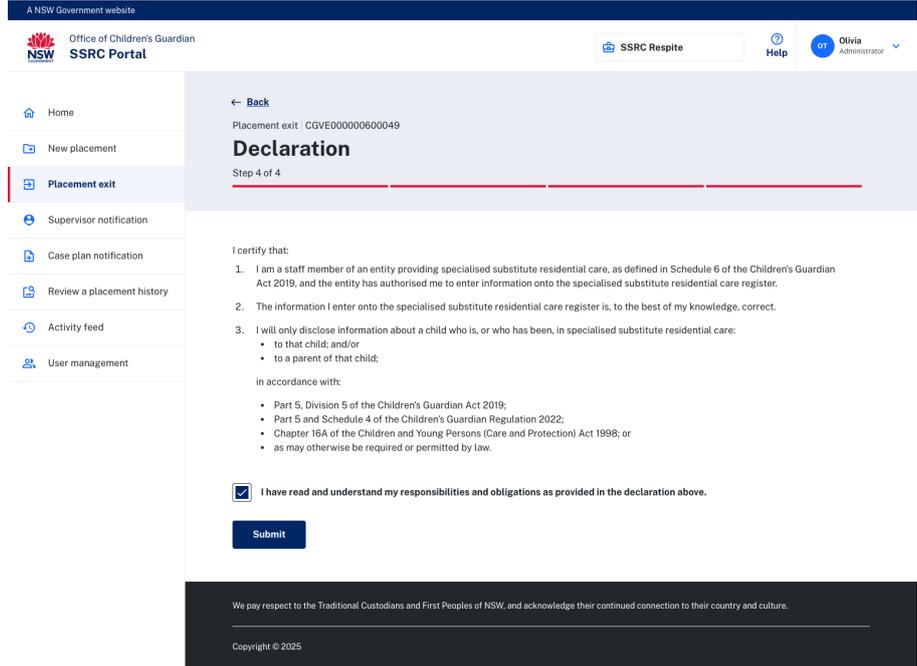
Step	Instructions	Screenshot
4	Review all entries and make necessary edits if required then click the 'Continue' button.	<p>The screenshot displays the 'Review' page for a new placement (CGVP00000600624) in the SSRC Portal. The page is divided into three main sections:</p> <ul style="list-style-type: none"> Agency details: <ul style="list-style-type: none"> Agency registration number: CGVA0629 Designated or registered: Designated agency Agency legal name: SSRC Respite Agency trading name: SSRC Respite Phone number: 02 9999 8888 Email address for OOHC contact: info@ssrcrespite.com.au Website: http://www.ssrcrespite.com.au Business address: 44 PITT ST SYDNEY NSW 2000 Child details: <ul style="list-style-type: none"> Gender: Female Last name: Username First name: Test Middle name/s (optional): - Known as (optional): - Date of birth: 1 Jan 2010 Country of birth: Australia City/town: Sydney Is the child identified as Aboriginal or Torres Strait Islander?: Neither Does the child have a disability?: No Placement details: <ul style="list-style-type: none"> Placement entry date: 23 Feb 2025 Case type: Short term Placement type: Centre Based Respite For registered agencies, is the placement supervised by a designated agency?: Yes Is there a current case plan that is prepared or approved by a designated agency?: No <p>At the bottom of the page, there is a 'Continue' button and a footer with the text: 'We pay respect to the Traditional Custodians and First Peoples of NSW, and acknowledge their continued connection to their country and culture. Copyright © 2025'.</p>

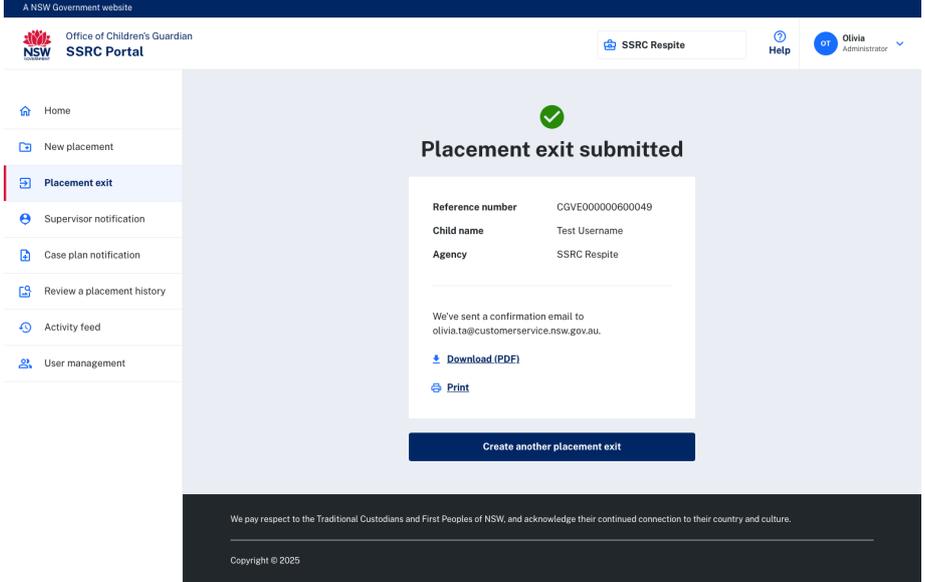
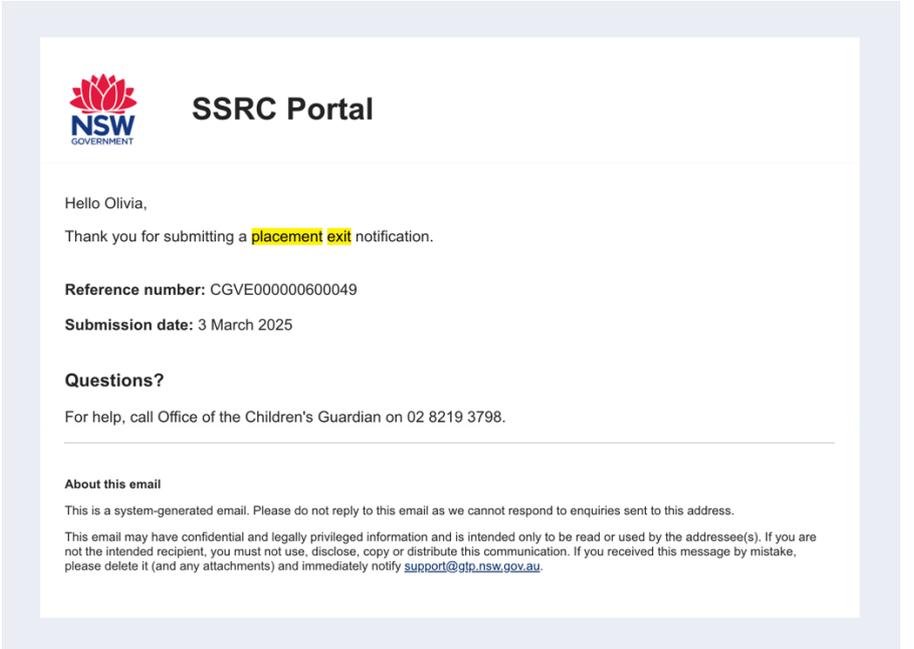
Step	Instructions	Screenshot
5	Declare and submit the application.	
6	The new placement application is now submitted. You can download, print (if needed) or create another application.	
7	A submission confirmation will be sent to your email.	

1.6 Placement exit

Follow these steps to create a placement exit

Step	Instructions	Screenshot
1	Select the 'Placement exit' tab in the side menu.	
2	Enter the placement details as shown and click 'Continue'.	
3	Enter the placement exit date. Date must be the	

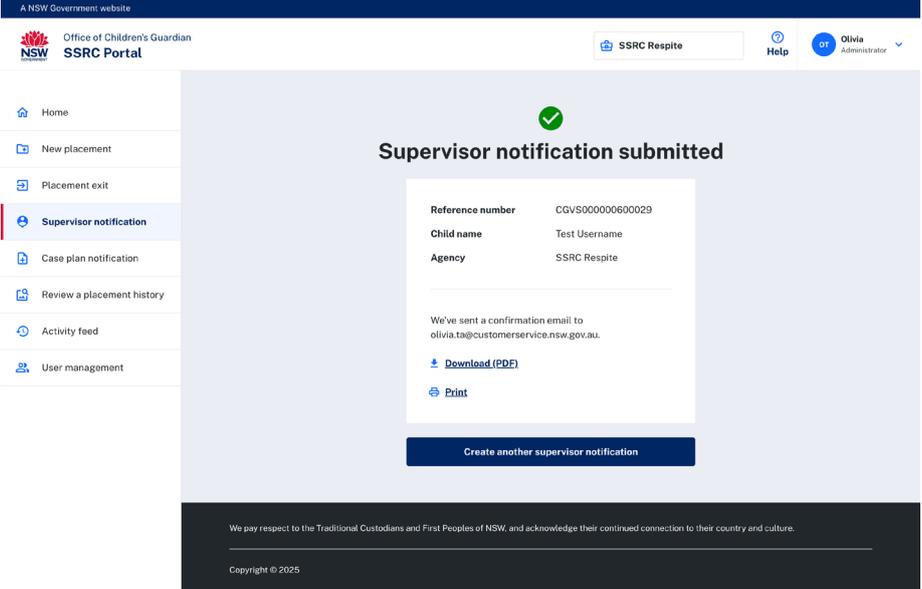
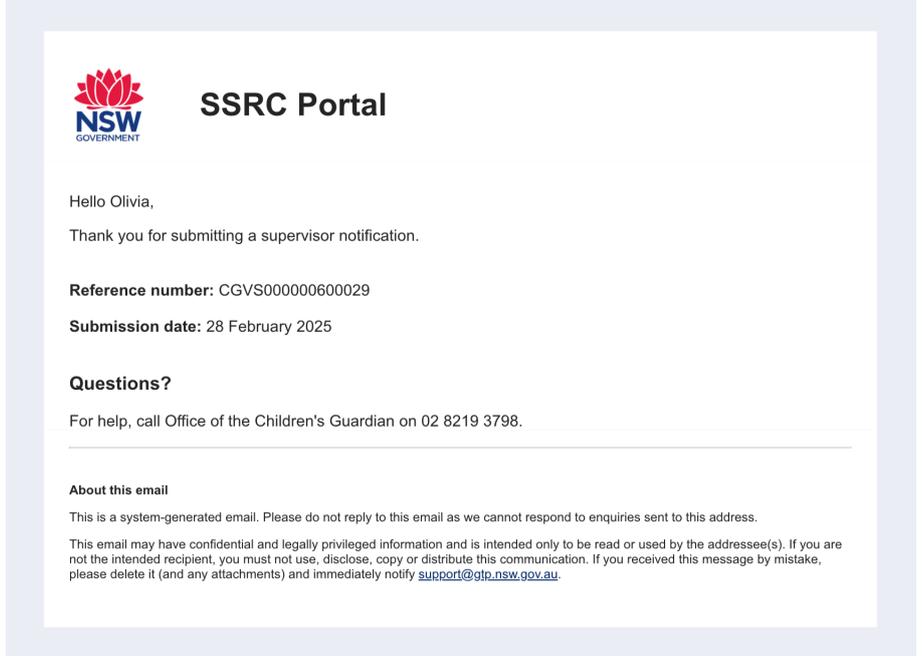
Step	Instructions	Screenshot
4	Review all entries and make necessary edits if required and click the 'Continue' button.	 <p>The screenshot shows the 'Review' page for a placement exit (CGVE00000600049) at Step 3 of 4. The page is titled 'Review' and includes a progress bar. The main content is divided into two sections: 'Placement details' and 'Record exit date'. The 'Placement details' section shows the placement number (CGVP00000600624), last name of child (Username), and first name of child (Test). The 'Record exit date' section shows the placement entry date (23 Feb 2025), placement exit date (2 Mar 2025), and answers to two questions: 'For registered agencies, is the placement supervised by a designated agency?' (Yes) and 'Is there a case plan for this child?' (Yes). A 'Continue' button is visible at the bottom of the form. The page footer includes a copyright notice for 2025.</p>
5	Declare and submit the application.	 <p>The screenshot shows the 'Declaration' page for a placement exit (CGVE00000600049) at Step 4 of 4. The page is titled 'Declaration' and includes a progress bar. The main content is a declaration form with the following text: 'I certify that: 1. I am a staff member of an entity providing specialised substitute residential care, as defined in Schedule 6 of the Children's Guardian Act 2019, and the entity has authorised me to enter information onto the specialised substitute residential care register. 2. The information I enter onto the specialised substitute residential care register is, to the best of my knowledge, correct. 3. I will only disclose information about a child who is, or who has been, in specialised substitute residential care: to that child; and/or to a parent of that child; in accordance with: Part 5, Division 5 of the Children's Guardian Act 2019; Part 5 and Schedule 4 of the Children's Guardian Regulation 2022; Chapter 16A of the Children and Young Persons (Care and Protection) Act 1998; or as may otherwise be required or permitted by law.' A checkbox is checked, indicating 'I have read and understand my responsibilities and obligations as provided in the declaration above.' A 'Submit' button is visible at the bottom of the form. The page footer includes a copyright notice for 2025.</p>

Step	Instructions	Screenshot						
6	The Placement exit application is submitted. You can download, print (if needed) or create another application.	 <p>A NSW Government website Office of Children's Guardian SSRC Portal</p> <p>SSRC Respite Help Olivia Administrator</p> <p>Home New placement Placement exit Supervisor notification Case plan notification Review a placement history Activity feed User management</p> <p>Placement exit submitted</p> <table border="1"> <tr> <td>Reference number</td> <td>CGVE00000600049</td> </tr> <tr> <td>Child name</td> <td>Test Username</td> </tr> <tr> <td>Agency</td> <td>SSRC Respite</td> </tr> </table> <p>We've sent a confirmation email to olivia.ta@customerservice.nsw.gov.au.</p> <p>Download (PDF) Print</p> <p>Create another placement exit</p> <p>We pay respect to the Traditional Custodians and First Peoples of NSW, and acknowledge their continued connection to their country and culture. Copyright © 2025</p>	Reference number	CGVE00000600049	Child name	Test Username	Agency	SSRC Respite
Reference number	CGVE00000600049							
Child name	Test Username							
Agency	SSRC Respite							
7	A submission confirmation will be sent to your email.	 <p>NSW GOVERNMENT SSRC Portal</p> <p>Hello Olivia,</p> <p>Thank you for submitting a placement exit notification.</p> <p>Reference number: CGVE00000600049 Submission date: 3 March 2025</p> <p>Questions? For help, call Office of the Children's Guardian on 02 8219 3798.</p> <p>About this email This is a system-generated email. Please do not reply to this email as we cannot respond to enquiries sent to this address. This email may have confidential and legally privileged information and is intended only to be read or used by the addressee(s). If you are not the intended recipient, you must not use, disclose, copy or distribute this communication. If you received this message by mistake, please delete it (and any attachments) and immediately notify support@gfp.nsw.gov.au.</p>						

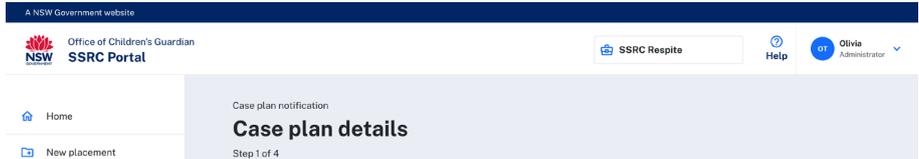
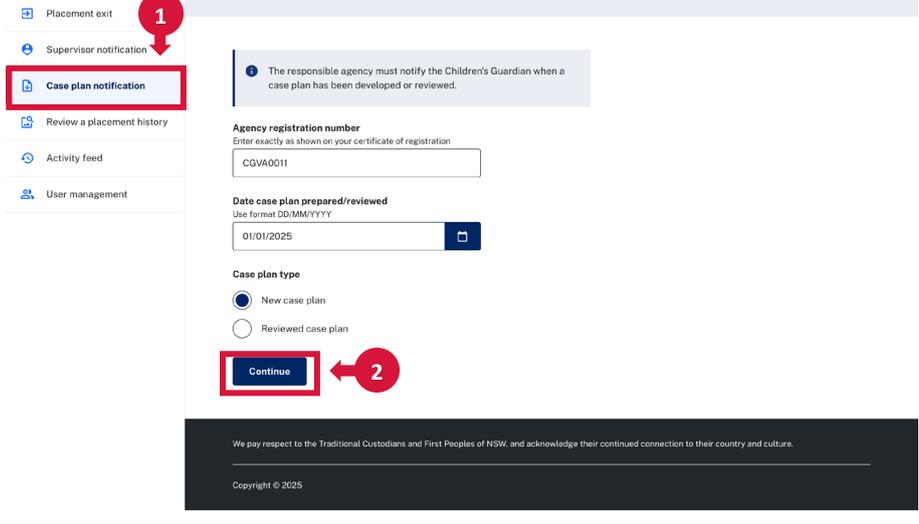
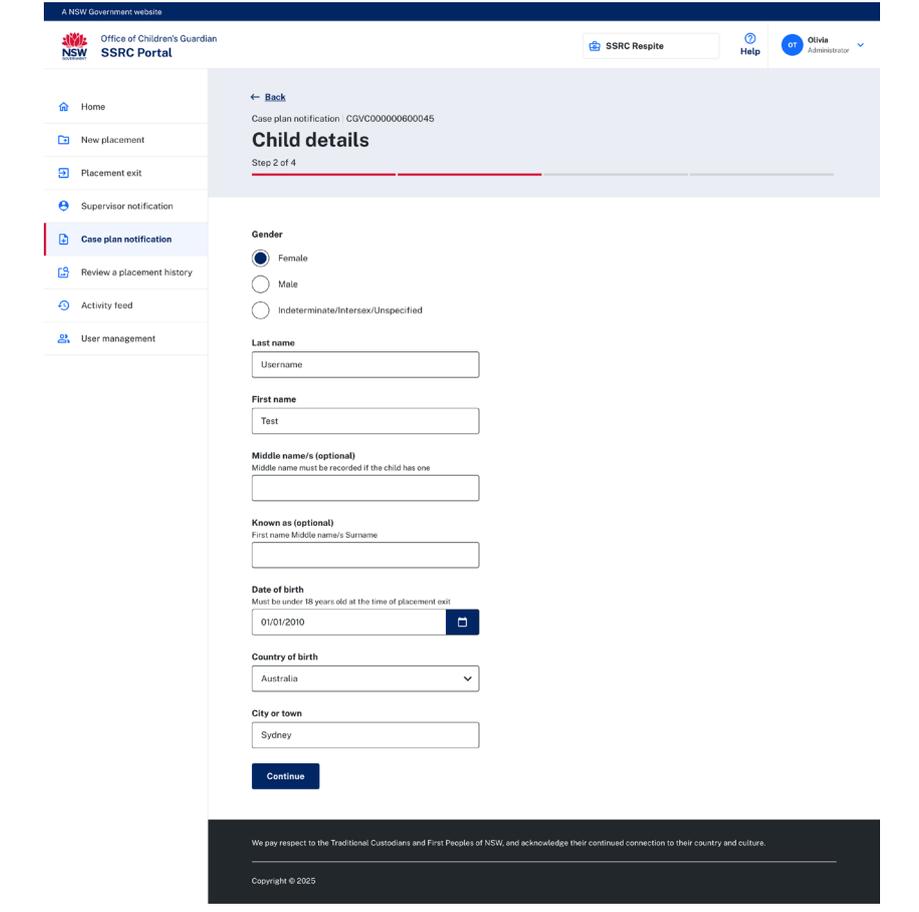
1.7 Supervisor notification

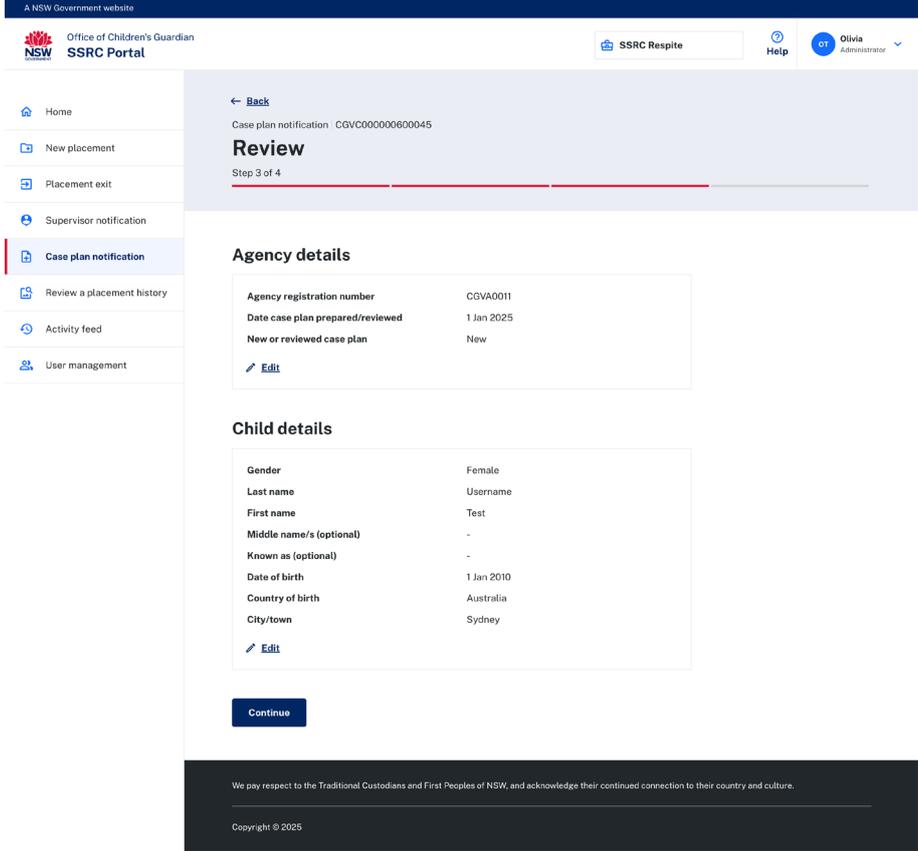
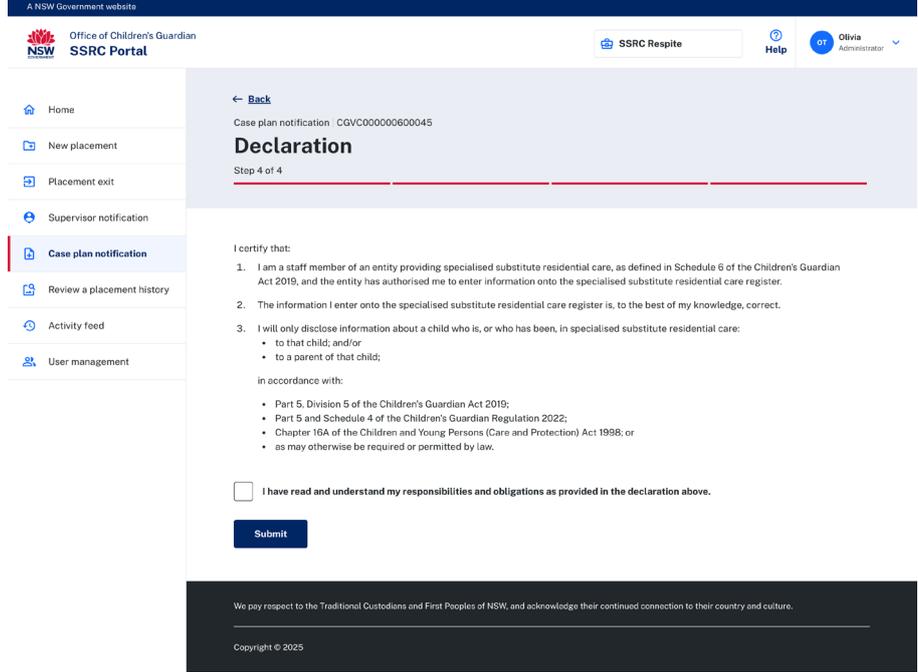
Step	Instructions	Screenshot
1	Click the 'Supervisor notification' section from the side menu.	<p>A NSW Government website Office of Children's Guardian SSRC Portal</p> <p>Supervisor notification Agency details Step 1 of 4</p> <p>Designated agencies are required to notify the Children's Guardian when they commence supervision of a child for a registered agency. The supervising and supervised agency numbers are unique.</p> <p>Supervising agency's registration number Enter exactly as shown on your certificate of registration CGVA0011</p> <p>Supervised agency's registration number Exactly as shown on the agency's certificate of registration</p> <p>Date supervision commenced Use format DD/MM/YYYY</p> <p>Continue</p> <p>We pay respect to the Traditional Custodians and First Peoples of NSW, and acknowledge their continued connection to their country and culture. Copyright © 2025</p>
2	Enter the agency details as shown and click 'Continue'.	
3	Enter the child details as shown and click 'Continue'.	<p>A NSW Government website Office of Children's Guardian SSRC Portal</p> <p>Supervisor notification CGVS00000600029 Child details Step 2 of 4</p> <p>Gender <input checked="" type="radio"/> Female <input type="radio"/> Male <input type="radio"/> Indeterminate/Intersex/Unspecified</p> <p>Last name Username</p> <p>First name Test</p> <p>Middle name/s (optional) Middle name must be recorded if the child has one</p> <p>Known as (optional) First name.Middle name's Surname</p> <p>Date of birth Must be under 18 years old at the time of placement exit 01/09/2010</p> <p>Country of birth Australia</p> <p>City or town Sydney</p> <p>Continue</p> <p>We pay respect to the Traditional Custodians and First Peoples of NSW, and acknowledge their continued connection to their country and culture. Copyright © 2025</p>

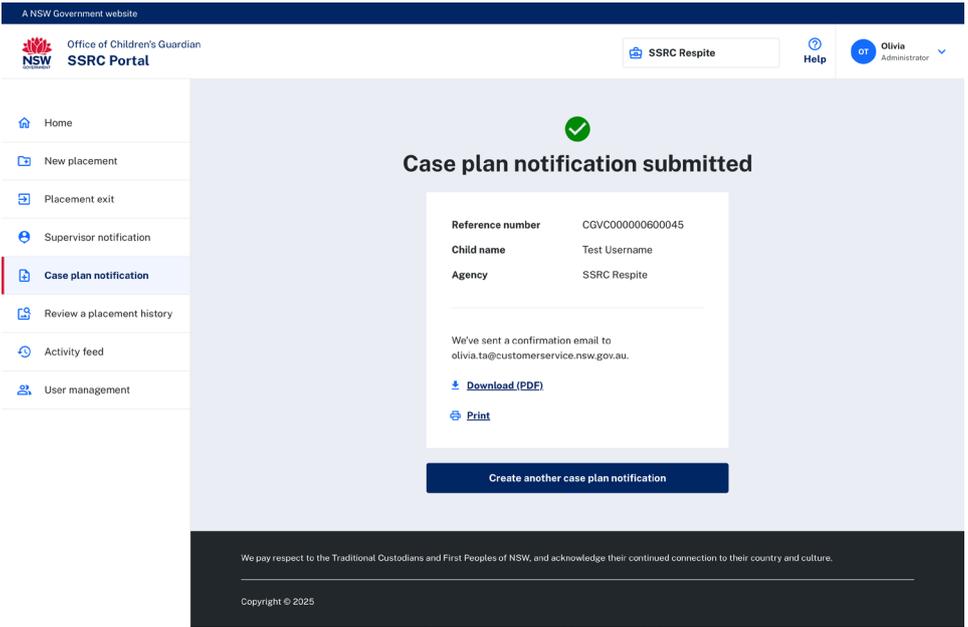
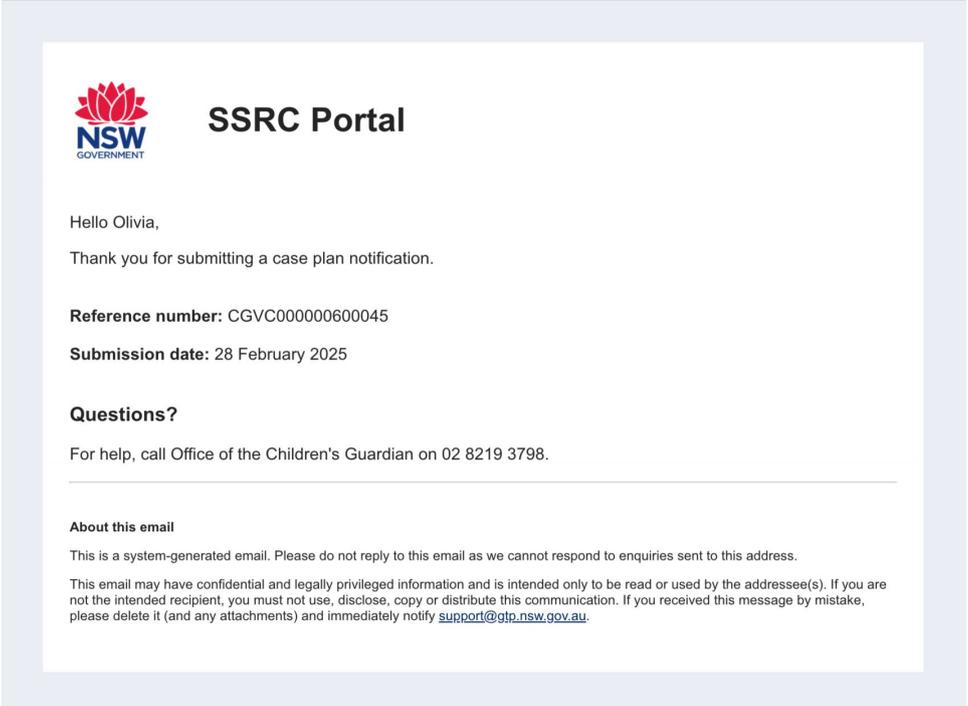
Step	Instructions	Screenshot
4	Review all entries and make necessary edits if required and click the 'Continue' button.	
5	Declare and submit the application.	

Step	Instructions	Screenshot
6	The Supervisor notification is submitted. You can download, print (if needed) or create another application.	 <p>A NSW Government website Office of Children's Guardian SSRC Portal</p> <p>Home New placement Placement exit Supervisor notification Case plan notification Review a placement history Activity feed User management</p> <p>Supervisor notification submitted</p> <p>Reference number: CGVS00000600029 Child name: Test Username Agency: SSRC Respite</p> <p>We've sent a confirmation email to olivia.ta@customerservice.nsw.gov.au.</p> <p>Download (PDF) Print</p> <p>Create another supervisor notification</p> <p>We pay respect to the Traditional Custodians and First Peoples of NSW, and acknowledge their continued connection to their country and culture. Copyright © 2025</p>
7	Submission email will be sent to your email	 <p>NSW GOVERNMENT SSRC Portal</p> <p>Hello Olivia,</p> <p>Thank you for submitting a supervisor notification.</p> <p>Reference number: CGVS00000600029 Submission date: 28 February 2025</p> <p>Questions? For help, call Office of the Children's Guardian on 02 8219 3798.</p> <p>About this email This is a system-generated email. Please do not reply to this email as we cannot respond to enquiries sent to this address. This email may have confidential and legally privileged information and is intended only to be read or used by the addressee(s). If you are not the intended recipient, you must not use, disclose, copy or distribute this communication. If you received this message by mistake, please delete it (and any attachments) and immediately notify support@gfp.nsw.gov.au.</p>

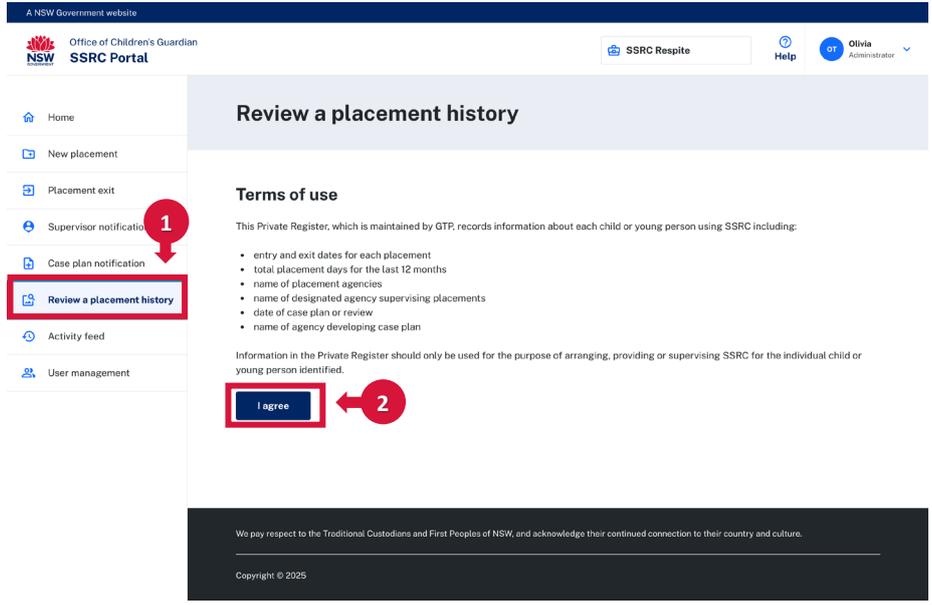
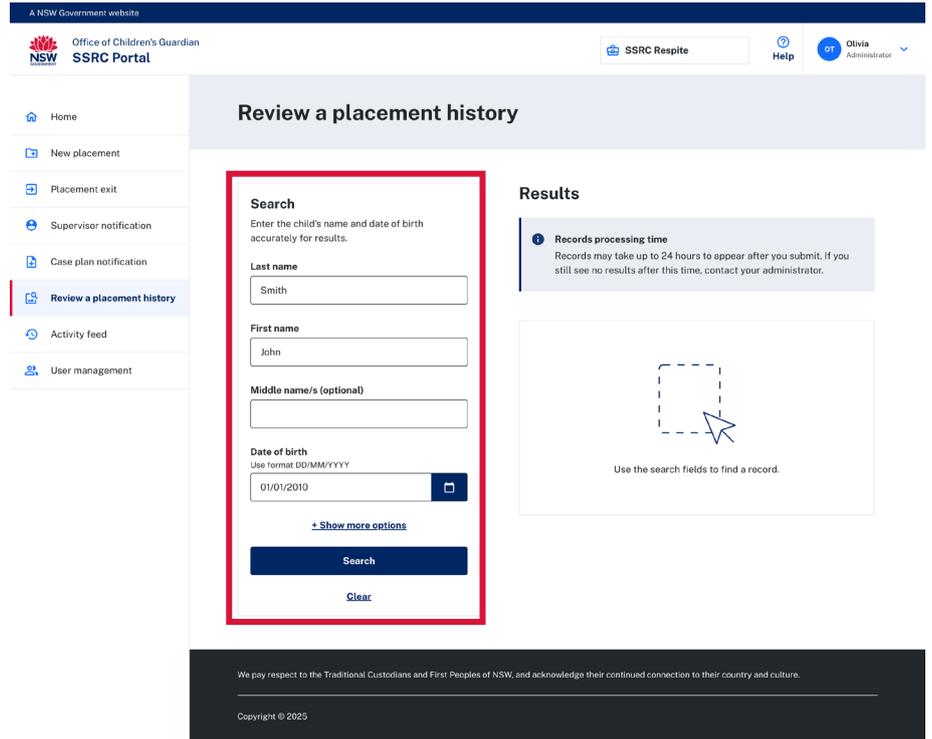
1.8 Case plan notifications

Step	Instructions	Screenshot
1	Click the 'Case plan notification' from the side menu.	
2	<p>Application step 1 – Case plan details</p> <p>Enter the case plan details as shown and click 'Continue'.</p>	
3	Enter the child details as shown and click 'Continue'.	

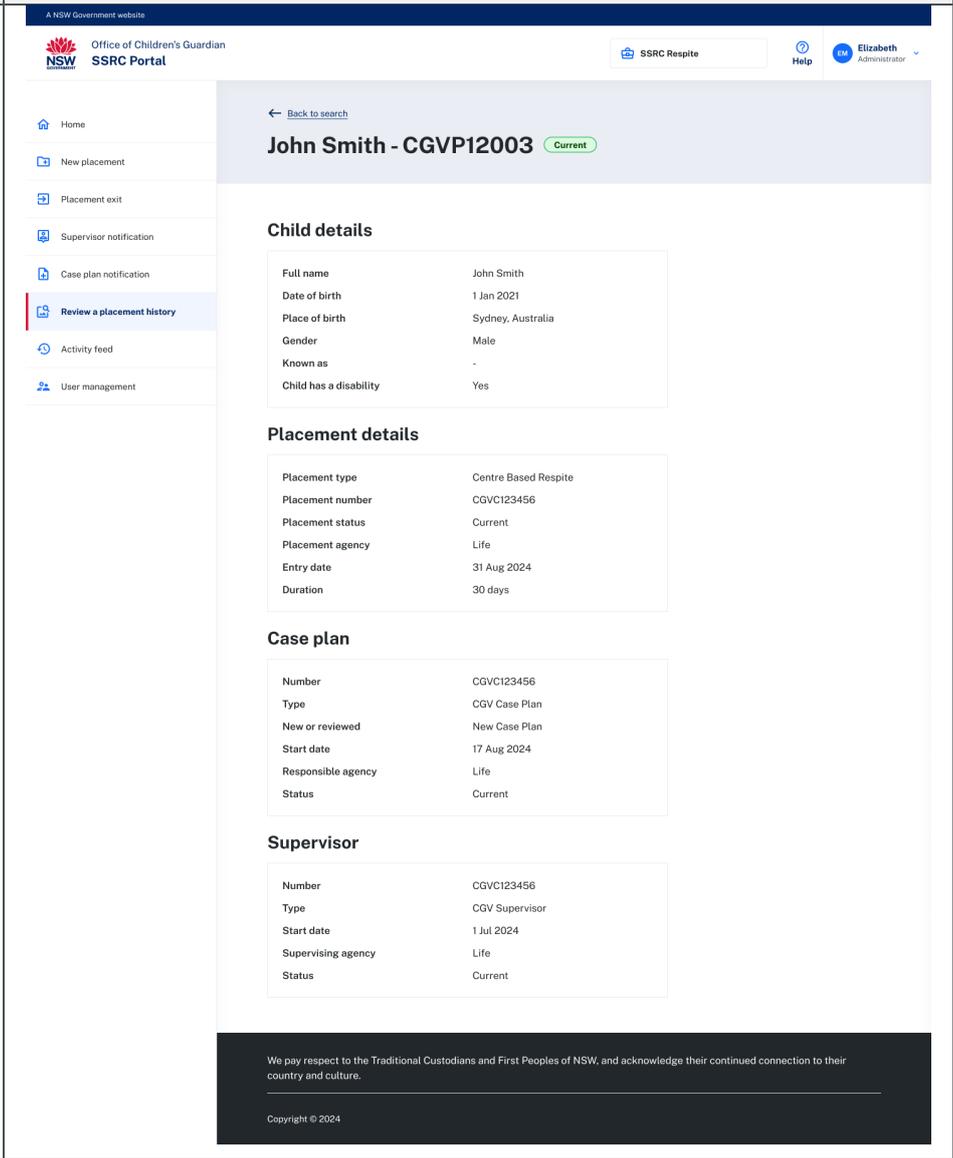
Step	Instructions	Screenshot
4	Review all entries and make necessary edits if required and click the “Continue” button.	
5	Declare and submit the application	

Step	Instructions	Screenshot
6	The Case plan notification is submitted. You can download, print (if needed) or create another application.	 <p>A NSW Government website Office of Children's Guardian SSRC Portal</p> <p>SSRC Respite Help Olivia Administrator</p> <p>Home New placement Placement exit Supervisor notification Case plan notification Review a placement history Activity feed User management</p> <p>Case plan notification submitted</p> <p>Reference number: CGVC00000600045 Child name: Test Username Agency: SSRC Respite</p> <p>We've sent a confirmation email to olivia.ta@customerservice.nsw.gov.au.</p> <p>Download (PDF) Print</p> <p>Create another case plan notification</p> <p>We pay respect to the Traditional Custodians and First Peoples of NSW, and acknowledge their continued connection to their country and culture. Copyright © 2025</p>
7	Submission email will be sent to your email	 <p>NSW GOVERNMENT SSRC Portal</p> <p>Hello Olivia, Thank you for submitting a case plan notification.</p> <p>Reference number: CGVC00000600045 Submission date: 28 February 2025</p> <p>Questions? For help, call Office of the Children's Guardian on 02 8219 3798.</p> <p>About this email This is a system-generated email. Please do not reply to this email as we cannot respond to enquiries sent to this address. This email may have confidential and legally privileged information and is intended only to be read or used by the addressee(s). If you are not the intended recipient, you must not use, disclose, copy or distribute this communication. If you received this message by mistake, please delete it (and any attachments) and immediately notify support@gtp.nsw.gov.au.</p>

1.9 Review a placement history

Step	Instructions	Screenshot
1	<p>Click the 'Review a placement history' from the side menu.</p> <p>You must agree the terms of use before performing your search.</p>	
2	<p>Enter child details and click the 'Search'.</p> <p>For more specific results, click 'Show more options' and add additional filters.</p>	

Step	Instructions	Screenshot
3	To view more information about a child's placement, simply click on their name (displayed in blue) under the 'Placements' section.	<p>The screenshot shows the 'Review a placement history' page in the SSRC Portal. The search form is filled with 'Smith' for the last name and 'John' for the first name. The date of birth is set to 01/01/2021. The search results are displayed in three sections: Case plan, Supervisor, and Placements. The 'Placements' section shows a table with one entry: 'John Smith - CGVP12003' with a 'Current' status, highlighted by a red box. The sidebar on the left contains navigation links, and the top header includes the NSW Government logo and user details.</p>

Step	Instructions	Screenshot
		 <p>The screenshot displays the SSRC Portal interface for the Office of Children's Guardian. The page title is "John Smith - CGVP12003" with a "Current" status indicator. The left-hand navigation menu includes options like Home, New placement, Placement exit, Supervisor notification, Case plan notification, Review a placement history (highlighted), Activity feed, and User management. The main content area is divided into four sections:</p> <ul style="list-style-type: none"> Child details: Full name (John Smith), Date of birth (1 Jan 2021), Place of birth (Sydney, Australia), Gender (Male), Known as (-), Child has a disability (Yes). Placement details: Placement type (Centre Based Respite), Placement number (CGVC123456), Placement status (Current), Placement agency (Life), Entry date (31 Aug 2024), Duration (30 days). Case plan: Number (CGVC123456), Type (CGV Case Plan), New or reviewed (New Case Plan), Start date (17 Aug 2024), Responsible agency (Life), Status (Current). Supervisor: Number (CGVC123456), Type (CGV Supervisor), Start date (1 Jul 2024), Supervising agency (Life), Status (Current). <p>At the bottom of the page, there is a footer with a statement of respect for Traditional Custodians and First Peoples of NSW, and a copyright notice for 2024.</p>

2. Troubleshooting

2.1 Access

- If you haven't received the account activation email that grants access to the portal for the first time, request your manager resend it.
 - If you were previously able to log in to the portal but are now encountering difficulties, contact the SSRC Register for assistance. Email ssrc@ocg.nsw.gov.au or call (02) 8219 3798.
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2.2 OTP Mobile Device number change

If your mobile number has changed, notify your manager. They will update your information in the portal, and you will subsequently receive a verification code via SMS to your new number.

2.3 Error / system issue

To report an issue, send an email to ssrc@ocg.nsw.gov.au

Be sure to include a clear description of the problem and any relevant details, such as screenshots or error messages. Gathering additional information, such as screenshots of issue or error messages, can help the support team diagnose the problem more quickly.

2.4 Critical outage

To report an issue, send an email to ssrc@ocg.nsw.gov.au

Be sure to include a clear description of the problem and any relevant details, such as screenshots or error messages. Gathering additional information, such as screenshots of issue or error messages, can help the support team diagnose the problem more quickly.

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