

NSW Carers Register

Information session 2

- Agency Administration

Stella Cue

2026





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 respect 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 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.

We extend this acknowledgement to all Aboriginal and Torres Strait Islander peoples present today and recognise the unique and vital contributions they provide in keeping their children safe.

Acknowledgement written by the OCG's 2023-24 cohort of First Nations cadets and First Nations staff. Artwork with thanks to Wiradjuri woman, Lua Pellegrini.

Agenda

Housekeeping

Agency Administration

eLearning modules

Carers Register sector readiness plan

Housekeeping



- This session is planned for 90 minutes, depending on questions, we might finish a little earlier
- It's the OCG policy not to record meetings and request any participant not to record or share any recordings
- All session will be uploaded to the OCG website
- There are 5 session in total, each session will be run twice – it's the same content
- We will continue to run sessions until we are confident the sector is well informed
- Please keep your microphone on **mute** unless you are speaking
- Feel free to submit questions via the **chat** or **hands up** during planned question time

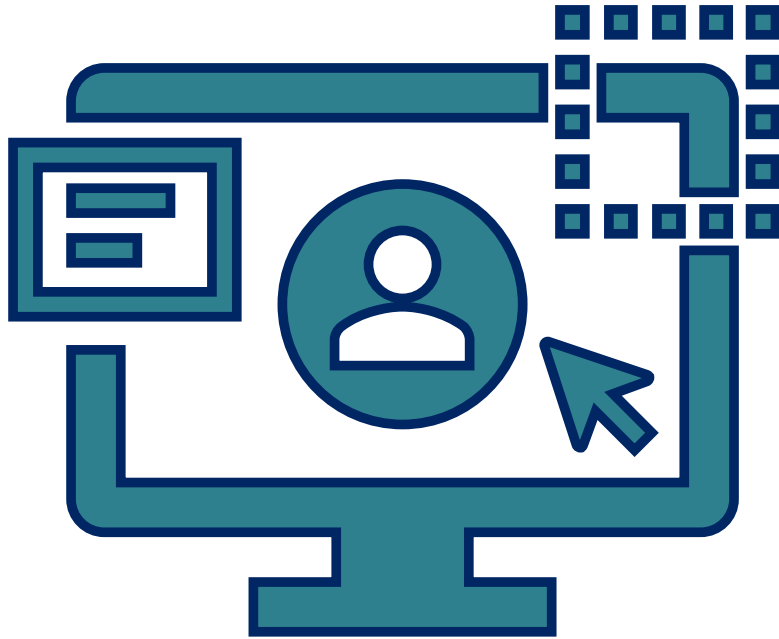
Carers Register - Administration Concepts



- Accessing the system – how to log in
- Single sign in
- User matrix
- User creation
- Dashboard, key stats, work queues
- Locations
- Alerts and Other Agency Contact Details

eLearning

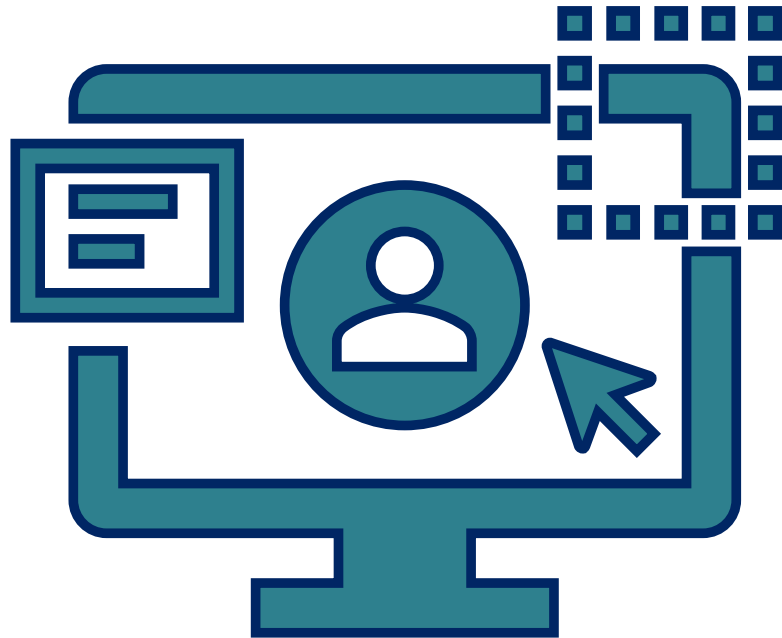
Layout and Key functionality



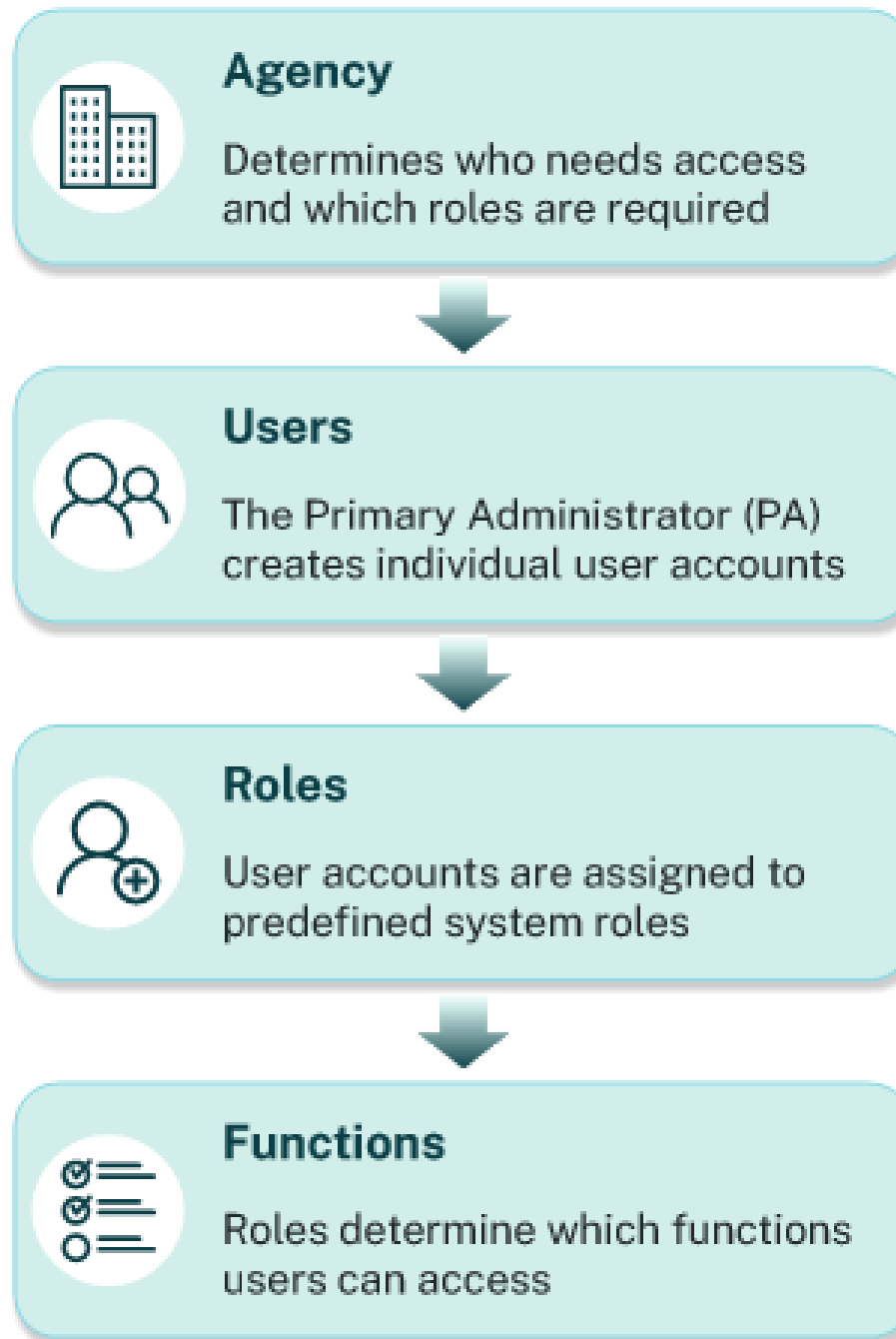
Questions

eLearning

Logging in



User roles and access levels



User Matrix

		Primary Administrator		General Administrator		Head of Relevant Entity		Reportable Allegations Officer		General User		Read Only User		Dual HRE and PA	
	OOHC applications		Write		Write		Read only		Read only		Write		Read only		Write
	Work items		Write		Write		Write		Write		Write		Read only		Write
	Alert settings or information		Write		Read only		Read only		Read only		Read only		Read only		Write
	Manage users		Write		Write		Read only		Read only		Read only		Read only		Write
	Agency reports		Read only (can export)		Read only (can export)		Read only (can export)		Read only (can export)		Read only (can export)		Read only (can export)		Read only (can export)
	Search and view records		Yes		Yes		Yes		Yes		Yes		Yes		Yes
	Manage individuals & households		Write		Write		Read only		Read only		Write		Read only		Write
	Reportable allegations		Write (view and add)		Write (view and add)		Write (view and approve)		Write (view and add)		Read only		Read only		Write (view, add and approve)

User Roles



Questions

Carers Register – eLearning modules



Resource navigation

Explains how to navigate the eLearning, complete interactive activities and simulations, and access downloadable resources.

Carers Register Introduction

Introduces the Carers Register, including its purpose, legislative framework, agency responsibilities, information recording requirements, and the role of probity, suitability and information sharing in supporting child safety.

Carers Register Navigation

Covers the core functions for accessing and navigating the Carers Register, including logging on, dashboards, reports, work queues, user roles and access permissions.

Navigation – How to Use



- Access learning resources to help you use the Carers Register confidently and effectively.
- Resources include eLearning courses, quick reference guides, videos and other supporting materials for agency users and administrators.

Note: If you are new to the eLearning, complete Resource Navigation before accessing the training resources listed below.

- <https://ocg.nsw.gov.au/organisations/statutory-out-home-care-and-adoption/carers-register>



Questions

GO-LIVE and System Outage



The current Carers Register will not be available from
26 August 5pm – 7 September 9am.

During the outage period the OCG will migrate all Carers Register data over to the updated Carers Register ready for 7 September GO-LIVE.



Carers Register - Sector readiness plan

Checklist for designated agencies

Preparing for the New Carers Register	
OCG activities	Agency action checklist
Facilitate and publish: • update the sector when regulatory amendments have progressed • planned information and e-learning sessions • updated user guides and fact sheets	☐ Keep up to date with the project roll out ☐ Determine who should attend information and e-learning sessions ☐ Determine who is responsible for monitoring and managing changes to agency processes
Share information regarding the Carers Register with Principal Officers and Carers Register Primary Administrators.	☐ Check the agency's Carers Register Primary Administrator is the most suitable role within the agency to manage the roles and responsibilities of the changes ☐ Ensure the Primary Administrator's contact details are up to date with the OCG
Data migration from the current Carers Register to the new Carers Register.	☐ Keep the Carers Register data up to date and correct any errors ☐ Work with and respond to the OCG regarding Carers Register BI reports and data remediation ☐ Review current Carers Register Primary Administrator to confirm if this person is still the most appropriate role/person – update the OCG if changes are made ☐ End date any Carers Register 'users' that no longer require access ☐ Prepare to create users in the updated Carers Register ☐ Review Carers Register 'responsible locations' to ensure they are up to date and reflect agency processes and structure ☐ Contact carers-register@ocg.nsw.gov.au for support with data remediation if required

System outage and data migration



System outage and data migration		26 August 5pm – 7 September 9am	
OCG activities		Agency action / checklist	
The current Carers Register will not be available from 26 August – 7 September. During the outage period the OCG will migrate all Carers Register data over to the updated Carers Register ready for 7 September GO-LIVE. In preparation for 7 September, the OCG will run and send each agency a full Carers Register report detailing all: ▪ Individuals including WWCC records ▪ carer applications ▪ carer authorisations ▪ households including addresses ▪ agency users Facilitate sector information sessions Publish eLearning material on the OCG website		☐ During the system outage period, agencies should continue to authorisation and manage carers and their households. ☐ Agencies can use the provided Carers Register report to record any changes to individual records or carer households while the system is down. In readiness for when the updated Carer Register goes live. ☐ Prepare a list of CR users: - GA's - General User - HRE - Reportable allegation ☐ Attend information session ☐ Access and distribute eLearning material on the OCG website ☐ Update agency process to reflect new requirements - WWCC required at application stage - Recording a decision against household members - Carers Register and Residential Care Workers Register interface – the Other Agency Check	

7 September

GO_LIVE



7 September - GO_LIVE

OCG activities

Send a broadcast email to PA's on 4 September to confirm 7 September GO-LIVE

Provide Login details to the agency PA's on 7 September 9am, including single sign in instructions.

Activate the Login Portal on the OCG website.

Be available to provide support, triage issues and respond to agency queries.

7 September

GO_LIVE



Agency action / checklist

- ☐ PA to log to the updated Carers Register using the provided details
- ☐ Create users as per the matrix
 - GA's
 - General User
 - HRE
 - Reportable allegation
- ☐ Review Agency Carers Register Dashboard:

Key Statistics

- In progress applications
- In progress roles in a current household
- Suspended carers
- Count of current households
- Count of current reportable allegations
- WWCC compliance

Work Queues

- In progress applications
- Current reportable allegations pending finalisation

Left hand menu

- Manage alerts email – check that detail is correct
- Search and update Carers Register records to reflect the changes that occurred during the outage:
 - Create new applications
 - Add / edit / end date carer or household member details
 - Add / finalise reportable allegations
- Run and test out reports – to get familiar with the system

If any of the records appear to be incorrect, send an email to carers-register@ocg.nsw.gov.au and someone for the OCG carer team will schedule time to work with you.

Contact carers-register@ocg.nsw.gov.au for support.

Thank you

carers-register@ocg.nsw.gov.au