

NSW Carers Register

Information session 3

- General Functionality

OCG policy – no AI recording or translation permitted

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

General functionality

eLearning modules

Housekeeping



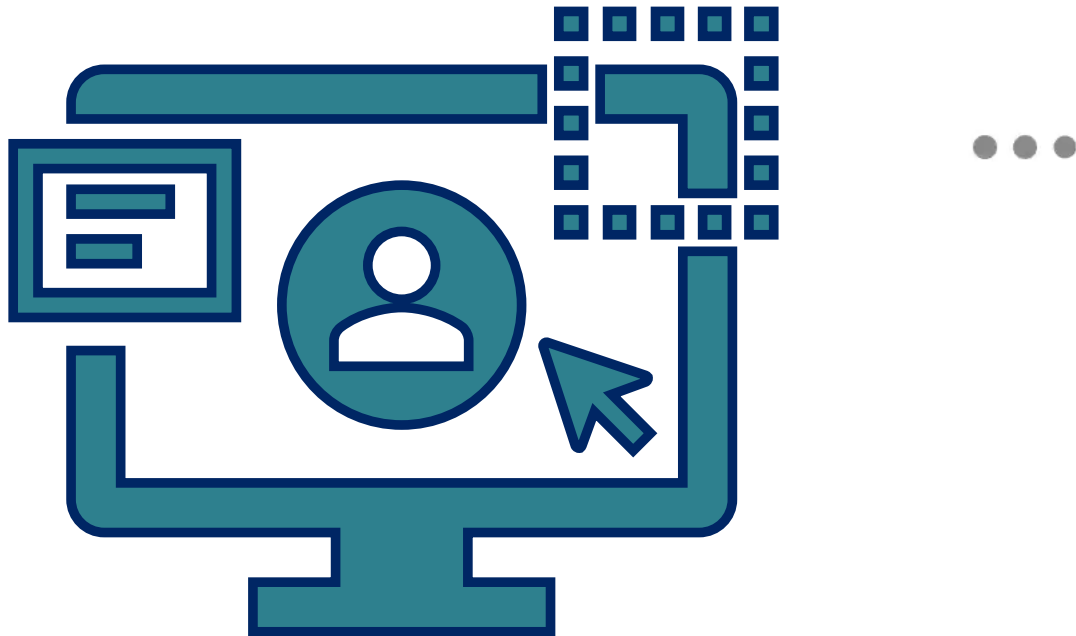
- This session is planned for 90 minutes, depending on questions, we might finish a little earlier
- It's the OCG policy not to record meetings and request any participant not to record or share any recordings
- All session will be uploaded to the OCG website
- There are 5 session in total, each session 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 – General functionality



- Dashboard - General functionality
- Work queues
- Record an application
 - Other agency check
- Record management
 - Individual 360
 - Household 360
- Household PDF and Print Function
- Reportable allegations – place holder

eLearning – Dashboard and Work queues



eLearning – WWCC Compliance key statistics

📍 WWCC Compliance	
Expired WWCC	Expiring WWCC
0	2
HHM turning 18	HHM without WWCC
0	1

Expired WWCC

Displays the number of individuals associated with the agency who require a WWCC and whose recorded WWCC has expired.

It includes individuals with an applicable role status of in progress, provisionally authorised, current or suspended.

eLearning – WWCC Compliance key statistics

📍 WWCC Compliance	
Expired WWCC	Expiring WWCC
0	2
HHM turning 18	HHM without WWCC
0	1

Expiring WWCC

Displays the number of individuals whose WWCCs will expire within the next 90 days.

This includes individuals with an applicable role status of in progress, provisionally authorised, current or suspended.

A worker's record remains in this category until the WWCC is renewed and verified.

eLearning – WWCC Compliance key statistics

📍 WWCC Compliance	
Expired WWCC	Expiring WWCC
0	2
HHM turning 18	HHM without WWCC
0	1

Household Member (HHM) turning 18

Displays the number of current or in-progress household members who are approaching their 18th birthday and do not have a WWCC recorded.

Household members appear in this list from 17 years and 9 months of age until they turn 18.

eLearning – WWCC Compliance key statistics

📍 WWCC Compliance	
Expired WWCC	Expiring WWCC
0	2
HHM turning 18	HHM without WWCC
0	1

Household Member (HHM) without WWCC

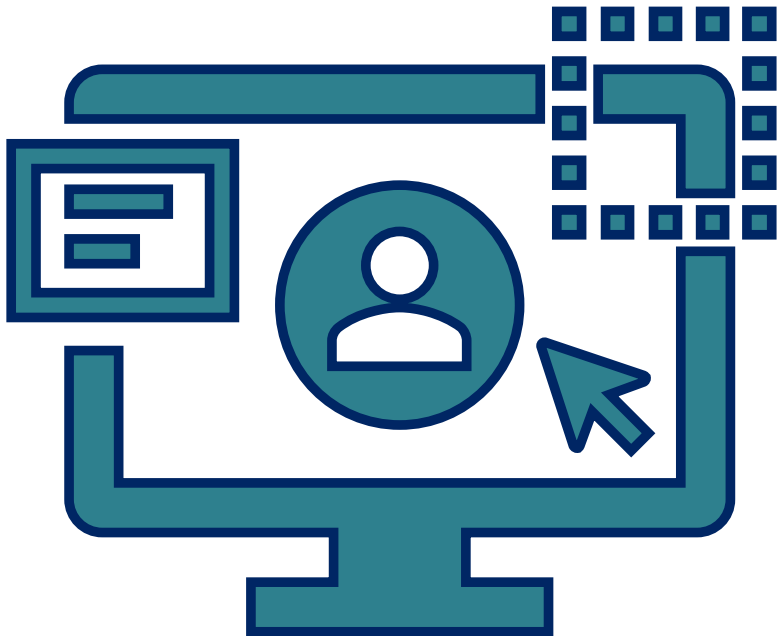
Displays the number of individuals aged 18 or over that do not have a WWCC recorded.

This includes individuals who have a status of in progress, provisionally authorised, current or suspended.

Questions

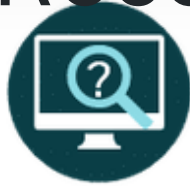
eLearning - Record an application

An out-of-home care (OOHC) application comprises five sections within the Carers Register.



Questions

Record an application: Other agency check



1. Identify associated agencies

Selecting the **Check** button to the right of the **Other Designated Agency Check** field to displays the individual's current and previous agency associations.

The presence of a **Check declaration** checkbox next to an agency indicates that the agency may hold information relevant to the individual.

OOHC Application

Probity and Suitability Checks

Assessment Name	Completed On	Outcome	
Identification Check		Select	
WWCC Requirements Met		Select	
National Police Check (NPC)		Select	
Community Services Check		Select	
Other Designated Agency Check		Select	Check



Other Agency Check

Personal Details

Full Name
Min Neethling

Date of Birth
07/04/1992

Working With Children Check Number
WWC0050032E

Carers Register Associations

Apple						
Household Number	Authorisation Number	Role	Status	Start Date	End Date	Check Declaration
APPH0001539	APPC0001272	Applicant	In Progress	06/07/2026	—	☐
Information Exchange Details						
Phone Number			Email			
0760376576			gandloju@omc.com			

Record an application: Other agency check



2. Request information

Contact identified agencies via the nominated Information Exchange contact information to request relevant information about the applicant(s) and household member(s).



3. Review received information

Review and consider information received from associated agencies.

Record an application: Other agency check



4. Confirm completion

Select the **Check declaration** checkbox next to an associated agency's name to confirm the completion of the exchange and review process.

OOHC Application

Other Agency Check

Personal Details

Full Name
Min Neethling

Date of Birth
07/04/1992

Working With Children Check Number
WWC0050032E

Carers Register Associations

Apple

Household Number	Authorisation Number	Role	Status	Start Date	End Date	Check Declaration
APPH0001539	APPC0001272	Applicant	In Progress	06/07/2026	—	☒

Information Exchange Details

Phone Number	Email
0760376576	gandloju@omc.com

Record an application: Other agency check



5. Record outcome

Information obtained through the Other Agency Check contributes to the designated agency's assessment of the applicant's capability and suitability, and helps identify any risks presented by household members that may affect the safety, welfare and wellbeing of children placed in the home.

Once all Other Agency Checks have been conducted on an individual, **record the date and outcome (satisfactory or unsatisfactory) of the review.**

OOHC Application

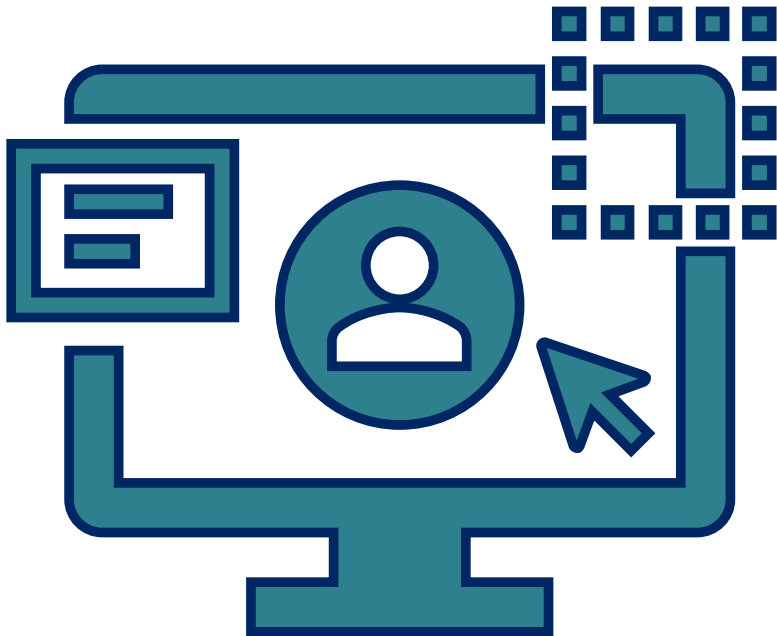
Probity and Suitability Checks

Assessment Name	Completed On	Outcome	
Identification Check		Select 	
WWCC Requirements Met		Select 	
National Police Check (NPC)		Select 	
Community Services Check		Select 	
Other Designated Agency Check		Select 	Check

Questions

eLearning - Record management

- Individual 360
- Household 360



Household PDF and Print Function



Office of the
Children's Guardian

OOH Household Number CRH0070314

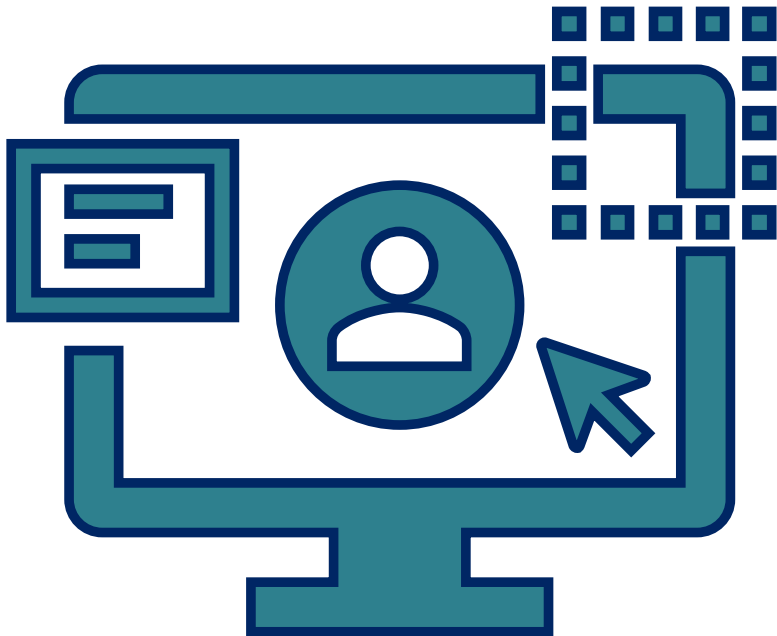
Application Details	
Designated Agency	RST Test Agency AAA
Responsible Location	Mollymook
Application Lodged Date	1/08/2026
Agency Reference	
Household Details	
Household Address	1 WEADER ST CLONTARF QLD 4019 AUSTRALIA
Home Inspection	Satisfactory 7/08/2026
Authorised Carer - Brian Murphy CRO0879388	
Other Names	Boston Brownie
Date of Birth	1/01/1980
Gender	Male
Identifies as Aboriginal and/or Torres Strait Islander	Yes Torres Strait Islander
Carer Pre-Authorisation Requirements	
Carer Agency Reference	Ismyy
Carer Authorisation Type	Statutory Foster Care
Has the applicant been a carer interstate?	No
Working With Children Check Details	
WWCC Number	APP0051906
Expiry Date	20/08/2026
Status	APPLICATION IN PROGRESS
Community Services Check	
Agency	RST Test Agency AAA
Date Completed	7/08/2026
Probity and Suitability Checks	
Identification Check	Satisfactory 5/08/2026
WWCC Requirements Met	Satisfactory 5/08/2026
National Police Check (NPC)	Satisfactory 5/08/2026
Community Services Check	Satisfactory 5/08/2026
Other Designated Agency Check	Satisfactory 5/08/2026
Health Check	Satisfactory 4/08/2026
Two References Checked	Satisfactory 5/08/2026
Code of Conduct Signed and Signed	Satisfactory 5/08/2026

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- The household PDF is available against the household 360 – it is static at the point of an application decision
- The Print function on the household 360 will show any updated carer, household members, address etc.

Questions

eLearning - Reportable allegations



Placeholder

More to come on recording and approving reportable matters on the Carers Register will be showcased in Session 5 – this Thursday

Questions

Carers Register – eLearning modules



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.

New Out-of-Home Care Application

Details the end-to-end process for creating a new out-of-home care () application, recording applicant and household member information, recording provisional authorisation details, and finalising the application.

Record Management

Covers administrative functions, including creating and maintaining agency user records, managing and maintaining carer, household and household member records, completing WWCC re-verification, and recording carer engagements.

Reportable Allegations

Explains how reportable allegation information is recorded and managed within the Carers Register to support informed authorisation decisions and the ongoing management of carers, households and household members.

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>



Thank you

carers-register@ocg.nsw.gov.au