

Updating the VOOHC Register

VOOHC Quick Guide

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

Logging into the VOOHC Register

- **Go to** → www.kidsguardian.nsw.gov.au using Chrome or Firefox (not Internet Explorer)
 - Select → Out-of-Home Care - Voluntary Out-of-Home 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 VOOHC Coordinator should be responsible for changing the password.

Further information

For step-by-step instructions on how to use the VOOHC Register, including how to access VOOHC placement history, case plans and supervision arrangements, refer to the VOOHC Register Manual here: <https://www.kidsguardian.nsw.gov.au/voluntary-out-of-home-care/register-manual>.

If you have questions about the VOOHC Register, contact your agency's VOOHC Coordinator or the OCG's VOOHC Monitoring Team at voohc@kidsguardian.nsw.gov.au or call 02 8219 3798. You may need to provide your agency's username, which is in the format 1-#####.

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

Updating the VOOHC Register

Go to: Useful Links and Select the relevant action e.g. new placement, or exit placement

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 voohc@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 voohc@kidsguardian.nsw.gov.au of updates).

Go to → Placement details:

- 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:

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?

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

Go to: Is there a current case plan notification lodged on the VOOHC Register for this child?

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 → CGVP0***, (the VOOHC 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?

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

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

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 details

Go to: 4 Submit Details and Read → the Declaration

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