

Registration and monitoring guide

Voluntary out-of-home care monitoring framework

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Background

1. What is Voluntary Out-of-Home Care (VOOHC)?

Voluntary Out-of-Home Care (VOOHC) refers to those situations where a parent of a child or young person makes a voluntary arrangement with a VOOHC agency for the placement of their child or young person in out-of-home care.

A child or young person (person under the age of 18) is in VOOHC when:

- he or she stays at a place other than his/her usual home for one or more nights
- he or she is in the care and control of a person other than his/her parent (i.e. the person with parental responsibility for the child or young person)

and

- his or her parent has entered into an arrangement with an organisation to provide or arrange that care.

The Office of the Children's Guardian (OCG) regulates the out-of-home care sections (statutory and voluntary OOHHC) of the *Children and Young Persons (Care and Protection) Act 1998 (The Act)* and the *Children and Young Persons (Care and Protection) Regulation 2012 (The Regulation)*.

The intent of the VOOHC legislation is to ensure placements for children and young people receiving VOOHC for 90 cumulative days or more across all agencies in any 12 month period are appropriately supervised and coordinated, and once a child receives 180 cumulative days or more in any 12 month period the child has a formally constituted case plan which meets their needs.

VOOHC may be for regular planned respite, occasional, crisis or longer term care depending on the needs of the child and their family. Care provided can be centre based, host family or in a residential setting. It is the VOOHC agency's responsibility to recruit suitable people, as prescribed in relevant legislation.

The VOOHC system requires all VOOHC to be provided and/or arranged by an agency that is registered by the OCG to do so, agencies are classified as either:

- a designated agency (an organisation that is accredited by the OCG to provide statutory out-of-home care to children and young people) or
- a non-designated agency (an organisation registered by the OCG to provide and/or arrange voluntary out-of-home care to children or young people).

Providing and/or Arranging VOOHC

Only a VOOHC agency may arrange with a parent (a person with parental responsibility) of a child/young person for their child/young person to be placed in VOOHC.

An agency provides VOOHC where it is responsible for the overnight care of a child/young person who is placed with an individual authorised by the agency (e.g. respite centre, host-family or residential facility).

An agency arranges VOOHC when it arranges for another organisation to provide care for a child/young person - for example, where it:

- contracts/sub contracts another organisation to provide VOOHC
- brokers another organisation to provide VOOHC or directly books a child/young person into VOOHC provided by another organisation

Funding a VOOHC placement or providing a parent with information on service providers or suggesting they contact a particular provider is not “arranging” VOOHC.

2. Role of the Office of the Children’s Guardian

The Office of the Children’s Guardian (OCG) is responsible for the administration of the VOOHC program, the OCG’s regulatory functions include:

- developing and maintaining the Statutory Procedures for Voluntary Out-of-Home Care in NSW, that includes the areas of intake, assessment, case planning and interagency coordination
- administering the VOOHC Monitoring Framework including the VOOHC Registration and the ongoing monitoring processes
- monitoring that children and young people in longer term VOOHC receive care that is appropriately supervised and planned.

3. Statutory VOOHC Procedures

The Statutory Procedures for Voluntary Out-of-Home Care in NSW (the VOOHC Procedures) have been developed by the OCG and address the key VOOHC provisions of the *Act*¹ and the *Regulation*².

The VOOHC Procedures establish a common framework for agencies to provide and/or arrange VOOHC. The intended purpose is to promote improved quality, consistency, efficiency and coordination in the delivery of VOOHC services and to reduce the risk of children and young people receiving in VOOHC without appropriate planning.

Each VOOHC agency must have policies, procedures and practices that support compliance with the VOOHC Procedures; to the extent the agency has a role in VOOHC intake, assessment, supervision, case planning and/or interagency coordination.

The VOOHC Procedures should be read in conjunction with the Voluntary Out-of-Home Care Register Manual (the VOOHC Register Manual) which explains:

¹ In particular, see sections 135, 135C and 156-156B and Chapter 16A.

² In particular, see clauses 70-79 and 20 and Schedules 3 and 4.

- how information about VOOHC agencies and children and young people in VOOHC is entered on to the VOOHC Register
- how VOOHC agencies can access a child or young person's previous VOOHC placement and case plan history from the VOOHC Register.

4. VOOHC Monitoring Framework

The OCG is responsible for monitoring the responsibilities of VOOHC agencies under the *Act* and the Regulation, including agency compliance with the VOOHC Procedures.

The Monitoring Framework includes VOOHC Registration, ongoing desktop monitoring and onsite monitoring visits.

This Registration and Monitoring Guide (the Guide) describes the VOOHC Monitoring Framework. It should be read in conjunction with the following documents available on the OCG website at www.kidsguardian.nsw.gov.au:

- Statutory Procedures for Voluntary Out-of-Home Care (VOOHC) in NSW
- Voluntary Out-of-Home Care Register Manual
- Voluntary Out-of-Home Care Registration form (available on request from the OCG Registration Systems team).
- Agencies own policies and procedures
- The *Children and Young Persons (Care and Protection) Act 1998 (the Act)*
- The *Children and Young Persons (Care and Protection) Regulation 2012 (the Regulation)*.

5. VOOHC and the National Disability Insurance Scheme

The National Disability Insurance Scheme (NDIS) is the new way of providing individualised support for people with a disability, their family and carers. The NDIS is being implemented by an independent statutory agency, the National Disability Insurance Agency (NDIA).

NSW organisations intending to provide and/or arrange VOOHC services through NDIS must first be registered with the OCG by completing the VOOHC Registration process and being issued with a VOOHC Registration Certification and Notice of Conditions.

For more information see the NSW Transitional Quality Assurance and Safeguards Working Arrangements at www.ndis.gov.au.

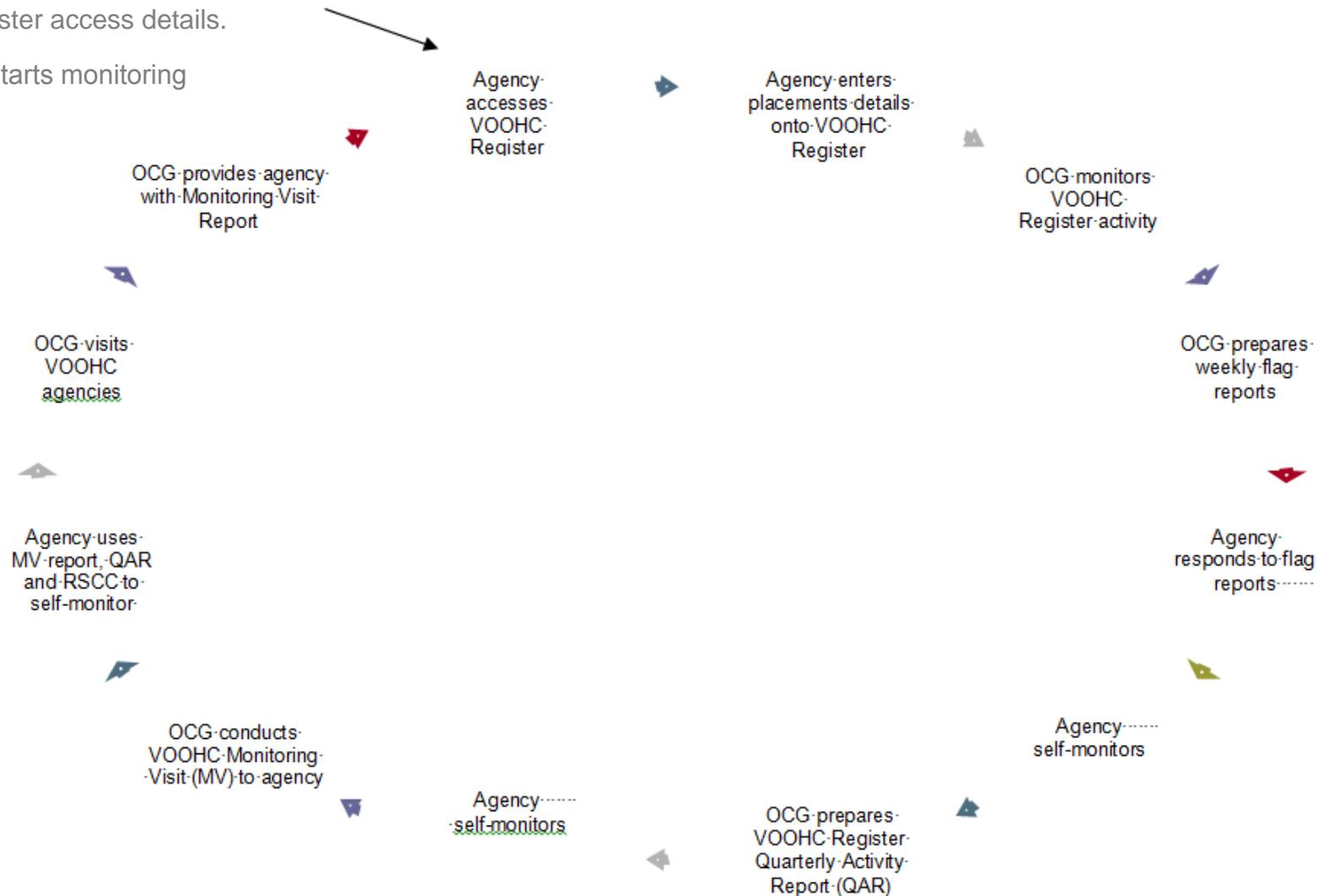
The following flowchart demonstrates how the monitoring framework guides the monitoring of VOOHC and encourages continuous improvement.

VOOHC Monitoring Flowchart

Step 1 → Agency completes and submits VOOHC Registration Step 2 → OCG assesses VOOHC Registration Step 3 → OCG provides approved VOOHC Agency with:

- 'Notice of Conditions'
- Certificate of Registration
- VOOHC Register access details.

Step 4 → OCG starts monitoring



Section 1 – Applying for VOOHC registration

1. How can an organisation apply for registration?

All agencies providing and/or arranging VOOHC must first be registered by the OCG. The agency is required to discuss their intention to register with the OCG's Registration Systems team prior to completing and submitting the Voluntary Out-of-Home Care Registration form.

2. The voluntary out-of-home care registration form

The registration form is a compliance undertaking and a submission of relevant policy statements that detail an agency's practice, having regard to the VOOHC Procedures.

3. Compliance undertaking

The organisation:

- understands its responsibility for compliance, to the extent that the agency has a role in voluntary out-of-home care intake, assessment, supervision, case planning and interagency coordination, as prescribed in the VOOHC Procedures
- will participate in VOOHC supervision and case planning as required
- understands its legal responsibilities when working and exchanging information with other organisations in relation to voluntary out of home care
- has and will continue to comply with all the requirements of the *Child Protection (Working with Children) Act 2012*.

4. Compliance areas

An agency, to the extent that it intends to provide or arrange VOOHC must submit a policy statement against each compliance area depending on the agency status as either a designated or a non-designated agency.

An agency should also have procedures and practices to support these policy statements. At the registration stage (or for already registered agencies) these are not required to be submitted however must be made available upon request by the OCG and will form part of the ongoing desktop and onsite monitoring process to maintain registration.

List of compliance areas by agency type

Designated agencies:

Area 1: Principles of care

Area 2: Child Protection and Child Safety

Area 3: VOOHC Register

Area 4: VOOHC Intake and assessment (service planning)

Area 5: VOOHC Supervision of child or young person's VOOHC

Area 6: Planning and reviewing VOOHC

Non-designated agencies:

Area 1: Principles of care

Area 2: Child Protection and Child Safety

Area 3: VOOHC Register

Area 4: VOOHC Intake and assessment (service planning)

Area 6: Planning and reviewing VOOHC

Arranging only agencies:

Area 1: Principles of care

Area 2: Child Protection and Child Safety

Area 3: VOOHC Register

Area 4: VOOHC Intake and assessment (service planning)

Agencies should consider the following questions prior to submitting the VOOHC Registration and relevant policy statements:

- Do our processes and practices reflect the requirements of the VOOHC Procedures?
- Are relevant staff aware of the VOOHC Procedures requirements?
- Do staff require training or additional support to understand the VOOHC requirements?

Please refer to Attachment 1 for further information on the Compliance Areas and Outcomes.

5. Additional compliance requirements

VOOHC Registration is not exhaustive of how agencies are required to support children, young people and their families. VOOHC agencies are also required to comply with other NSW and/or Commonwealth laws and any requirements from its funding bodies.

Swimming pool compliance

The *Swimming Pools Act 1992* requires owners to register their swimming pools and spa pools on the NSW Swimming Pool Register.

Where a VOOHC agency's services include a swimming pool, this *Act* requires the agency to register the pool, have a valid certificate of compliance and have the pool inspected at least once every three years.

Agencies registering to provide VOOHC and have pools at any centre based, residential or host family residences are required to provide evidence of the pool's registration and a valid certificate of compliance with its VOOHC Registration.

For further information, contact the local council relevant to your area.

6. Certificate of Registration and Notice of Conditions

Once an agency has submitted its completed Registration form and relevant policy statements, the OCG will assess the documentation and will inform the agency in writing of the outcome.

Where compliance against all relevant Areas are assessed as met by the OCG, and no further action is required, a Certificate of Registration and Notice of Conditions will be sent to the agency. The agency's contact details and Notice of Conditions will be published on the OCG's website.

If an agency's policy statements do not meet compliance, the OCG will provide feedback that identifies the compliance Area/s that requires further consideration. The agency will then be required to resubmit the relevant policy statement(s) prior to the agency being reassessed for registration to provide or arrange VOOHC.

An agency cannot provide or arrange VOOHC until the agency is issued with a Certificate of Registration and a Notice of Conditions.

An agency's Notice of Conditions may be varied at any stage of its VOOHC registration, not solely based on the registration process. Where concerns have been identified through the continuous monitoring processes, the OCG may impose further conditions and/or revoke an agency's VOOHC registration.

Section 2 – VOOHC monitoring

Desktop monitoring

1. The VOOHC Register

The VOOHC Register is a secure on-line database that records information about a child/young person including their identification details, VOOHC placement history detailing the entry and exit dates, providing agency details, supervision and/or case plan requirements. The VOOHC Register is updated by those agencies that provide direct care or in the case of supervision or case planning, the responsible designated agency. Once an agency is registered, it will receive a secure log in and password to access the Register.

Agencies that provide VOOHC placements, must lodge the placement within 5 working days of the placement start date on to the VOOHC Register to ensure that each child or young person's placement history is current. Failure to record a child's placement within the required timeframes may result in a child/young person's placement history being inaccurate and a supervision and/or case plan requirement not be identified until after the 90 days or 180 days in care has been breached.

Supervising designated agencies must lodge a Supervisor Notification on the VOOHC Register within 5 working days of commencing supervision.

Where a case plan is required, a designated agency must lodge a Case Plan Notification on the VOOHC Register within 5 working days of a case plan or review being finalised. In instances where the placements are supervised, the supervising designated agency must lodge the case plan.

See further information on Areas and expected outcomes in Attachment 1 of this document

2. VOOHC Register weekly reports

The OCG monitors the VOOHC Register and collates information that has been entered on to the VOOHC Register across all VOOHC agencies. The reports collate children and young people's placement, flags placements that require supervision or case planning and where case plans are expiring or have expired. The reports also capture any conflicts such as potential duplicate children or young people (e.g. incorrect spelling of names) and conflicting placement dates. The OCG sends out weekly flags and/or reports to agencies as necessary.

Where concerns are identified regarding an agency's compliance with the VOOHC Procedures including concerns about the accuracy of data on the VOOHC Register, the OCG will write to the agency and request feedback and a resolution or prioritise the agency for an onsite monitoring visit.

3. VOOHC Register quarterly activity reports

The OCG generates a VOOHC Register Quarterly Activity Report (QAR) for each VOOHC agency. The VOOHC Register QAR captures an agency's compliance with the VOOHC Register and the VOOHC Procedures and identifies areas for improvement. These reports are sent out to agencies to use as a self-monitoring and planning tool for quality assurance and to ensure compliance is achieved and maintained.

The Principal Officer and VOOHC Coordinator of each agency are sent the VOOHC Register QAR. When a VOOHC Register QAR is received by the agency, it should check the report and cross-reference the number of placements, supervision and case plan notifications recorded against its own records and ensure the information recorded on the VOOHC Register is accurate.

Where an agency has no activity recorded against it on the VOOHC Register, the agency is required to check the report against its records and confirm in writing, by email to the OCG that the agency has had no placements for that quarter.

The VOOHC Register QAR's include:

- number of children recorded per agency
- number of placements per agency
- change in placement trends
- use of VOOHC Register Placement History
- the timeframe each placement was submitted on to the VOOHC Register
- number of placements the agency supervises (designated agency only)
- number of placements that the agency provides which are supervised by a designated agency
- the timeframe each supervision notification was entered on to the Register
- number of case plans an agency supervises (designated agency only)
- number of placements that the agency provides which have a submitted case plan
- the timeframe each case plan notification was entered on to the Register
- number of conflicting placement dates either entered in duplicate or in error

VOOHC Register QAR's forms a significant part of the VOOHC Monitoring Framework and draws on:

- placements, supervision and case plan notifications being entered on to the VOOHC Register consistently outside of the specified timeframe
- significant difference in placements entered in quarters
- agencies identified as a potentially large VOOHC provider with no recorded placements
- number of placements entered in duplicate or in error
- agencies that do not confirm that they have not provided any placement in any quarter.

Attachment 2 and 3 are examples of VOOHC Register QAR's.

4. VOOHC supervision (designated agencies only)

The OCG monitors the supervision notifications on a weekly basis and will require the designated agency to submit a copy of the supervision plan/agreement as requested.

5. VOOHC case planning (designated agencies only)

The OCG monitors case plan notifications on a weekly basis and will require the designated agency (if it is the principal care agency) or the supervising designated agency to submit a copy of the case plan if a child or young person's VOOHC reaches 180 days in any 12 month period.

Onsite Monitoring

1. Monitoring visits

As part of the Monitoring Framework the OCG conducts a schedule of monitoring visits to VOOHC agencies and assesses an agency's practices and compliance with the VOOHC Procedures. Agencies are prioritised for a visit based on the VOOHC Registration and desktop assessment process drawing on:

- the agency's undertakings agreed to by signing and submitting the VOOHC Registration form
- VOOHC Register weekly and Quarterly Activity Reports
- supervision agreements/plans and case plans
- action taken by an agency in response to email flags, reports and notifications
- concerns raised by the a supervising designated agency about the principal or leading care agency's ability to satisfactory prepare or review a case plan or where that agency is not actively participating in the supervising or case planning process.

The OCG will advise agencies in writing that a visit is planned. The agency will be contacted in advance to determine a suitable time and venue. The agency's VOOHC Coordinator must be present at the visit, along with any relevant staff member including those entering VOOHC data if possible.

The OCG will use a VOOHC Monitoring Visit Tool to inform the visit. This will be sent out to the agency prior to the visit. The tool has been designed to capture information in relation to placements, intake and assessment, supervision, case plan notifications, any issues arising from VOOHC Register Reports, collaboration with other agencies, and/or its use of the VOOHC Register.

The OCG will require agencies to have available documentation of any current supervision and case plan for children and young people who have supervision or case plan notifications entered for them and discuss any expired case plans.

Prior to the monitoring visit the OCG will also request the agency to provide updated evidence of Working With Children Check and Swimming Pool compliance. These additional compliance requirements are outlined in section 1 of this document.

Refer to **Attachment 4** for the VOOHC Monitoring Visit Tool.

2. Monitoring visit reports

A monitoring visit report will be provided to each agency following a monitoring visit and will include:

- a summary of findings detailing the agency's compliance with the VOOHC Procedures
- any recommendations for improvement.

As a result of the monitoring visit, the OCG may:

- form the view that the agency appears or does not appear to be complying with the VOOHC Procedures and the VOOHC Registration undertakings
- conduct a further on-site monitoring visit
- request an action plan, or revision of any current action plan
- vary the agency's Notice of Conditions as a result.

Attachment 1

Areas and expected outcomes

Summary of Areas, each with an expected outcome as well as key points. Please note this is a summary and should be read in conjunction with the VOOHC Procedures.

Area 1: Principles of care

Refer to section 3 of the VOOHC Procedures

Expected Outcome: The agency implements the VOOHC Procedures in its practices.

VOOHC agencies should consider the following information -

- processes and practices meet the requirements set out in the VOOHC Procedures
- a family centred approach where the wellbeing of children and young people is paramount
- children and young people and their parent(s) make informed choices about services and participate in decision making
- VOOHC agencies and funding bodies work collaboratively in coordinating decision-making and service delivery for children and young people in VOOHC
- relevant staff are aware and trained in VOOHC requirements and the importance of handing over VOOHC responsibilities when changes in staff occur is considered
- children and young people and their parent(s) must have access to fair and equitable procedures for dealing with complaints and disputes concerning VOOHC

Area 2: Child Protection and Child Safety

Refer to section 10 of the VOOHC Procedures

Expected outcome: The agency implements effective child safe policies and practices to protect the children and young people in VOOHC.

Working with Children Check (WWCC)

VOOHC agencies should consider the following:

- WWCC requirements are met for each staff member, volunteer, carer, adult household member and the principal officer and board members. VOOHC agencies are required to:
 - register as an employer for the Working With Children Check (if not already registered)
 - verify online the WWCC application or clearance for each staff member/carers in child-related work and any adult household members who may also reside in the

host family program. The principal officer and governing body members (board members) are also required to be verified

- ensure their own Working With Children Check is verified online by an appropriate person in the organisation (employers cannot self-verify)
- remove any barred or unauthorised person from child-related work

Employment Related Child Protection and Disability Reportable Incidents

- VOOHC agencies are required to set up systems within their organisation to ensure that they are advised of any reportable allegations or convictions against their employees

Mandatory reporting where a child is at risk of significant harm

VOOHC agencies should consider the following information -

- the agency has processes and practices to manage the agency's mandatory reporting responsibilities where there is risk of significant harm, including what constitutes risk of significant harm
- Awareness that the OCG may be required to report supervision and case plan breaches to the Child Protection Helpline.

Area 3: VOOHC Register

Refer to sections 3,4,5,6, & 7 of the VOOHC Procedures

Expected Outcome: The agency has systems to ensure it enters information on to the VOOHC Register within specified timeframes.

VOOHC agencies should consider the following information -

- The agency has robust systems to record information on to the VOOHC Register within the required 5 working day timeframe, information includes:
 - Placement start date
 - Placement end date
 - Supervising notifications (designated agency)
 - Case plan/review notifications (designated agencies)
- The agency should also consider in its processes:
 - Accurate data entry to avoid duplicate placements being recorded on the system
 - continued accuracy and timeliness of VOOHC Register entries when data entry staff are on leave or there is a change in staff
 - use of the VOOHC Register Quarterly Activity Reports to self-monitor VOOHC Register entries

- the VOOHC Register Placement History function is utilised when the agency receives a referral for VOOHC to view the child or young person's previous placements and to ensure appropriate exchange of information and collaboration with other agencies occurs

Area 4: VOOHC intake and Assessment (and service planning)

Refer to sections 5 & 7 of the VOOHC Procedures

Expected Outcome: The agency obtains sufficient information to understand the specific needs of children, young people and their families and provides appropriate services.

VOOHC agencies should consider the following information -

- All relevant information detailed in the VOOHC Procedures is considered as part of the intake and assessment processes, including:
 - whether the service can meet the immediate and ongoing needs of the child or young person
 - undertake risk assessment identifying risk to the child or young person or risk the child or young person may pose to others
 - VOOHC Register Placement History:
 - VOOHC agencies obtain information from other agencies (where relevant) during intake and assessment (Coordination of service and information exchange in a child wellbeing context is referred to at the end of this section)
 - Contact any current supervising designated agencies to advise of your agency's involvement
 - Contact any current designated agency that has lodged a case plan notification for the child or young person
 - children and young people and their parent(s) are included in the intake and assessment process including recording their views
 - inform children and young people and their parent(s) about the VOOHC processes and what information will be held about them on the VOOHC Register, and their rights to access and correct information
 - ensure that the legal status of a child/young person is recorded at intake and that children and young people on statutory care orders are not entered on to the VOOHC Register

- Obtain information about the child or young person:
 - Information required to be entered on the VOOHC Register - i.e. first name, middle names, surname, any previous names used, date of birth, place of birth, gender, whether the child or young person identifies as Aboriginal or Torres Strait Islander or has a disability
 - the current formal and informal supports for the child or young person and their parent(s)/family (if information is available)
 - any health, medication, disability, environmental, safety risk, emotional/behavioural, cognitive/developmental, mobility, nutrition or dietary issues relevant to the child or young person's care – where possible the agency should obtain any management plans for these issues (e.g. Health Plan, Behaviour Management Plan, Epilepsy Plan, Asthma Plan, Allergy Plan)
 - likes and interests and the participation in educational/vocational, social and leisure activities
 - any special cultural/spiritual/religious, language or communication needs of the child or young person;
 - the child or young person's living and socialisation skills and any daily routine they may have (including eating, drinking, dressing, sleeping, bathing, toileting or menstruation)
 - the needs of the parent(s) and the maintenance of relationships with family and significant others
 - the emergency contact details for the child or young person's parent(s) and other relevant family members
 - are the necessary supports being funded in the individual's NDIS plan? Is there a need for a support coordinator if one is not in place? Is a review of the Plan required?
- Written or electronic records of the intake and assessment process are retained including:
 - Each assessment and intake process, including how the views of the child or young person and their parent(s) were sought
 - confirming a VOOHC placement in writing to the parent(s) within 7 days of the placement being arranged
 - the service/s that have been agreed to (a service agreement/plan), including responsibilities and timeframes

Area 5: Supervision of a child or young person's VOOHC

Refer to section 6 of the VOOHC Procedures

Expected Outcome: The agency fulfils its responsibilities as a supervising designated agency.

VOOHC agencies should consider the following information -

- A child or young person does not remain in VOOHC for more than a total of 90 days in any 12 month period unless care is provided or supervised by a designated agency
- Principal care agencies are responsible for arranging any supervision required before a child/young person has been in VOOHC for more than a total of 90 days in any 12 month period. The OCG will notify the principal care agency that supervision is/maybe required.
- Parent(s) are advised of supervision arrangements and are provided with the name and contact details of the supervising designated agency by the principal care agency
- Supervision notifications are lodged on to the VOOHC Register within 5 working days of the commencement of supervision
- All agencies providing VOOHC to the child or young person requiring supervision are involved and aware of its roles and responsibilities as detailed in the supervision agreement
- Agencies have a process to monitor supervision agreements; including reviewing the agreement within a specified timeframe, amending the agreement as required and identifying if the agreement is no longer required or if there has been a change or additional agency providing VOOHC
- Where a child or young person with a supervision notification moves to another agency, the relevant agencies must also consider the current supervision arrangements which may require a revised supervision plan. The new arrangements need to be reflected in the VOOHC Register

Supervision agreement/plan

Should include:

- Date of agreement - must be completed before a young person reaches 90 days in care
- Details of interagency coordination
- Case management details if applicable
- Details of how the placement/s meets the child or young person's needs, this should be detailed in each agency's intake and assessment documentation and service plan (if the child receives long term or regular care with that agency).

- All agencies providing care to the child or young person, noting the current principal care agency (all agencies providing care should be part of the agreement)
- Duration and frequency of care with relevant agencies
- Evidence that the parent(s) have been informed of the supervision arrangement
- Whether a child or young person's placements are likely to reach 180 days resulting in the requirement of a case plan (see Area 7 for further case plan requirements)
- Review dates
- End of supervision agreement
- Confirmation of lodgement of supervision notification on the VOOHC Register

Supervising designated agency case planning responsibilities (see Area 6 for more case planning requirements)

- Supervising designated agency must approve and or review (at least annually) a case plan for a child or young person's placement that it supervises
- Attend and oversight case plan meetings
- Coordinate the identification of a lead planning agency
- Identify (if any) supports the lead planning agency requires when preparing a case plan. A supervising designated agency may be required to work on preparing the case plan if it has concerns that the lead planning agency is unable to satisfactory perform this work, in this case the supervising designated agency must inform the OCG of those concerns.

Area 6: Planning and Reviewing VOOHC

Refer to section 7 of the VOOHC Procedures

Expected Outcome: The agency has processes and practices to support VOOHC planning and review.

VOOHC agencies should consider the following information:

- A child or young person must not remain in VOOHC for more than a total of 180 days in any 12 month period unless the child/young person has a case plan that appropriately meets their needs
- Case plans are approved before a child or young person spends more than 180 days in VOOHC in any 12 month period
- The contents of the case plan are in line with VOOHC Procedures
- Case plans are reviewed as required or at least annually

- The case plan records how the child or young person and their parent(s) have participated
- Case plan notifications are lodged on to the VOOHC Register within 5 working days of the case plan or review being finalised
- The OCG is notified if a child has been in VOOHC for more than 180 days and does not have a case plan
- A copy of the case plan and/or review is retained while the child/young person is in VOOHC and are kept until the child turns 18 years old in accordance with the *Privacy and Personal Information Protection Act 1998 (Privacy Act)* and the *Health Record and Information Privacy Act 2002 (Health Privacy Act)*
- There is a process in place to ensure that new case plans are approved and entered on to the VOOHC Register prior to the expiry date of the current case plans
- Case plans are developed as a result of a formally constituted case conference that includes the child or young person, their parent(s) and all relevant agencies.

Case planning considerations:

- aspirations of the child or young person and their parent(s)
- does VOOHC meet the needs of the child or young person and their family?
- if the child or young person has a disability, how can the NDIS better support this person and their family?
- information on the formal and informal supports for the child or young person and their parent(s)/family currently receives as well as opportunities for additional services and supports
- stability of placement, with the objective of reducing unnecessary VOOHC placements with multiple agencies
- previous assessments and plans i.e. intake and assessment and service planning
- consultation with relevant agencies and bodies
- information on the child or young person's physical, health, nutrition/dietary, educational and/or vocational, emotional and behavioural, social, cultural, spiritual and recreational and leisure needs
- information about the needs of the child or young person's parent(s)/family and the child or young person's relationship with family members and significant others
- identified risks associated with the child or young person's care and strategies for managing those risks

- recognition of impending key transition stages in the child or young person's life and the supports required to facilitate successful transition (e.g. transition to secondary education, adulthood, returning to live with their parent(s) after a significant period in VOOHC or transitioning to another agency)
- overall goals for the child or young person and their parent(s) - including the goals listed earlier in this section
- strategies, tasks and timeframes for addressing the goals and identified needs and risks in the plan, with the agency/person responsible for each strategy and task to be clearly identified
- a process to monitor the case plan to ensure it meets the needs of the child or young person and their family
- a record of the views expressed by the child or young person and their parent(s) in preparing the plan (or a record of attempts to obtain such views)
- documenting and distributing case plans and obtaining signatures
- a timeframe for review of the plan (must be no longer than 12 months)

Areas 3,4,5,6: Coordination of services and information exchange in a child wellbeing context.

Refer to section 9 of the VOOHC Procedures

Expected Outcome: The agency understands and implement in its practice its legal responsibilities when working with and exchanging information with other agencies

VOOHC agencies should consider the following information:

- Personal information is collected, used, disclosed and stored in accordance with the VOOHC Procedures and relevant legislation
- Coordinated decision making and service delivery is supported and considered during VOOHC intake and assessment, supervision and planning/review
- The relationships between information exchange under the *Act*, the Regulation and NSW and Commonwealth privacy laws, including Chapter 16A, S248, S75-79 of the Regulation is understood and adhered to
- Children, young people and their parent(s) are provided with information relating to information exchange arrangements in accordance with the VOOHC Procedures, including their right to access and correct information held about them
- The agency should ensure that there is a process in place to manage the exchanging of information under Chapter 16A of the Regulation. All requests and exchange of information must be recorded and the agency has an approval process in place.

Attachment 2

VOOHC Register quarterly activity report – designated agency

VOOHC REGISTER ACTIVITY REPORT				
AGENCY NAME:		CGVA:		
VOOHC AGENCY STATUS		Designated Agency		
ASSESSMENT PERIOD -	July - Sept	Oct - Dec	Jan - Mar	Apr - June
PLACEMENT HISTORY				
Number of children/young people searched				
PLACEMENTS				
Number of children/young people entered onto the VOOHC Register				
Number of placements recorded				
Lodged	1 - 5 days			
Lodged after 5 days	6-10 days			
	11-20 days			
	21-30 days			
	31-40 days			
	41-50 days			
	51- > days			
Number of duplicate placements				
SUPERVISED PLACEMENTS				
Total number of placements supervised				
Agency provides placements + supervision				
Agency provides supervision only				
Agency provides placement only				
SUPERVISION LODGED DAYS -				
Lodged before 90 days	< -90 days			
Lodged after 90 days	1 - 5 days			
	6-10 days			
	11-20 days			
	21-30 days			
	31-40 days			
	41-50 days			
	51- > days			
CASE PLANS RECORDED				
Total number of children/young people with a lodged case plan				
Agency provides principal care				
Agency provides placements + supervision				
Agency provides supervision only				
Agency provides placement only				
CASE PLAN STATUS				
New case plans lodged after 180 days				
Reviewed case plans lodged after 365 days				
Currently expired case plans				
ROSH - Risk of Significant Harm - PLACEMENT SUPERVISION				
Agency provides principal care				
Supervising agency				
ROSH - Risk of Significant Harm - CASE PLAN NOTIFICATION				
Agency provides principal care				
Supervising agency				
GENERAL COMMENTS FOR PERIOD				

Attachment 3

VOOHC Register Quarterly Activity Report – Registered Agency

VOOHC REGISTER ACTIVITY REPORT				
AGENCY NAME:			CGVA:	
VOOHC AGENCY STATUS			Registered Agency	
ASSESSMENT PERIOD -				
	July - Sept	Oct - Dec	Jan - Mar	Apr - June
PLACEMENT HISTORY				
Number of children/young people searched				
PLACEMENTS				
Number of children/young people entered onto the VOOHC Register				
Number of placements recorded				
Lodged	1 - 5 days			
Lodged after 5 days	6-10 days			
	11-20 days			
	21-30 days			
	31-40 days			
	41-50 days			
	51- > days			
Number of duplicate placements				
SUPERVISED PLACEMENTS				
Total number of placements supervised by a designated agency				
Agency provides principal care				
Agency provides placements but not principal care				
SUPERVISION LODGED DAYS -				
Lodged before 90 days	< -90 days			
Lodged after 90 days	1 - 5 days			
	6-10 days			
	11-20 days			
	21-30 days			
	31-40 days			
	41-50 days			
	51- > days			
CASE PLANS RECORDED				
Total number of children/young people with a lodged case plan				
Agency provides principal care				
Agency provides placements but not principal care				
CASE PLAN STATUS				
New case plans lodged after 180 days				
Reviewed case plans lodged after 365 days				
Currently expired case plans				
ROSH - Risk of Significant Harm - PLACEMENT SUPERVISION				
Agency provides principal care				
ROSH - Risk of Significant Harm - CASE PLAN NOTIFICATION				
Agency provides principal care				
GENERAL COMMENTS FOR PERIOD				