



Office of the
Children's Guardian



Voluntary out-of-home care

VOOHC

Statutory Procedures for VOOHC

Statutory procedures

Voluntary out-of-home care in NSW

Children's Guardian website: www.kidsguardian.nsw.gov.au

Voluntary out-of-home care email: voohc@kidsguardian.nsw.gov.au

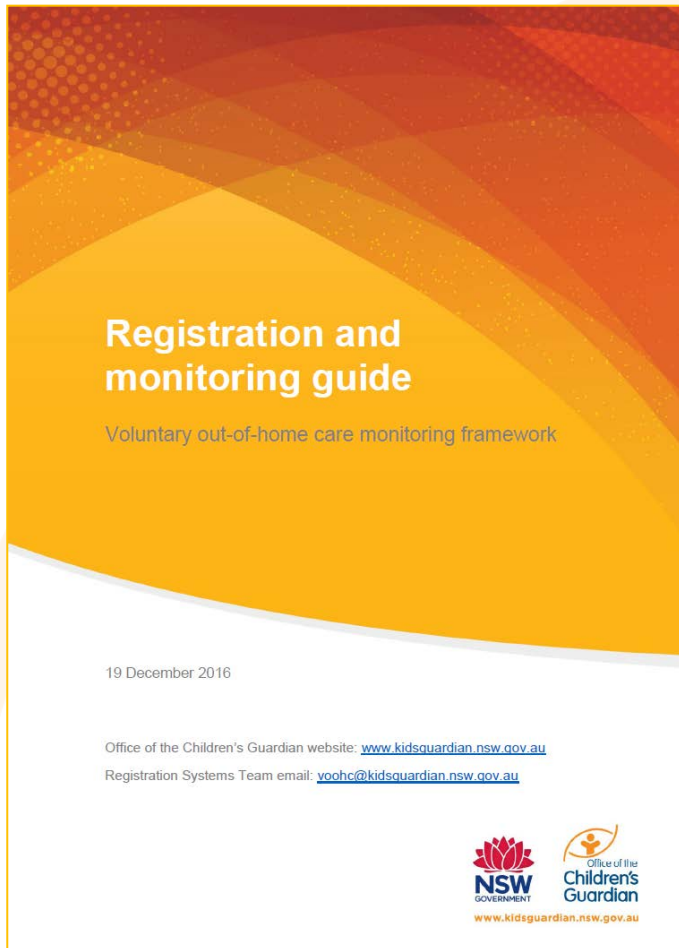


The VOOHC Procedures have been updated to reflect:

- enhanced protections for children, including:
 - WWCC and CSO
 - NSW reportable conduct scheme
- changes in the disability sector with the roll out of NDIS
- Practice Guides for additional guidance

Located at www.kidsguardian.nsw.gov.au

VOOHC Monitoring Framework



VOOHC Registration and Monitoring Guide

Step by step guidance:

- Application for VOOHC Registration
- VOOHC Registration Monitoring review
 - Designated agencies
 - Registered agencies (non-designated)

Located at www.kidsguardian.nsw.gov.au

2017 monitoring schedule

- The initial VOOHC Registration process required agencies to self-certify (RSCC) compliance against the VOOHC Procedures
- The VOOHC Procedures require agencies to have policies, procedures and practices to the extent an agency provides VOOHC
- 2017 monitoring will look at policy - agencies will be required to submit a policy statement against relevant AREAS
 - Designated agencies date TBC
 - Registered agencies date TBC

Approx. dates

2018 - monitoring visits will commence to review practice (direct evidence)

Historical Areas	Revised Areas
Area 1: Service delivery and awareness of the VOOHC Procedures	Area 1: Principles of care
Area 2: VOOHC Register	Area 2: Child Protection and Child Safety
Area 3: Intake and assessment	Area 3: VOOHC Register
Area 4: Supervision of children and young people	Area 4: VOOHC Intake and assessment
Area 5: Planning and reviewing	Area 5: Supervision of a child or young person's VOOHC
Area 6: Leaving VOOHC	Area 6: Planning and reviewing VOOHC
Area 7: Interagency coordination	
Area 8: Risk of significant harm (ROSH)	

Detail following slide

What do the changes reflect?

Area 1: Principles of care (ALL AGENCIES)

- Name change to more clearly direct agencies to the relevant sections of the VOOHC Procedures

Area 2: Child protection and child safety (ALL AGENCIES)

- WWCC
- Employment Related Child protection - Part 3A of the Ombudsman Act 1974
- Mandatory reporting – no change

Area 3: VOOHC Register – no change (ALL AGENCIES)

Area 4: VOOHC Intake and assessment – no change (ALL AGENCIES)

What do the changes reflect?

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

- Designated agencies that have 3/5 year accreditation can nominate to be assessed as a supervising designated agency
- All agencies must sign an undertaking to declare that the agency will comply and participate in supervision or case planning if/when required

Area 6: Planning and reviewing VOOHC

- All agencies must sign an undertaking to declare that the agency will comply and participate in case planning if/when required
- If an agency intends to provide or subsequently provides VOOHC to a child for 180 days or more (or is the principal care agency) it must submit a case plan policy statement, as directed by OCG

Other changes

- **VOOHC Supervision**

- The scheduled closure of ADHC will affect placements that require supervision
- If you are a registered (non-designated) agency and have a placement that is currently supervised, the OCG will provide instruction as required
- If you are a designated agency wishing to be approved to supervise VOOHC placements, the OCG will provide further information as the process is rolled out

VOOHC statistics

Report	2012-13	2013-14	2014-15	July-Sept 2015	Oct-Dec 2015	Jan-March 2016	Apr-June 2016	2015-16
Agencies	151	159	162	164	162	165	167	167
Designated agencies	32	37	39	39	36	41	39	39
Registered agencies	119	122	123	125	126	124	128	128
Children and young people accessing care	2364	2321	2115	1431	1344	1402	1331	2174
Children and young people recorded with a disability	2176	2182	1942	1286	1207	1271	1287	1872
Care episodes recorded	19,877	19,023	18,462	4731	4380	4385	4365	17,744
Placements supervised by a designated agency other than ADHC	3	4	5	1	2	3	3	3
Placements supervised by ADHC	67	75	95	82	82	82	63	63
Case plans recorded	74	83	78	75	80	72	72	72

AREA 1. Principles of care

Policy statements:

1. Principles of care
2. Complaints handling
3. Behaviour management

Refer to:

Monitoring Guide – page 12

VOOHC Procedures – Section 3 and Practice Guide 2

In addition consider:

- Policy should consider all compliance Areas – all VOOHC programs
- Oversight of VOOHC within the agency (VOOHC Coordinator role)
- Whether the agency's services/programs have the capacity to meet the VOOHC principles of care
- Age appropriate services – risk assessment adults and young people placed together, parental and agency head approval
- Interagency collaboration – how your agency will ensure collaborative decision making and service delivery (Chapter 16A)
- Complaints handling policy – <http://www.kidsguardian.nsw.gov.au/child-safe-organisations>
- Behaviour Management (*Behaviour management presentation*)

AREA 2. Child protection and child safety

Policy statements:

1. WWCC
2. Mandatory reporting
3. Employment related child protection

Refer to:

Monitoring Guide – page 12

VOOHC Procedures – Section 10 and Practice Guide 8

In addition consider:

- Risk assessment processes across all areas VOOHC - staff guidance

<http://www.kidsguardian.nsw.gov.au/child-safe-organisations>

- WWCC verified before engagement
- Reportable allegations – reporting requirements (*Ombudsman's presentation*)
- Mandatory reporting – staff are aware and trained, roles and responsibilities of staff, who reports what to:

<http://www.kidsguardian.nsw.gov.au/child-safe-organisations>

- ✓ Agency Head
- ✓ Helpline
- ✓ NSW Ombudsman

AREA 3. VOOHC Register

Policy statements:

1. VOOHC Register

Refer to:

Monitoring Guide – page 13

VOOHC Procedures – Section 5.7

VOOHC Register Manual – www.kidsguardian.nsw.gov.au

In addition consider:

Roles and Responsibilities

- Oversight of VOOHC Coordinator
- Monitor Quarterly Activity Reports (QAR) – self assessment across all programs
- Ensure back up staff identified, leave arrangements and hand over covered
- Respond to OCG flags / emails
- VOOHC data entry responsibilities

Data requirements

- Use of VOOHC Register Placement History (16A)
- 5 working day timeframe (legislated)
- VOOHC Register recording requirements (child's details)

AREA 4. VOOHC intake & assessment (service planning)

Policy statement:

1. Intake and assessment (service planning)

Refer to:

Monitoring Guide – page 14

VOOHC Procedures – Section 5 and Practice Guide 3

In addition consider

- Placement matching – program meets the child's needs
- Identifying care status of a child at intake and assessment
- Children in statutory out-of-home care are not entered onto Register
- Monitoring care status change i.e. child in VOOHC enters SOOHC
- Are there any other court orders i.e. AVO's, contact restrictions
- Advise parents of VOOHC - Information to parents brochure
- Complaints handling information to C/YP and parent/s
- Use VOOHC Register Placement History - exchange information
- Chapter 16 A Exchange of information (with other placement agencies, supervising designated agencies) *KTS presentation to follow*
- Service planning – day to day needs of the child

AREA 5.

Supervision of a child or young person's VOOHC

For all agencies (application or monitoring review):

- Sign undertaking - participate in supervision if/when required

Designated agencies can nominate to supervise VOOHC

1. submit supervision and case planning policies (Area 6 and 7)
2. OCG assess - approve (not approve) agency to supervise
3. Publish on OCG website and agency's Notice of Conditions
4. Monitoring as directed by OCG

Policy statement:

1. Supervision of a child or young person's VOOHC

Refer to:

Monitoring Guide – page 16

VOOHC Procedures – Section 6 and Practice Guide 4
– Section 7 and Practice Guide 5

Supervision of a child or young person's VOOHC

For designated agencies approved to supervise

Flag Stage

- Respond to supervision requests from registered agency - timely manner
- Use VOOHC Register Placement History to identify and include all agencies

Plan

- Review service plans/other documentation - all VOOHC agencies
- Principal care agency and if there is case management
- Develop supervision agreement/plan - all VOOHC agencies providing care
- Plan will address:
 - roles and responsibilities of all VOOHC agencies involved
 - advise parents about supervision
 - monitoring process
 - review child's days in care > 180 days case plan
 - new agencies becoming involved

Supervision of a child or young person's VOOHC

For designated agencies approved to supervise *cont.*

VOOHC Register

- Enter Supervision notification on VOOHC Register by 90 days

Monitoring

- Review OCG Quarterly Activity Report (QAR)

Reporting non engagement of agencies to the OCG
potential VOOHC Risk of Significant Harm

AREA 6. Planning and reviewing VOOHC

For all agencies (application or monitoring review):

- Sign undertaking - participate in case planning when required
 - Agencies not intending to provide 180 days or more or principal care, sign undertaking - do not submit policy

For agencies that intend to provide, currently provide or subsequently start providing 180 days or more or principal care:

- need to submit policy
- Designated agencies approved for supervision need to submit policy

Policy statement:

1. Planning and reviewing VOOHC

Refer to:

Monitoring Guide – page 16

VOOHC Procedures – Section 6 and Practice Guide 4

Planning and reviewing VOOHC *cont.*

For agencies that intend to provide, currently provide or subsequently start providing 180 days or more of principal care consider:

Flag Stage

- Principal care agency receives OCG flags at 150 days

If supervised

- Principal care agency (registered agency) contacts supervising designated agency
- Designated agency manages request

Initial planning

- Use VOOHC Register Placement History to determine other VOOHC agencies involved
- Determine lead planning agency, principal care agency, case management

Planning and reviewing VOOHC *cont.*

Plan

- All relevant parties must be invited or consulted with
- Case plan meeting includes child (where applicable), parent/s, relevant services, other VOOHC agencies
- Case plan includes views of child (where applicable), parent/s and participants
- Case plan provided to all participants including parents, and includes goals, strategies, timeframes and review
- Case plan signed by child (where applicable), parent/s and participants to the case plan meeting
- Supervising designated agency - enter Case Plan notification on VOOHC Register by 180 days

Planning and reviewing VOOHC (cont)

Monitor

- Case plans current for 12 months
- Case plans to be reviewed before 12 month expiry or if there is a change in circumstance
- Reviewed case plan notification entered onto VOOHC Register before expiry of previous plan by supervising designated agency
- Advise the OCG when case plans are to be surrendered
- Review OCG Quarterly Activity Report (QAR)

Report non engagement of agencies to the OCG – potential VOOHC Risk of Significant Harm (ROSH)

Information Exchange

In addition, consider:

- Exchange is imbedded across all VOOHC compliance Areas
- VOOHC Register Placement History – OCG monitors use
- Agency contact details (exchange information) published on OCG website
- Advise OCG if there is a change in VOOHC Coordinator listed on the OCG website

KTS presentation to follow

Areas 3,4,5,6 policy statements must consider interagency collaboration and information exchange

Refer to:

Monitoring Guide – page 19

VOOHC Procedures – Section 9 and Practice Guide 7