



Voluntary out-of-home care

On 24 January 2010, the NSW Government introduced legislation to better safeguard the interests of children and young people in voluntary out-of-home care, many of whom have disabilities.

The legislation is designed to improve the consistency and quality of intake, assessment, case planning and interagency coordination for children and young people using voluntary out-of-home care and their families.

The principle provisions of the voluntary out-of-home care legislation are:

- sections 135, 135C and part 3A of the *Children and Young Persons (Care and Protection) Act 1998* and
- division 5 and schedule 4 of the *Children and Young Persons (Care and Protection) Regulation 2012*

On 7 February 2011, the Children's Guardian launched the on-line Voluntary out-of-home care register.

About voluntary out-of-home care

A child or young person under the age of 18 is in voluntary out-of-home care when:

- their parent has made an arrangement with an organisation to provide or arrange care for them and
- they stay at a place other than their usual home overnight for one or more nights and
- they are cared for by someone other than a parent or relative.

Voluntary out-of-home care includes overnight centre-based respite, host family care, residential placements and camps that provide respite or address challenging behaviour.

Agencies that provide, arrange or supervise voluntary out-of-home care have secure access to the on-line Voluntary out-of-home care register. Voluntary out-of-home care agencies are

required to enter information about placements for all children and young people using VOOHC and, where applicable, case plans and supervision arrangements.

Parents can locate a voluntary out-of-home care agency by going to Find a service provider near you, or by using the Regional Maps page.

Change to voluntary out-of-home care supervision arrangements

Family and Community Services fact sheet (PDF 174.3KB)

Information brochure for parents and families

- English (PDF 219.1KB)
- Chinese (Mandarin) (PDF 230.9KB)
- Vietnamese (PDF 264KB)
- Arabic (PDF 268.9KB)

Voluntary out-of-home care register

[Click here to sign in](#) and enter information on placements, case plans and supervision



Do you need a Check?

Authorised carers and their adult household members must have a valid Working With Children Check.



Need help?

For complaints or concerns about an individual child, contact: **NSW Ombudsman**

Phone: 02 9286 1000

www.ombo.nsw.gov.au

For complaints or concerns about an **NDIS provider**, contact the NDIS Quality and Safeguards Commission on 1800 035 544

Child Protection Helpline: 132 111 (TTY 1800 212 936) for the cost of a local call, 24 hours a day, 7 days a week

Kids Helpline: 1800 551 800 (free)

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