

## Frequently Asked Questions

### DoCS Connect MDS OOHC

**Q:** If NGO's have Carers on their books but no child or young person yet placed with them, should the NGO register the Carer in DoCS Connect, or should they wait until there is a Child or Young Person placed with them?

**A:** It is best to register a carer at the time they join the NGO. This is so the date received by CS closely matches the actual date they became a carer for the agency.

Also there can be a delay between the NGO sending the registration form and the carer actually becoming visible on OOHC MDS (one or two days due to Community Services having to check they do not have an existing person number). If you add the carer when they first go on the books, you can avoid delays later when you want to enter the placement form on DoCS Connect.

Carers can be deactivated from your agencies' Client list in MDS OOHC by sending a request to the MDSOOHCsupport Mailbox: ([MDSOOHCsupport@facss.nsw.gov.au](mailto:MDSOOHCsupport@facss.nsw.gov.au))

**Q:** Why is there a time out message on my computer?

**A:** After 20 minutes of inactivity on the portal, your session will time out and you will automatically be logged off the system.

Also, If you log off using the 'X' Close button icon, instead of using the LOG OUT button, the session will remain open and you will be able to log back into the system after the 20 minute timeout period has passed.

**Q:** How can I locate the placement update eform to update?

**A:** In the placement section, ensure you click on the current primary placement record for the Child or Young Person and not the respite placement record. The placement will be highlighted yellow. Only then, will any active Placement Update records will become visible.

**Q:** If a Child or Young Person is placed into the care of a couple (eg, Jill and Tom Forest) how is this recorded?

**A:** When registering a Carer you can only register an individual eg Tom Forest or Jill Forest. When creating a Placement Entry eForm you can only choose one Carer eg either Tom or Jill.

Registration eForms can only be used to register individual carers. NGO's must select one of the carers to be the primary carer registered not both.

**Q:** The E Form Registration of a Child or Young Person failed, what do I do?

**A:** Check the spelling of CYP's Firstname and surname; Check the ID and Date of birth has been entered correctly; Contact the referring Community Service office.