

Residential Care Workers Register Guidance summary 7

Agency guide - information to applicants and
residential care workers

July 2025

The Office of the Children's Guardian is an independent, statutory authority committed to delivering better outcomes for children and young people living in out-of-home care.

We accredit and monitor the performance of agencies that arrange statutory and supported out-of-home care and adoption services. We also register and monitor agencies that provide, arrange or supervise voluntary out-of-home care. We are a regulator – we are not a provider of care services.

We established a Residential Care Workers Register to help agencies to decide the suitability of an individual to provide direct care to children and young people in residential care.

What is the Residential Register?

The Residential Register provides a mechanism for agencies to exchange information relevant to the safety, welfare or wellbeing of children and young people. It is a secure, restricted access database which holds information about individual workers who are being considered for employment and those who have been engaged to provide care to children and young people in residential care.

The Residential Register holds information about those workers who provide and are responsible for the care of children and young people in a residential setting.

The *Children's Guardian Act 2019* and the *Children's Guardian Regulation 2022* outline who a residential care worker is, and this includes those workers who:

- provide direct care and supervision to a child or young person (or group of children and young people) in a residential setting
- provide security services in a residential setting
- spend more than 60% of their time (the majority) employed by the designated agency within a residential setting as part of fulfilling their role in:
 - developing or implementing case management plans
 - providing other administrative duties

Children and young people are **not** recorded on the register.

Purpose of the information checklists

Three checklists have been developed to support agencies. They are not mandatory, and agencies may wish to develop their own:

1. Checklist for agencies managing applicant residential care workers
2. Information that may be updated on the Register after engagement

Additional resources

Please also refer to the Residential Care Workers Register guidance and training materials available on the [OCG website](#). The checklists should be read in conjunction with the below guidance materials:

- Guidance summary 1: Residential Care Workers Register - General overview
- Guidance summary 2: Residential Care Workers Register – Information Exchange between agencies
- Guidance summary 3: Residential Care Workers Register – Mandatory Probity Checks
- Fact sheet: Residential Care Workers Register - Information for applicants and engaged workers

1. Checklist: Managing applicant residential care workers

Step 1: Information for those applying for the role of residential care worker	Date (information provided or action completed)	Completed by (name of agency officer)
What is the Residential Register?		
What is the role of an agency in relation to the Residential Register? What are agencies required to do?		
Whose details will be entered onto the Residential Register?		
What information will be entered onto the Residential Register?		
Who has access to information on the Residential Register?		
What information is exchanged under Chapter 16A ¹ and how does this apply to the Residential Register?		
When is information entered onto the Residential Register?		
Is consent required from individuals before information can be entered onto the Residential Register?		
What happens if an applicant withholds their consent to enter their information onto the Residential Register?		

Step 2: Information / actions once an applicant reaches the stage of the application process at which the recruiting agency conducts reference checks with referees	Date (information provided or action completed)	Completed by (name of agency officer)
Agency officer to ensure all steps in Step 1 are completed and if not, complete Step 1		
Once consent is granted, collect and enter information about applicant onto the Residential Register		
If consent is declined, individual is informed that application will not progress		

Step 3: Decision to 'engage' or 'not engage' an applicant residential care worker	Date (information provided or action completed)	Completed by (name of agency officer)
Outcome and decision regarding application (engaged or not engaged) is made and recorded on the Residential Register		
PDF of information confirming entry onto Register is provided to individual		

¹ Children and Young Persons (Care and Protection) Act 1998

2. Information that may be updated on the Residential Register after engagement

Information about the individual

Date
(information
provided or action
completed)

Completed by
(name of agency
officer)

Edit individual's identification details (Other names, gender, identification as Aboriginal and/or Torres Strait Islander)

WWCC status (via WWCC verification)

Primary name (via WWCC verification)

Reportable allegations

Contact agency flag

Ending an engagement

More information

Agencies should refer to the OCG's Guidance materials on the [residential register pages](#) of the website, developed to support their management of the Residential Care Workers Register.

If you have a question about the Residential Care Workers Register, please email the Carer and Residential Worker Monitoring Team at the OCG via residential-register@ocg.nsw.gov.au

For information about the OCG's other regulatory responsibilities, including the Working with Children Check, Child Safe Organisations, statutory and voluntary out-of-home care, and adoption, please visit www.ocg.nsw.gov.au

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