

# Residential Care Workers Register

Head of Relevant Entity - Quick Guide

July 2022

The Head of Relevant Entity is commonly referred to as the 'HRE' within the Residential Register.

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## Who is the HRE User?

- This should be the HRE within the designated agency so that the decision making in relation to reportable allegations is reflected on the Register.
- If the agency HRE has delegated the responsibility of the HRE User in the Register, this must be notified to the OCG via email at [residential-register@ocg.nsw.gov.au](mailto:residential-register@ocg.nsw.gov.au)

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## Key role and responsibility

- Approval of the entry of a new reportable allegation against a residential care worker
- Approval of the finalised outcome for a reportable allegation once the investigation is finalised

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## How do you do this?

- When a new reportable allegation is recorded by an agency user, the HRE user will receive an email notifying of this and requesting action to Approve / Decline.
- By logging into the Register using the link in the email and clicking on HRE Work Queue to find the tasks needing action.
- If there are any incorrect details recorded, or the matter does not meet the threshold for a reportable allegation, you must Decline the entry.

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## Does the entry onto the Residential Register replace other reporting requirements?

- No. You must continue to notify the OCG as part of the reportable conduct scheme. The entry onto the Register is to occur in line with the notification obligations.
- This ensures that any contextual information about an allegation or investigation is held **outside** of the Register.

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## Useful documents

- Flowchart – details the key steps throughout the journey for a reportable allegation on the Register
- The *Residential Care Workers Reportable Allegation Information* (the business rules) provide:
  - guidance to agencies about recording reportable allegations on the Register.
  - information around the appropriate exchange of information under Chapter 16A of the *Children and Young Persons (Care and Protection) Act 1998*, in relation to reportable allegations entered onto the Residential Register.

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## Who can assist you?

- Your agency's Primary Administrator has the ability to 'view' the HRE workflow. This may assist you in managing any outstanding tasks.
- Any questions about reportable allegations and investigating these should be directed to the Reportable Conduct Directorate at the OCG on (02) 8219 3800
- Any questions about the management of a reportable allegation record on the Residential Register should be directed to the Registration Systems Team at the OCG at [residential-register@ocg.nsw.gov.au](mailto:residential-register@ocg.nsw.gov.au) or (02) 8219 3888

## Office of the Children's Guardian

[www.ocg.nsw.gov.au](http://www.ocg.nsw.gov.au)

Switchboard: (02) 8219 3600

Registration Systems Team: (02) 8219 3888 / [residential-register@ocg.nsw.gov.au](mailto:residential-register@ocg.nsw.gov.au)

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