

# Residential Care Workers Register

Primary Administrator – Quick Guide

July 2022

The Primary Administrator is commonly referred to as the 'PA' within the Residential Register.

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## Key roles and responsibilities

### ➤ Key contact for your agency in relation to the RCWR

- You are the first point of contact for the OCG where any action or follow up is required in relation to your agency's records.
- Receive, review and remediate routine data reports for your agency sent by the OCG.
- Be available for discussions with the OCG during onsite assessments.

### ➤ Highest level of access within the RCWR

- With the highest level of access, you can edit records no other user can. This includes editing records related to probity, engagement dates and marking an individual as deceased.

### ➤ Responsibility for the creation of user roles within your agency.

- The PA role is the first one created for your agency at the time of registration. You can then create other user roles to assist in managing your agency's compliance with the Register. You may want to look at creating at least one General Administrator as this user role also has permission to create other users.
- Create the HRE user as this is necessary for the approval of reportable allegations entered against your employees.

### ➤ Manage the agency's alert contact information

- The alert emails include the WWCC Alert email, Reportable Allegations Alert email, General Alert email and Information Exchange email
- Ensure the alert emails are current and up to date - only the PA has the permission to update this information.
- It is critical the emails are always current as they will be used for each of the trigger alerts within the Register.
- If the contact information changes, the PA is responsible for updating this on the Register.

### ➤ Review HRE workflow and assist this user role

- The PA has the ability to 'view' the HRE workflow queue and therefore support the HRE user to manage any outstanding tasks. It is the HRE user who is required to approve the entry and finalisation of a reportable allegation record for your agency.

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## Who can assist you?

- As the PA, you are able to create other user roles within your agency. The User Matrix will assist your agency to identify the user roles needed. A decision will then be required to determine who should have access to the Register.

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## Useful documents

- The Primary Administrator Guide provides guidance on your role

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## Leaving the role?

- A current PA is always needed and there should only be one PA for each agency.
- If there is a change, you must create a new PA user role and handover to the new person.
- The new PA must then end date your user role.

### Office of the Children's Guardian

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

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