

Residential Care Workers Register - Other Agency Check

Responding to a request about a current employee, where
no relevant information is held

Other Agency Check

This document should be read in conjunction with the Other Agency Check [Protocol](#).

Designated agencies arranging residential care are required to exchange relevant information for the purpose of assessing an individual's suitability to be engaged, or continue to be engaged, as a residential care worker. The provider must undertake this check for applicants who have progressed to the referee check stage of the application process.

Once initially entered, the Residential Register will indicate whether the individual has a current or past association as a residential care worker with another designated agency and whether an Other Agency Check is required as part of the recruitment process. This will be mandatory where the individual is currently engaged by an agency, or where an individual has a past association, and that previous employing agency has indicated they hold relevant information to exchange.

The Other Agency Check is one of the mandatory probity checks for applicants and is a request for and subsequent exchange of any information held by the other designated agency relating to the safety, welfare or wellbeing of children and young people. The purpose of this check is to ensure information relevant to the assessment of an individual to be engaged as a residential care worker is shared between agencies.

A request should only be sent to those agencies where the Residential Register indicates this is a requirement.

Where no relevant information is held about a currently engaged worker

Where an Other Agency Check request is received by your agency in relation to a residential care worker who is **currently** engaged with your agency, a determination will need to be made about whether the agency holds any relevant information about the individual to exchange with the requesting agency.

If your agency holds no relevant information about the individual who is currently engaged as a residential care worker, you will need to respond to the request within 5 business days.

Rather than completing the Part 2 form to respond to the other agency, the below template email can be used.

Template email to be used in response to a request

The below template email can be used to respond to an Other Agency Check request only where:

- The worker is currently engaged as a residential care worker by your agency, and
- Your agency holds no information about the worker which is relevant to the safety, welfare or wellbeing of children

Email recipient: <other agency InfoExchange email address>

Email subject: OAC response

To <agency / worker name who submitted the request>,

This email is being sent in response to an Other Agency Check request received from <requesting agency name> on <date> in relation to <worker name>.

I can confirm that <worker name> is currently engaged by <responding agency> as a residential care worker. <responding agency name> does not hold any information about this worker which is relevant to the safety, welfare or wellbeing of children.

Kind regards,

<responding agency staff name and position>

Questions about this process

Any questions about this process should be directed to the Registration Systems Team at the OCG via email residential-register@ocg.nsw.gov.au or via phone on (02)8219 3888.