

Office of the
Children's Guardian

Residential Care Workers Register

Agency registration guide

November 2022

www.ocg.nsw.gov.au

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What is the Residential Care Workers Register?

The Residential Register provides a mechanism for agencies to exchange information relating to the safety, welfare or wellbeing of children and young people in residential settings. This will support agencies to decide on the suitability of an individual to provide care to children and young people in residential care. The Residential Register is a secure, restricted access database which holds information about those individuals who are being considered for employment and those who have been engaged as residential care workers.

Purpose of this guide

This agency registration guide supports agencies to meet requirements of the Residential Register. Access to the Residential Register is provided to accredited designated agencies.

This guide should be read in conjunction with the guidance material available on the [OCG website](#).

Agency registration process

Designated agencies are required to complete the following steps to complete their registration to access the Residential Register:

Step 1 - Agency receives email invitation

Step 2 - Agency completes Registration form

Step 3 - Agency submits Registration form within 5 working days

Step 4 - Possible Outcomes:

Registration form is approved or

Changes are required to the Registration form

Step 5 - Primary Administrator access

Registration guides

Designated agencies accredited to provide statutory out-of-home care are required to register to access the Residential Register.

The OCG has developed training and guidance material to support agencies in understanding their legislative responsibilities, including the registration process.

The training video for this topic is located on the [OCG website](#), refer to **Module 5: Agency registration**.

To support agencies to complete the registration process, the following documents should be reviewed to help identify those staff who will require access to the Residential Register:

- Agency Registration guide (this document)
- User access guide: Primary and General Administrators
- User access guide: General users

- User access guide: Head of Relevant Entity and Reportable Allegations Officer

The registration form

The Registration form requires the agency to enter contact details that will support the exchange of information and receive alerts sent from the Residential Register.

Agencies must consider and have the following information at hand when completing the registration process:

Reportable allegations alerts

This email will be used to alert the agency if another agency lodges a current reportable allegation against a worker currently engaged with your agency.

General alerts

Alert email (general)

This email will be used to alert the agency if a worker currently engaged by your agency is engaged or has their engagement ended with another agency, or if another agency amends the personal details of a workers who is currently engaged by your agency.

WWCC alert email

This email will alert the agency to any WWCC tasks that arise within the Residential Register in relation to a worker's WWCC status.

Information exchange contact details

As part of its residential care worker recruitment process or suitability assessment, a designated agency must complete an Other agency check, if the individual has:

- a current association with another designated agency listed on the Residential Register
- an end dated association with another designated agency as a residential care worker, where that agency has identified that they hold relevant information to exchange

This email should be used to request and exchange information relating to all other agency checks.

Primary Administrator details

The Principal Officer nominates a Primary Administrator, who will be responsible for the oversight of the Residential Register and is the main point of contact for the OCG Registration Systems Team.

This nominated individual has the highest level of access to the Residential Register within the agency.

Agency receives email invitation

The email invitation is sent to the agency's Principal Officer, using the details provided by the

OCG Accreditation and Monitoring Team.

The email will include a temporary username and password for the agency, to access the agency's online registration form. This should be actioned within 5 working days.

Agency completes Registration form

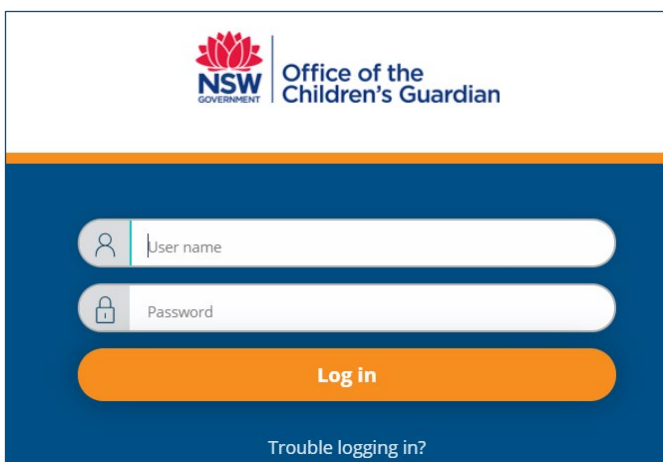
On receipt of the email invitation, the Principal Officer is required to log onto the Residential Register within 5 business days following the steps below to complete the Registration form.

The Principal Officer can either complete the process or can forward the email invitation to a nominated person within the agency to complete.

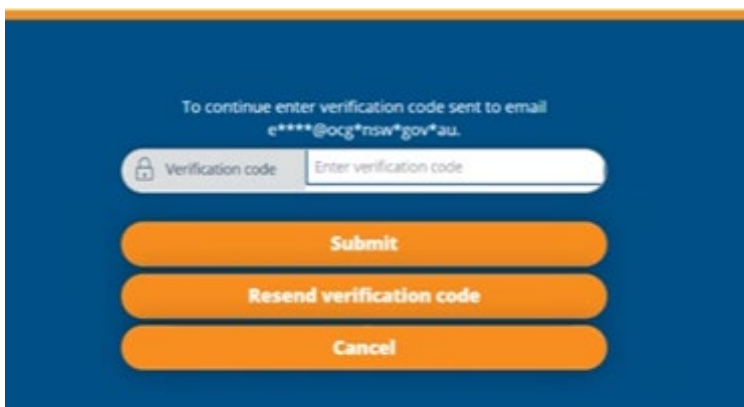
Accessing the registration form

Click the link in the email

Enter the temporary Username and password



A verification code will be sent to the Principal Officer's email.



Note: If the Principal Officer forwards the invitation, the Principal Officer and nominated person need to work together to ensure the verification code is entered on the log in page to progress the form.

Once the verification code is submitted, the form displays.

Click on the Start button to begin the registration process.

Welcome

Please complete and submit the registration form by clicking on start button.

Start

The Residential Care Workers Register - Registration form will be displayed.

Reviewing the registration form

Review the form for accuracy of the information.

Some agency details are already pre-populated based on the information provided during the accreditation process including:

- agency details
- service type accredited for
- Principal Officer name and email address
- Head of Relevant Entity name and email address

Do not submit the Registration form if any of the details are incorrect or have changed since being granted accreditation.

If this is the case, please contact the Accreditation and Monitoring team at the OCG (and copy in the Registration Systems Team) to request this information be updated on the Accreditation and Monitoring online portal.

If any information is updated by the Accreditation and Monitoring team, the registration invitation will need to be resent as the previous temporary log in details will expire. The new Registration form will contain the updated details.

Completing the Registration form

Complete all required fields in the registration form.

The Registration form must be completed and submitted within 5 working days to progress the registration process.

If the form is not submitted within the required timeframe of 5 days, the Principal Officer will receive a reminder email with a link to the Residential Register, along with a new temporary Username and password.

Note: The previous temporary Username and password will no longer be active. Any data entered and saved on the previous form will display when logged in using the new log in credentials.

Residential Care Workers Register - Registration form
DUE IN 5 DAYS FROM NOW

Instructions:
Refer to the Registration Guide prior to completing this form to ensure you have all of the required information.

Reportable allegations

Head of Relevant Entity
Helene Hendry

Head of Relevant Entity email
stella.cue@kidsguardian.nsw.gov.au

Reportable allegations alert email *

General alerts

Alert email *

WWCC alert email *

Information exchange contact details

Other designated agency check contact email *

Phone number *

Primary Administrator details

First name *

Last name *

Email *

Phone number *

This form completed by

First name *

Last name *

Email *

Phone number *

A Agency details

Agency name
Statutory Care services

Trading as name
Stat care

ABN
43 304 920 597

WWCC employer ID
REG0067

ORIC ICN
1234

Accreditation expiry date
27/08/2023

S Service types accredited for

Statutory out-of-home care - residential care
Statutory out-of-home care - foster care

P PO details

Name
Polly Potter

Email
hemanya.rogan@kidsguardian.nsw.gov.au

Cancel Save Submit Registration

The agency is required to complete all fields in the Registration form including:

- Reportable allegations alerts
- General Alerts
- Information exchange contact details
- Primary Administrator details
- details of the person completing the Registration form.

Note: depending on the size of the agency, the same email address may be used for more than one of the functions, however the agency must have clear roles and responsibilities and provide proxy access to the relevant staff within the agency.

Principal Officer (or nominated person) records their contact details on this form which will enable the Registration Systems Team to contact the agency if there are any issues to discuss.

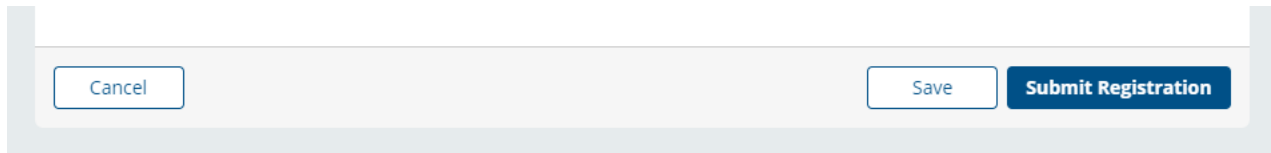
See the [Residential Care Workers Register Worker record management guides](#) for further details about each of the alerts.

See the [Residential Care Workers Register User alerts email contacts user guide](#) for how to update alerts email details.

Agency submits the Registration form

Once all details in the Registration form have been completed

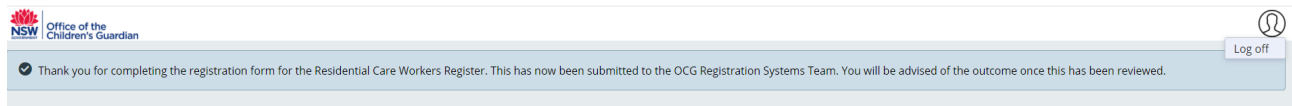
Click Submit Registration



The Registration form is automatically submitted to the Registration Systems team for review.

The following message is displayed:

Thank you for completing the registration form for the Residential Care Workers Register. This has now been submitted to the OCG Registration Systems Team. You will be advised of the outcome once this has been reviewed.



Click on the head icon at the top right of the screen and select Log off.

The temporary account used to log in and complete the Registration process will then expire.

An automated confirmation email will be sent to the Principal Officer and Head of Relevant Entity, with a copy sent to the nominated Primary Administrator.

Possible Outcomes

The OCG Registration Systems team will review the submitted Registration form and determine one of the following outcomes:

- Registration form is approved or
- Changes required to the Registration form

Registration form is approved

The Registration Systems Team will approve the registration form, and this will be confirmed via email.

The Principal Officer, Head of Relevant Entity and nominated Primary Administrator will receive a confirmation email which includes a PDF of the completed Registration form (**See Appendix 1**).

Note: The PDF should be saved for the agency's records as it is not retrievable from the Residential Register.

Upon approval, the system will generate a unique Residential Register Agency number in the format:

RRXXXX (4 digits)

This RRA number is unique to each agency and will prefix the username of any agency user created for that agency.

See below for details on Primary Administrator access to the Residential Register.

Changes required to the Registration form

The Registration Systems Team will review all submitted Registration forms. If changes are required, the team will contact the Principal Officer (or nominated person) to discuss.

The registration form will be returned to the Principal Officer with an email identifying the changes required. The email will include a new temporary log in and password to access the form.

The Principal Officer can either complete the form or forward the email invitation to a nominated person within the agency to complete. The verification code will be required to access the returned form.

Primary Administrator access

Accessing the Residential Register

Following approval to access the Residential Register, an automated confirmation email will be sent to the Primary Administrator which contains a link to access the Residential Register and log in credentials (Username and temporary password).

When logging in, the Primary Administrator is prompted to enter the code sent to their email to verify. They are then prompted to update their password.

The new password must meet the following criteria:

- At least 8 characters long

Contain:

- At least one upper case letter: (A-Z)
- At least one lower case letter: (a-z)
- At least one number: (0-9)

Note: special characters are allowable

When logging in for the first time, the Primary Administrator is required to read and accept the Declaration (Terms of access and use) before access to the Residential Register is provided.

Click Accept and Continue

The Residential Register agency dashboard is then displayed.

See **Residential Care Workers Register Primary and General Administrator's user [guide](#)** for details on creating and managing agency users and **New Worker [guide](#)** for details on entering residential care worker records.

Residential Care Workers Register Dashboard

Agency Details

Agency name: Statutory Care services
 ABN: 43 304 920 397
 WWCC employer id: RFG0067
 Residential Register #: RSA0189
 Accreditation period: 3
 Accreditation expiry date: 28/08/2023

Contacts (PA)

Key Statistics

Engaged workers	App In-progress
0	0
Current Reportable Allegations	Contact Agency Flag
0	0

WWCC Compliance

WWCC Expiring in 6 weeks	Expired WWCC
0	0
WWCC App In-progress > 3 months	
0	

Work queues

Current Back Capture	0
Finalise Allegation	0
Former Back Capture	0
Worker Application	0
WWCC Verification Task	0
	See all

Contact us

Any questions about the Residential Care Workers Register can be directed to the Registration Systems Team on (02) 8219 3888 or via email at residential-register@ocg.nsw.gov.au

Appendix 1 - Completed Registration form PDF



Office of the
Children's Guardian

Residential Care Workers Register – registration form (REG-81)

Agency name
Statutory Care services

Trading as name
Stat care

ABN
43 304 920 597

WWCC employee ID
REG0067

Service types accredited for
SOOHC-Residential, SOOHC-Foster

Reportable allegations

Head of Relevant Entity
Helene Hendry

Head of Relevant Entity email
stella.cue@kidsguardian.nsw.gov.au

Reportable allegations alert email
ros.lloyd@kidsguardian.nsw.gov.au

General alerts

Alert email
ros.lloyd@kidsguardian.nsw.gov.au

WWCC alert email
ros.lloyd@kidsguardian.nsw.gov.au

Information exchange contact details

Other designated agency check contact email
ros.lloyd@kidsguardian.nsw.gov.au

Phone number
0255554444

Primary Administrator details

First name
Margaret

Last name
Tant

Email
ros.lloyd@kidsguardian.nsw.gov.au

Phone number
0255554444

This form completed by

First name
Margaret

Last name
Tant

Email
ros.lloyd@kidsguardian.nsw.gov.au

Phone number
0255554444

Created: 09:23AM 25 August 2020

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Appendix 2 – Agency registration process snapshot

