

Residential Care Workers Register

Key information from training module surveys

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Module 1: New User Account

1. New user accounts can only be created by Primary or General Administrators.
2. The Terms and Conditions are relevant to All Users.
3. If you can't remember your password or are having trouble logging in, please select the trouble logging in option and manage via password reset OR contact your agency's Primary or General Administrator to update.

Module 2: How to manage user accounts on the Register (PA & GA only)

1. New user accounts can be created by Primary or General Administrators.
2. ONLY a Primary Administrator has the ability to create and manage another Primary Administrator.
3. Every agency must have one Head of Relevant Entity user account, to manage Reportable Allegation approvals / decline. This must be created by the PA.
4. The system automatically generates usernames (for new users), based on agency ID / last name / first letter of first name.
5. Usernames are fixed and cannot be changed. If a username needs to be amended or updated, this requires the creation of a new user by a Primary or General Administrator. When the new user is created, the amended / updated name of the individual will be used to generate a new username. The previous user account must then be end dated.
6. Primary or General Administrators can update user passwords.
7. Primary or General Administrators must manually disable user access if a person is no longer employed or permitted to access the Residential Register due to a change in roles.

Module 3: Agency Dashboard Overview

1. After successfully logging in you will firstly be taken to your agency's dashboard
2. The agency's details that will be displayed on the dashboard include:
 - Agency name
 - WWCC registration ID
 - Accreditation expiry date
 - Primary Administrator details for the Residential Register
 - Key statistics
3. Key statistics are part of your agency's dashboard. The handy indicators include the number of:
 - Engaged workers
 - Applications in progress

- Current reportable allegations, pending a finalised decision. This excludes any new allegation entries pending HRE approval or any finalised allegations.
 - Contact agency. This indicates the number of end-dated workers with a contact agency flag.
 - Working With Children Check. This includes the number of WWCCs expiring in 6 weeks, WWCCs which have expired, or WWCC applications which have continued for over 3 months.
4. From the dashboard, users should click **Create** to enter a new application
 5. To view or edit an engaged worker's record, users should click on **Search - Individual**
 6. To manage an in-progress worker application, users should click on **Work Queues**
 7. The report function allows a user to run a report on:
 - Probity Checks
 - Agency Users
 - Workers Associations
 - Reportable Allegations
 - Workers Report

Module 4: Agency Reports

1. Agency reports can be run by:
 - Primary or General Administrators
 - Head of Relevant Entity
 - Reportable Allegations Officer
 - General User
 - Read only user (general)
2. Reports contain data entered by your agency only, not data from other agencies.
3. Reports can be:
 - Viewed on the Register – screen version
 - Exported to excel format
 - Exported to PDF

Module 5: Agency Registration

1. The Principal Officer will receive an email generated from the Register, containing an invitation to register the agency to access the Residential Register.
2. Following receipt of the email invitation, the Principal Officer has 5 working days to complete the registration process.
3. The Principal Officer has the option to either complete the registration process themselves or forward the email to a nominated person within the agency to complete.

4. The following functions require an email address to be nominated during the registration process, to be used to receive automated system generated alerts:
 - **Reportable allegations:** to notify when/if another agency lodges a reportable allegation against a worker currently engaged by your agency.
 - **WWCC:** where WWCC tasks arise in relation to a worker's WWCC status.
 - **General:** if a worker engaged by your agency and also engaged by another agency, has their engagement status or personal details amended by the other agency.
 - **Information exchange:** contact information used for the purpose of exchanging information as part of the Other Agency Check.
5. The Primary Administrator is responsible for the oversight of the Residential Register and is the main point of contact for the OCG's Registration Systems Team. This individual has the highest level of access to the Residential Register within the agency.
6. Following completion of the registration process, and upon approval by the OCG, the agency's nominated Primary Administrator will receive initial log in credentials so they can login to the register. The Primary Administrator can then create other agency users.

Module 6: Entering a Back Capture worker

This module has been removed from the OCG website as the back capture period is now complete.

Module 7: New worker application

1. Agency user roles that have access to the new worker application function include Primary Administrators, General Administrators and General Users.
2. A new residential care worker application should be entered onto the Residential Register once the applicant reaches the referee check stage of the application process.
3. The worker's name, DOB and WWC or APP number are validated against the WWCC database records.
4. Once an agency initiates the entry of a new applicant onto the Residential Register, the system will send an SMS request to the applicant's mobile phone seeking their consent. All applicants **MUST** give consent to have their information recorded on the Residential Register for the application to progress.
5. Once consent is given by the applicant, their name, DOB and WWCC / APP # will be pre-populated into the worker application form. These details can only be updated by the individual via Service NSW. The employing agency is then able to re-verify the individual's WWCC on the register so that the changes are reflected.
6. Other identification details that must be entered include:
 - Gender
 - Whether the applicant identifies as Aboriginal and/or Torres Strait Islander
 - Other names / alias
7. The mandatory minimum probity checks for a new applicant include:
 - WWCC

- Nationwide Criminal Record Check (NPC)
 - Other Agency Check (if indicated as required by the Register)
 - Community Services Check (to be phased in at a future date and not a current requirement)
8. All probity checks must have a **satisfactory** outcome recorded for an applicant to be engaged as a residential care worker.
 9. The WWCC verification function within the Residential Register satisfies the legal requirement for agencies to verify a worker's WWCC.
 10. An applicant cannot commence working as a residential care worker until the agency has recorded a decision to engage the applicant on the Residential Register.
 11. After an applicant's identification details, probity checks and a decision to engage have each been recorded, the following actions will occur:
 - The application record will convert to a worker record on the Register
 - A PDF will be generated which includes the details entered on the worker application. This can be provided to the worker for their own records.
 - Any other agency which is also currently engaging the same individual will receive an email to notify them that this worker is now engaged by your agency

Module 8.1: Worker Record Management - Part 1

1. Agency roles that have access to search worker records include the Primary Administrator, General Administrators, General Users, Head of Relevant Entity, Reportable Allegation Officer and read only users.
2. The search parameters for an individual include by:
 - Name
 - Partial name
 - DOB
 - WWCC#
 - Worker Reference number (RWBC# / RRW#)
 - All worker records (if search field is left blank)
3. The pencil icon indicates an EDIT function. Only specific roles with WRITE access can edit worker records details. If you can't see the pencil icon, it means your role doesn't have sufficient permission to edit data.
4. Where a worker's engagement has been end dated, the 'Contact agency flag' will display either a Yes or No indicating whether an agency has relevant information to share.
5. The number in the Reportable Allegation box reflects the total number of reportable allegations against this individual with a status of current or finalised-contact agency. This includes reportable allegations recorded by any agency who has a current or previous association with the worker.
6. The WWCC box records the data returned by the most recent WWCC verification undertaken by your agency using the Verify function within the Residential Register.
7. The agency Associations area shows a list of all other agencies with a CURRENT engagement with this worker.

8. The Probity Checks area records the Probity Checks assessment outcome and dates recorded by your agency.
9. The Tabs below the worker record screen provide more detailed information including:
 - **Records** – all cases related to the individual entered by your agency which are both open and closed
 - **Other Names** – recorded by your agency or any other agency
 - **Reportable Allegations** - by your agency (all statuses) as well as other agencies (only those with a status of 'Current' or 'Finalised Contact agency')
 - **All Agency Associations** – details all associations this individual has held with your agency and any other agency, both current and previous engagements
 - **Attachments** - all PDFs generated for this worker by your agency only including the worker's engagement record
 - **Activity Log** - all key activities performed by your agency in chronological order, including by whom and when
 - **WWCC verification history** - all WWCC verifications undertaken by your agency for this worker
 - **Emails tab** - all emails generated by the Register relating to actions taken by your agency

Module 8.2: Worker Record Management – Part 2

1. Agency roles which have permission to edit worker records include the Primary Administrator, General Administrators and General Users.
2. Worker record details which can be edited include:
 - Agency Reference
 - Gender
 - Identifies as Aboriginal and/or Torres Strait Islander
 - Other Name
3. The primary name and DOB for an individual can only be updated by the individual via Service NSW. The employing agency is then able to verify the individual's WWCC on the Residential Register so that the changes are reflected.
4. The WWCC verification function allows your agency to verify currently engaged workers. In addition, the Residential Register generates emails or verification tasks for the following:
 - When an individual's WWCC is due to expire in 6 weeks or has expired
 - When the primary name or DOB has been changed and one agency has re-verified on the register to update this.
 - When the WWCC status for an individual changes
5. If the WWCC verification returns any status other than CLEARED or Application in Progress, this means the individual does not hold a clearance to be engaged as a residential care worker and can no longer continue to work in a residential setting.
6. When end-dating a worker, the "Contact Agency" flag will be automatically be set to YES if there are any current or finalised - contact agency reportable allegations. Agencies also have discretion to select YES if they have any information about the individual which is relevant to the

safety, welfare or wellbeing of children, which they would exchange if this person were to apply to work in a residential setting with another agency.

7. After a worker record is end-dated, the Contact Agency flag can be changed at any time, if the agency identifies that they now hold relevant information to exchange with another agency, or where information held is no longer relevant.
8. A worker whose engagement is end-dated by your agency, can be re-engaged within 12 months of the end date, without having to record the person as a new applicant.

Module 9.1: Lodging a new reportable allegation

1. Where a worker is currently engaged by your agency, the agency has a legal responsibility to lodge and subsequently finalise any reportable allegation made against the worker, on the Residential Register.
2. Where a matter meets the threshold for a reportable allegation, the process of entering the reportable allegation onto the Residential Register **does not replace** the obligation to notify the Children's Guardian as part of the usual reporting requirements.
3. The agency roles which have permission to record a reportable allegation against a worker on the Residential Register include the Primary Administrator, General Administrators, and Reportable Allegations Officers.
4. The Head of Relevant Entity is the only user role with permission to Approve or Decline a reportable allegation record against a worker on the Residential Register.
5. The agency roles that have permission to view reportable allegations recorded on the Residential Register for their agency include the Primary Administrator, General Administrators, General Users, Reportable Allegations Officers, the Head of Relevant Entity and Read only users.
6. To record a reportable allegation on the Residential Register the following criteria must be met:
 - The individual was engaged by your agency when the allegation was raised
 - The alleged victim was under 18 years at the time of the alleged conduct
7. The reportable allegation date entered on the Residential Register is the date the agency's head of relevant entity become aware of the allegation.
8. New reportable allegation matters that must be reported to the Children's Guardian, must be approved by both the agency's Head of Relevant Entity and the OCG Reportable Conduct Directorate before appearing as Current on the Residential Register.
9. New Reportable allegation matters are only visible to other agencies with an association to the worker, after the relevant approval processes have been completed.

Module 9.2: New reportable allegation approval process

1. The approval process for new allegations follows the lodgement of a new reportable allegation
2. The Head of Relevant Entity is required to approve a new reportable allegation once entered onto the Residential Register.
3. An email will be sent to the Head of Relevant Entity user advising them that a new allegation has been entered.

4. Once the Head of Relevant Entity is aware of a pending allegation, they are required to log onto the Residential Register to view the details of the allegation and can do this via the link provided in the email.
5. The Head of Relevant Entity does not have permission to edit worker records.
6. The Head of Relevant Entity only has write access to the HRE Approval work queue. The number recorded in the work queue indicates the number of pending approvals and could include new allegations or finalised allegation approvals.
7. The Head of Relevant Entity work queue will include the following information:
 - Case ID – reportable allegation or RRA# generated by the system
 - Worker name
 - Case status - stage the allegation is up to
 - Created - date the allegation was lodged
 - Date last updated
 - Details of which agency user last updated the matter
8. Upon drilling into the reportable allegation RRA#, the following information will be displayed:
 - Worker name
 - Date of Birth
 - WWC number
 - RRA number
 - The date the HRE was made aware of the allegation
 - The type of allegation
 - The agency user who lodged the record
 - The date the record was lodged
 - Stage the allegation is up to
9. The reportable allegation form which the Head of Relevant Entity user is required to review includes options to Approve or Decline.
10. The Head of Relevant Entity user should decline the record if any of the information is incorrect. If declined, an email will be sent to the agency user who lodged the allegation. The user will need to review the matter and lodge a new allegation if required.
11. Upon approval of a Reportable to the Children’s Guardian allegation type by the Head of Relevant Entity user, the matter will then escalate to the OCG’s Reportable Conduct Directorate to review and approve / decline. Until this is approved by the OCG, the allegation will not be visible to other agencies with a current association, nor will the matter be counted in the Key Statistics.
12. Once the Head of Relevant Entity user approves or declines a record, the task will be removed from the HRE work queue.
13. Once the Head of Relevant Entity user has actioned the task, the agency user who lodged the new reportable allegation will be sent an email.
14. For allegations which are Reportable to the OCG, the Head of Relevant Entity user and the user who lodged the reportable allegation will both receive an email once the OCG has actioned the matter.

Module 9.3: Finalising a reportable allegation record

1. Once a reportable allegation investigation is completed, the date and outcome are to be recorded. The outcomes to be selected are either:
 - **Finalise – no record:** this record will only be visible to the lodging agency and indicates that the agency has determined that it does not hold any information to indicate any potential risks posed by the individual to the safety of children. Other agencies will not be able to see this outcome and the matter will not be included in the allegation count on the worker's record screen.
 - **Finalise – contact agency:** this record will be visible to all agencies with an association to the individual and indicates that the agency has determined that it holds information to exchange which relates to potential risks to children associated with the individual. Where there is a finalised - contact agency status at the time the individual is end dated, the system will automatically set the contact agency flag to Yes.
2. The below agency roles have permission to enter a finalised outcome for a reportable allegation recorded on the Residential Register:
 - Primary or General Administrators
 - Reportable Allegations Officer
3. When the finalised outcome has been recorded, an email will be sent to the Head of Relevant Entity user advising that a record has been entered and is pending their approval.
4. The finalised outcome for a reportable allegation must be approved by the Head of Relevant Entity user before the outcome appears on the Residential Register. The OCG's Reportable Conduct Directorate does not need to approve a finalised outcome.

Module 9.4: HRE approval finalised allegation

1. The 4 steps to managing a reportable allegation on the Residential Register include:
 - Lodge a new reportable allegation
 - Approve a new reportable allegation
 - Enter a finalised outcome for a reportable allegation record
 - Approve the finalised outcome record
2. Only the Head of Relevant Entity user has permission to approve the finalised outcome for a reportable allegation recorded on the Residential Register.
3. When the finalised outcome has been recorded, an email will be sent to the Head of Relevant Entity user advising that a record has been entered and is pending their approval.
4. Once the Head of Relevant Entity is aware of the pending approval requiring action, they are required to login to the Residential Register to view the allegation record and can do that via the link in the email.
5. The Head of Relevant Entity user role **does not** have permission to edit worker records.
6. Only the Head of Relevant Entity has write access to the HRE Approval work queue. The number listed in the work queue indicates the number of pending approvals and could include new allegations or finalised allegation approvals.

7. The Head of Relevant Entity work queue includes the following information:
 - Case ID – reportable allegation or RRA# generated by the system
 - Worker name
 - Case status - stage the allegation is up to
 - Created - date the allegation was lodged
 - Date last updated
 - Details of which agency user last updated the matter
8. Upon drilling into the reportable allegation RRA#, the following information will be displayed:
 - Worker name
 - Date of Birth
 - WWCC number
 - RRA number
 - The date the HRE was made aware of the allegation
 - The type of allegation
 - The agency user who lodged the record
 - The date the record was lodged
 - Stage the allegation is up to
9. The Head of Relevant Entity user should decline the record if any of the information entered for finalised outcome is incorrect. If declined, an email will be sent to the agency user who lodged the finalised outcome. The user will need to review the matter and record a new finalised allegation record if required.
10. Once the Head of Relevant Entity user has approved the finalised outcome, an email will be sent to the agency user who recorded this on the Register.
11. The OCG Reportable Conduct Directorate is not required to approve the finalised outcome.
12. A finalised reportable allegation with an outcome of Finalised - Contact Agency will be displayed against the worker record and counted in the Key Statistics.
13. A finalised reportable allegation with an outcome of Finalised - No record will NOT be displayed against the worker record and will not be included in the Key Statistics. It will be visible to the owning agency under the Reportable Allegation tab though, which sits below the worker record screen.
14. When the finalised outcome for a reportable allegation is approved, there is no automated notification to other agencies who also hold a current association with the individual. Once approved by your Head of Relevant Entity, if your agency has any information to exchange which is relevant to the safety, welfare or wellbeing of children, it should proactively share this as is permitted under 16A of the *Children and Young Persons (Care and Protection) Act 1998*.