**Office of the
Children's Guardian**

Residential Care Workers Register

General user guide

November 2022

Contents

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 General user guide supports agencies to meet requirements as they relate to the Residential Care Workers Register. Access to the Residential Care Workers Register is provided to accredited designated agencies.

This guide should be read in conjunction with the various guidance materials available on the OCG website.

The information in this guide will help designated agency's General users to:

1. Navigate the Residential Care Workers Register

2. View and download reports

User access and matrix

The Residential Register has been developed to allow varying levels of access for agency users.

The user matrix indicates the functions available to each user role.

Roles and access	Edit alerts settings/info	Manage users	Worker application	Back Capture	Work Items	Manage worker records	Reportable allegation	Agency reports	Search and view records
Primary Administrator	Write	Write	Write	Write	Write	Write	Write (view and add, can't approve)	Read only	Yes
General Administrator	Read only	Write	Write	Write	Write	Write	Write (view and add, can't approve)	Read only	Yes
Head of Relevant Entity	Read only	Read only	Read only	Read only	Write	Read only	Write (view and approve)	Read only	Yes
Reportable Allegations Officer	Read only	Read only	Read only	Read only	Write	Read only	Write (view and add, can't approve)	Read only	Yes
General Users	Read only	Read only	Write	Write	Write	Write	Read only	Read only	Yes
Read only user (general)	Read only	Read only	Read only	Read only	Read only	Read only	Read only	Read only	Yes

The agency's Primary Administrator and General Administrators can create General User roles to access the Residential Register.
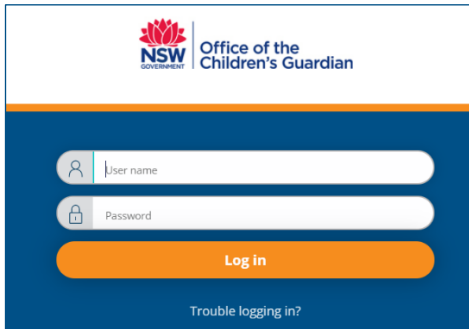
See Primary Administrator and General Administrator user guide for further details.

Logging into the Residential Care Workers Register

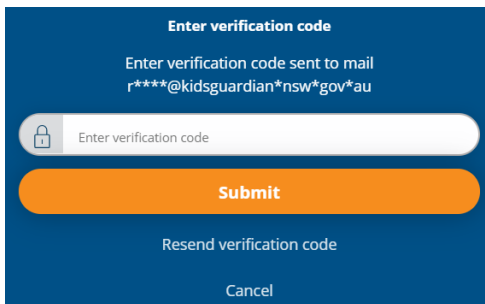When a user role is created that user will receive an email with log in credentials.

The training video for this topic is located on the OCG website; refer to **Module 1: New user account and first time login.**

Enter Username and password and click Log In.

A verification code is generated and sent to the user's email. The user is prompted to enter a code sent to their email address to verify the user and provides access to the Residential Register.

Enter the verification code and click Submit.

After logging in with the initial password the user will be required to re-set their password. Passwords must follow the password rules as outlined in the email.

When logging in for the first time the user is required to read and accept the Declaration (Terms of access and use – **See Appendix 1**) before access to the Residential Register is provided.
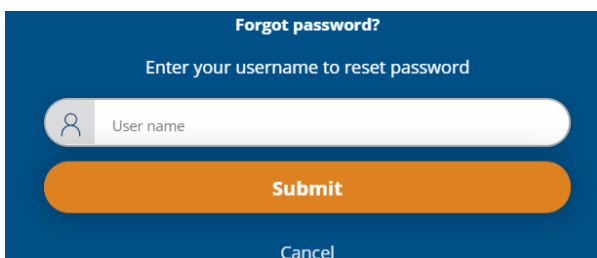
Click Accept and Continue.

The Residential Register agency dashboard then displays.

Unable to log in

For a forgotten password or where a user is unable to log in, click on 'trouble logging in?' on the log in screen.

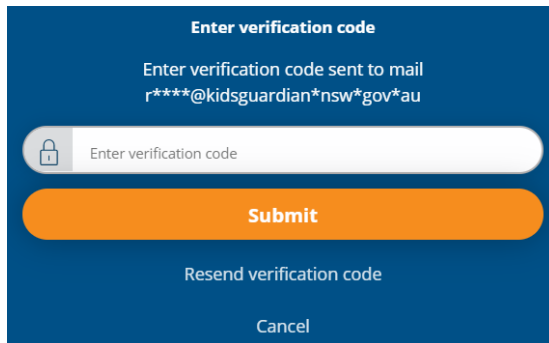The Forgot password? screen will display.

Enter Username and click Submit.

Note: Username is located in the email received when the user role was created. Alternatively contact the agency's Primary Administrator.

The user is prompted to enter a code sent to their email address to verify the user and provides access to the Residential Register.
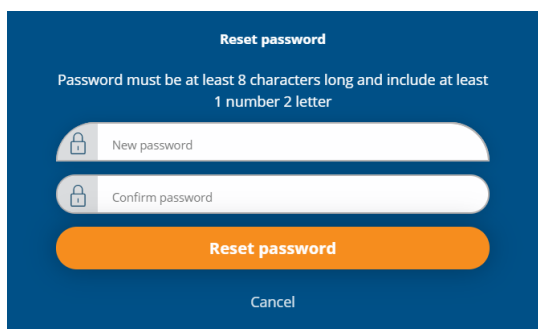
Enter the verification code and click Submit.
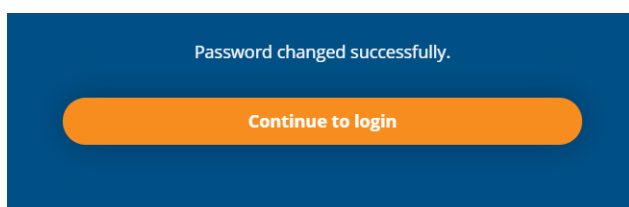

Reset password screen displays.

Enter new password and confirm by entering password again.

Click Reset password.

Password changed successfully screen displays.

Click on Continue to login.

User will be taken to the log in screen and Username and the reset password need to be entered.

Click on log in and user will be taken to the dashboard.

Update password

The agency's Primary Administrator and General Administrators can update a general user's password where required.

Agency dashboard

The assigned user role will determine the level of access to the dashboard functions.

The General User access role can:

- Enter worker details
- Manage worker records

The agency dashboard contains

- agency details based on information entered during accreditation

  Note: Residential Register # is generated by the system

- contact details of the agency's Primary Administrator
- key statistics
- log off icon
- dashboard menu
- work queues

Dashboard Menu

- Create: enables users to create worker records for applicant workers
- Dashboard: returns the user to the agency dashboard view.
- Manage: view but not edit alerts emails, user details, agency contacts and activity log
- Reports: provides access to the report menu
- Search: search any individual the agency has an association with (current/end dated)
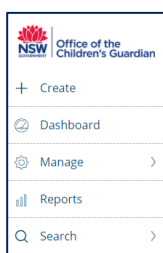
See Sections below for details of each function

Key statistics

Key statistics provide agencies with a summary of the agency's current number of:

- engaged workers
- worker applications in progress
- current reportable allegations
- contact agency flags
- workers whose WWCC will expire within 6 weeks
- workers with an expired WWCC
- workers with a WWCC Application in progress over 3 months

The number in each section is drillable which displays a list of relevant information.

In the example below the agency's Engaged workers are listed under the columns: Worker ref #, Worker full name, WWC number, engagement status and engagement start date.

Engaged Worker   Actions ⌄   ✕

Generated on 29/09/2020

Record Count: 2

Worker ref #	Worker full name	WWC number	Engagement status	Engagement start date
RRW-172	Teresa Grape	APP0051881	Engaged	29/09/2020
RRW-175	Fisher Harmon	APP0051654	Engaged	29/09/2020

Each column can be filtered and sorted to customise a report which can be saved as a PDF or Excel.

The appearance can be modified e.g., name of heading, width of column, delete columns.

Actions drop down enables the user to Refresh, Export to PDF or Excel.

To close the screen and return to the dashboard click the cross.

Customised actions are not saved.

Actions ⌄   ✕
- Refresh
- Export to PDF
- Export to Excel
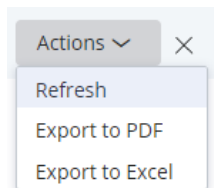
General user work queues

The work queues hold cases that require action by the agency.

Note: The role assigned when the user was created will determine the work queues visible to that user.

Click on the required work queue to view cases in that queue.

Work Items

Each work item is assigned a Case ID which is drillable to open the Case.

Work items requiring action include:

- Worker Application: any in progress or finalised but not engaged within 12 months applications
- WWCC Verification Task: any WWCC verification tasks that require action

Each work item lists the case status, date created on, details of the user making the last update and the date the last update was made.

The columns can be sorted or filtered to view relevant information.

See New worker application and Worker management guides for step-by-step instructions for completing each of the action items.

Search

The Search function enables a user to search for any worker records created by the agency.

Click on Search in the menu and Individual.

The Individual Search screen is displayed.

An individual can be searched either by:

- Entering the individual's details, or
- Clicking Search – all individuals will be listed.

Entering the individual's details

Enter individuals name - minimum required is last name or first name or partial first name / last name.

Click Search.

Individuals matching entered details are displayed.

Click into the drillable Full name of the individual's record to view.

To commence a new Search, click Clear.

Clicking Search

By clicking Search, with no details entered, all individuals will be listed.

Individual Search

Name

Date of birth

WWCC number

Worker reference #

Clear   Search

Search results

Full name	DOB	WWCC number	Worker reference #	Engagement status
Fisher Harmon	13/05/1960	APP0051654	RRW-175	Engaged
Florence Fernandes Do Carmo	03/08/1982	APP0050050	RWBC-107	Engaged
Teresa Grape	07/05/1986	APP0051881	RRW-172	End dated

Filtering returned results

Individuals can be filtered by name, DOB, WWCC number, Worker reference # or engagement status.
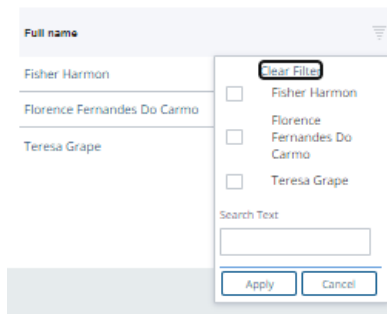
Click the box to select one or multiple records or use the Search text box or select date range (for DOB) to narrow the Search.

Click Apply.

Cancel will close the filter bar and will return user to search screen.

Example - Filtering by individual name:

Search results

Full name
Fisher Harmon
Florence Fernandes Do Carmo
Teresa Grape

Clear Filter

☐ Fisher Harmon
☐ Florence Fernandes Do Carmo
☐ Teresa Grape

Search Text

Apply   Cancel

Details of the individual are displayed.

Click into the drillable Full name.

Search results

Full name	DOB	WWCC number	Worker reference #	Engagement status	Agency name	
Teresa Grape	07/05/1986	APP0051881	RRW-172	Engaged	Statutory Care services	

Worker record management screen will be displayed.

See Worker management guides for details on updating worker details.

Reports

Agency specific reports generated from the Register include

- Workers report – lists details of current and end dated residential care workers
- Workers with associations report – lists current residential care workers with other agency associations including number of associations
- Reportable allegations report – lists current and finalised reportable allegations for current and end dated residential care workers
- Agency users report – lists current and end dated agency users
- Probity checks report – lists current and end dated residential care worker WWCC details

To access, click Reports.
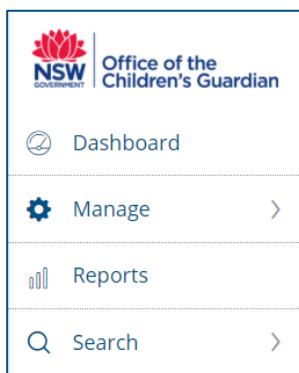
The Reports menu will be displayed.

Click on the required report.

Reports

RCWR – Workers report   RCWR – Workers with associations report   RCWR – Reportable Allegations report   RCWR – Agency users report

RCWR – Probity checks report

Contacting the Registration Systems team

For assistance with using the Residential Care Workers Register contact the Registration Systems team at residential-register@ocg.nsw.gov.au or (02) 8219 3888.

Glossary

Term	Definition in relation to the Residential Care Workers Register
Accreditation and Monitoring online portal	The Accreditation and Monitoring online portal is a web-based application developed to support the OCG and agencies who currently provide or seek to provide SOOHC or Adoption Services in NSW through the accreditation and monitoring process.
Actions menu	Drop down menu enabling a user to: **refresh** – updates portal with information entered or actions taken **exit** – return to the dashboard view **close** – returns to the previous page
Activity Log	The activity log in the menu records changes made to alerts contacts. The worker record activity log records all actions related to the worker completed by agency users.
Case	A case is the name for an operation or process on the Residential Register e.g., a new application or reportable allegation. Cases can either be open or closed: • Open means in-progress case pending action to progress it. These pending cases sit in the Work Items of the respective function.

	- Closed/Resolved cases are functions that have been completed and no further action is required.
	Cases are created either manually by the user such as reportable allegations or automatically by the Register such as WWC Verification tasks
Case ID	A unique ID reference number which indicates the type of work item e.g. REG-81
	REG – Agency registration number
	RRW – Worker record
	RWBC – Current Back Capture record
	RRRA – Reportable Allegation
	RMNG – Record management
	RRRA – Approve Reportable allegation (HRE only)
Case status	**Pending-Individual Consent –** consent has been requested and the worker applicant or current worker is yet to provide consent to have their details recorded on the RCWR
	Pending-Capture App – worker applicant has provided consent and agency user is yet to complete the worker application form
	Pending-Restore App – worker applicant with a not engaged status less than 12 months where agency restores the application to current worker applicant
	Pending Submission (Back capture) – worker has provided consent and agency user is yet to complete the Back capture - current worker form
	Pending-HRE Approval – Lodged Reportable allegation requires approval from agency HRE
	Pending-Final HRE Approval – Reportable allegation finalisation requires approval by HRE
	Pending-RCD Approval – Reportable allegation finalisation requires approval by OCG Reportable Conduct Directorate (RCD)
	Pending-finalisation (RA) – Reportable allegation requires finalisation on the Register
	Pending Verification – (WWCC) – WWCC requires verification
	Resolved-Rejected – HRE has rejected reportable allegation
	Resolved-Completed – task has been completed
Dashboard	The landing page after a user logs in.
	The agency dashboard contains the agency details
	contact details of the agency's Primary Administrator, key statistics, log off icon, dashboard menu and work queues

Designated Agency	Section 72 of the *Children's Guardian Act 2019* defines a designated agency to mean either a government sector agency or an organisation that arranges the provision of out-of-home care, that is accredited under the regulations as a designated agency to provide or arrange out-of-home care. The Residential Register applies to designated agencies providing statutory out-of-home care.
Head of Relevant Entity	For the purpose of the Residential Register the Head of Relevant Entity (head of agency) is consistent with section 17 of the *Children's Guardian Act 2019* in regard to responsibilities related to reportable conduct under Part 4 of that Act.
Primary Administrator	The person (or position) nominated to be the Residential Care Workers Register Primary Administrator will have operational responsibility for the register and will be the person the OCG will contact for all register matters.
Principal Officer	The person who has the overall supervision of the accredited out-of-home care or supported care service provider
Reportable Allegation	See OCG Business Rules regarding Reportable Allegations definition
Residential Care Workers Register	The Residential Care Workers Register is a restricted access, centralised database of individuals who apply to be engaged as a residential care worker and reach the referee stage of the recruitment process and those engaged as a residential care worker to provide direct care to children and young people in statutory out-of-home care in a residential care setting in NSW.
Work Item	These are incomplete or pending work or cases that require completion by the agency and sits in the respective work queues
Work queue (Register users)	List of work items or assignments requiring action by the agency including new worker applications, back capture, reportable allegations and WWCC verification.
Work queue (Head of Relevant Entity)	List of work items or assignments requiring action by the Head of Relevant Entity (approving reportable allegations)

Appendix 1 -Declaration of terms and use

Definitions

User: any individual who has been created by the relevant agency or OCG and has access to the Residential Care Workers Register. This includes Primary Administrator, General Administrator, General User, Head of Relevant Entity, Read Only User, Reportable Allegation Officer

Relevant Agency: the agency accredited by the Office of the Children's Guardian to register for access to the Residential Care Workers Register

Lawful purpose: Use of the register in a manner that does not infringe the rights of, or restrict or inhibit the use and enjoyment of, the register by any third party. This includes conduct which is unlawful, or which may harass or cause distress or inconvenience to any person, the transmission of obscene or offensive content or disruption to the register.

This Agreement

1. These Terms of Access and Use constitute the whole agreement between the NSW Office of the Children's Guardian (OCG) and every individual User in relation to access and/or use of the Residential Care Workers Register, and supersedes all prior representations, agreements, statements and understandings, whether verbal or in writing.

2. The OCG reserves the right to vary the Terms of Access and Use at any time without notice. All variations form part of the terms of access and use from the time and date they are posted and the User and relevant agency's continued access to, and/or use of, the register constitutes acceptance of the varied agreement. It is the User's responsibility to review the Terms of Access and Use each time the User accesses and/or uses the register.

What obligations apply to the relevant agency to access and use the Residential Care Workers Register?

3. Access to and use of the Residential Care Workers Register is limited to relevant agencies. Within each relevant agency, an individual may only access the register if they are a User.   he functions of each User is limited by virtue of the position they hold.

4. All Users who provide personal and relevant agency particulars hold themselves to be a proper and authorised representative of that User or agency.

5. The primary purpose of collecting a residential care worker's personal information is to enable relevant agencies with which the residential care worker has applied to work, to access information about the safety and suitability of the residential care worker, prior to making a decision about whether to engage the person and to exchange relevant information during the residential care worker's engagement with the agency.

6. A relevant agency is responsible for entering a residential care worker's personal information on the Residential Care Workers Register.

7. A relevant agency is required to conduct prescribed probity checks of the residential care worker and enter the outcome of these checks on the Residential Care Workers Register prior to making a decision to engage the worker. The relevant agency cannot engage a residential care worker until it certifies that all required checks and assessments have been completed with a satisfactory outcome for the applicant.

8. If the relevant agency knowingly enables use/access to an individual inappropriate to the level of access which should be granted, the OCG may restrict, suspend or terminate the agency's access and or use of the Residential Care Workers Register.

9. A relevant agency is responsible for managing User access to, and or use of, the Residential Care Workers Register. Where a staff member no longer requires access to the register (e.g. if they change jobs or leave the agency) the staff member's access must be terminated (end dated) immediately.

10. A relevant agency must ensure that its Users have no conflicts of interest, (that is no perceived or actual conflict between a User's personal interests and professional responsibilities in recording or managing information on the register) in relation to recording or managing information about a particular residential care worker or group of workers on the Residential Care Workers Register. Staff should disclose any potential conflicts of interest they may have in relation to the Residential Care Workers Register with the relevant agency as soon as they become aware that a conflict may exist.

11. The relevant agency with which the residential care worker is currently engaged is responsible for managing the information on the Residential Care Workers Register and ensuring it is complete, accurate and up to date.

12. The relevant agency must ensure that any change to information held about a residential care worker, or applicant, are identified, addressed and updated where necessary on the Residential Care Workers Register, within 14 days of being aware of the change.

13. The relevant agency must communicate any errors or issues noted on the Residential Care Workers Register to the OCG in a timely manner. This includes, but is not limited to, changes to a relevant agency's name, location, or nominated user roles.

14. The relevant agency must respond to any requests regarding data remediation / clarification from the OCG as soon as reasonably practicable after receiving a request'.

15. If a relevant agency (or one of its users) knowingly supplies false or misleading information the OCG may restrict, suspend or terminate that user's access to the register. This is also an offence under s161 of the *Children's Guardian Act 2019.*

16. A relevant agency must only use the Residential Care Workers Register for a lawful purpose and:

    o   not access or seek to access any other agency/individual's personal information outside of the residential care worker whom they are considering engaging or has been engaged by that agency;

    o   not permit any other agency/individual to use its username and password;

    o   ensure that information relating to access or use of the register, including information relating to the agency/individual account and login such as Usernames and passwords are secured at all times and protected against loss, unauthorised access, use, modification, disclosure or other misuse.

    o   inform the OCG immediately if the relevant agency suspects that the security of its account or login may have been compromised e.g. a password or username has been lost or stolen.

17. The Residential Care Workers Register will not replace formal recruitment processes undertaken by relevant agencies prior to engaging an individual in any form of work. The register will not replace policies around the management of staff and implementation of procedures to support the agency to be a child safe organisation.

18. If the relevant agency (or one of its users) uses information for a purpose outside that referred to within this document, the OCG may restrict, suspend or terminate the agency's access to the Residential Care Workers Register.

Lawful purposes

20. Information on the Residential Care Workers Register must only be accessed, and or used, by relevant agencies in accordance with the Children's Guardian Regulation 2022 as established under the *Children's Guardian Act 2019*.

21. A relevant agency account must be used in a manner that does not infringe the rights of others or restrict or inhibit lawful use of the register by any authorised User or relevant agency. This includes refraining from conduct which:

    - is unlawful;

    - may harass or cause distress or inconvenience to any person;

    - involves the transmission of obscene or offensive content; and

    - disrupts the register or OCG services.

22. Secondary use and disclosure of information on the register by the OCG will only occur in prescribed circumstances with lawful authority.

Suspension, termination, waiver and severance

23. If you breach these Terms of Access and Use, the OCG may decide to suspend or terminate your access to the Register.

24. If any of these Terms of Access and Use are held to be invalid, unenforceable or illegal for any reason, the remaining Terms of Access and Use will continue in full force.

25. None of these Terms of Access or Use will be taken to be waived except by written waiver executed between the OCG and the relevant agency.

Personal and Agency Information

26. The OCG will treat any information provided by a relevant agency or residential care worker within the terms of its relevant privacy responsibilities.

27. The OCG will use all reasonable endeavours to ensure that the Residential Care Workers Register and your information are not compromised. The OCG and NSW Government will be in no way liable for any loss, damage or injury arising as a result of your use or reliance on the Residential Care Workers Register.

Contact Details

Should you have any questions regarding the Terms of Access and Use please contact the administrator of the register by emailing: residential-register@ocg.nsw.gov.au