

Office of the  
Children's Guardian

# Residential Care Workers Register

New workers application guide

November 2022

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

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## Purpose of this guide

This new worker application guide supports agencies to meet the 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](#).

The training video for this topic is located on the [OCG website](#), refer to **Module 7: New worker application**.

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## Recording a new worker application

An agency must be accredited to provide statutory out-of-home care and be registered to access the Residential Register prior to entering new workers onto the register.

Agencies are responsible for entering information on the Residential Register about individuals who apply to be engaged as a residential care worker and have reached the referee check stage. Those individuals referred by an external labour hire agency for consideration as a residential care worker should also be recorded at the time of referral.

An individual cannot be engaged as a residential care worker until the engagement process is complete and the Residential Register generates a worker engagement number.

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## User roles and new worker records

The following user roles within an agency can create and finalise a new worker application:

- Primary administrator
- General administrator
- General users

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## Steps to enter a new worker application

- Validate the individual's identification
- Request consent
- Create application
- Enter probity checks
- Record decision to engage or not engage

## Validate the individual's identification

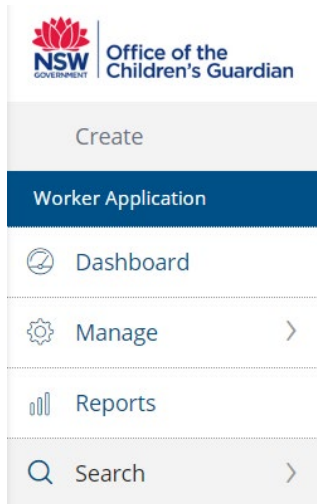
An individual's identification must be validated against their record in the Working with Children Check system to ensure they have a clearance to work with children.

An individual cannot be engaged as a residential care worker without a valid WWCC number and status of Application in Progress or Cleared.

Log in to the Residential Register.

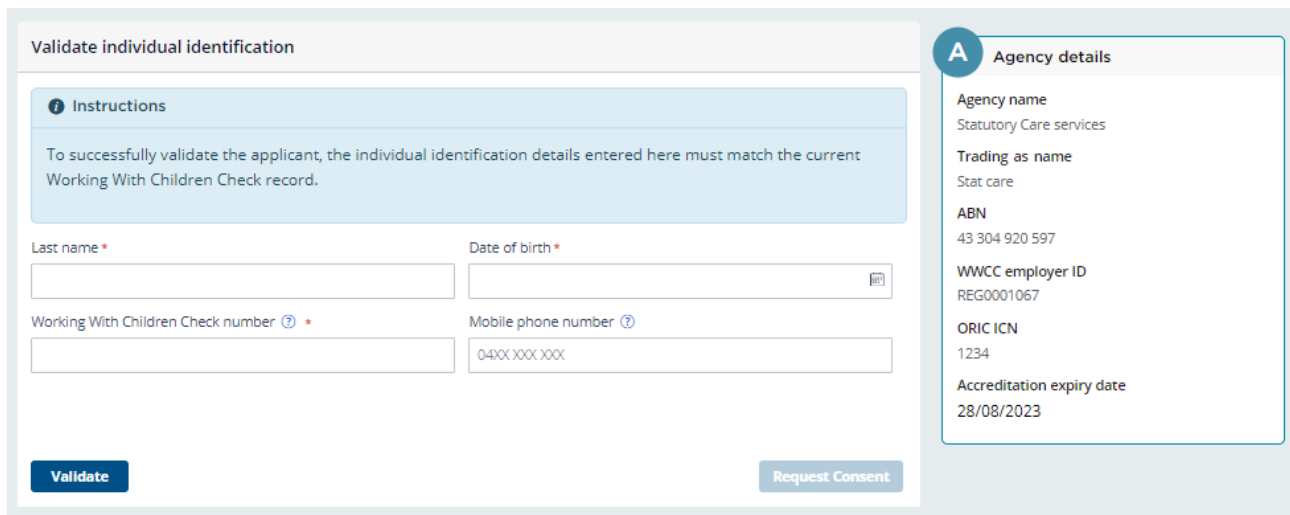
The agency dashboard will be displayed.

To enter a new worker application, click Create - Worker Application



The Validate Individual Identification screen is displayed.

Agency details are prepopulated from the Accreditation portal.

A screenshot of the 'Validate individual identification' screen. The screen has a light blue header with the title 'Validate individual identification'. Below the header is an 'Instructions' box with a blue background and white text: 'To successfully validate the applicant, the individual identification details entered here must match the current Working With Children Check record.' Below the instructions are four input fields: 'Last name \*', 'Date of birth \*', 'Working With Children Check number \*', and 'Mobile phone number'. The 'Date of birth' field has a calendar icon. The 'Mobile phone number' field has a placeholder '04XX XXX XXX'. At the bottom left is a blue 'Validate' button, and at the bottom right is a greyed-out 'Request Consent' button. On the right side of the screen is a 'Agency details' sidebar with a blue header and white background, containing the following information: Agency name: Statutory Care services; Trading as name: Stat care; ABN: 43 304 920 597; WWCC employer ID: REG0001067; ORIC ICN: 1234; Accreditation expiry date: 28/08/2023.

To successfully validate the applicant, the individual identification details entered must match the person's Working with Children Check record.

Complete all required fields. Last name, Date of Birth and Working with Children Check number are all compulsory fields to successfully validate the application.

Click Validate.

Note: Request consent is greyed out and cannot be used until after the WWCC number has been validated with a status of Application in Progress or Cleared.

The consent process cannot be initiated, and the person cannot progress through the application process or be engaged if they do not have a valid WWCC number and status of Application in Progress or Cleared.

If an applicant has been validated / entered using an APP number but has since been granted a WWCC clearance, the WWCC system will return the WWC number and current status, and these will be displayed.

### Possible Outcomes:

- Bar or Interim Bar (cannot work with children)
- Expired (cannot work with children)
- Closed or Not Found (cannot work with children)
- Application in Progress or Cleared (can work with children)

### a. Bar or Interim Bar

If the individual does not hold a clearance to work with children, their application cannot progress.

The following outcome message is displayed.

*Please note: The individual does not hold a clearance to be engaged in child related work. This application cannot progress.*

Worker details section below agency details indicate the Working with Children Check status.

To exit the screen and return to the dashboard select Actions drop down menu to the left of the screen and Exit.

No data will be saved.

The screenshot shows a web interface for a 'Worker Application'. The main section is titled 'Validate individual identification' and contains an 'Instructions' box stating that details must match the current Working With Children Check record. Below this are four input fields: 'Last name' (filled with 'Jackson'), 'Date of birth' (filled with '01/01/1987'), 'Working With Children Check number' (filled with 'APP0051657'), and 'Mobile phone number' (placeholder '04XX XXX XXX'). A pink 'Please note' box at the bottom of this section states: 'The individual does not hold a clearance to be engaged in child related work. This application cannot progress.' There are 'Validate' and 'Request Consent' buttons. On the right, there are two summary panels: 'Agency details' (Agency name: Happy agency, ABN: 43 304 920 597, WWCC employer ID: REG0001066, ORIC ICN: —, Accreditation expiry date: 18/07/2023) and 'Worker details' (Name: Percy Jackson, Working With Children Check number: APP0051657, Status: BARRED).

### b. Expired

If the individual does not hold a clearance to be engaged in child-related work their application cannot progress.

The following outcome message is displayed.

*Please note: The individual does not hold a clearance to be engaged in child related work but may have held one in the past. This application cannot be progressed further. Please request the individual to review their Working with Children Check details.*

Worker details indicate the Working with Children Check status.

To exit the screen and return to the dashboard select Actions drop down menu to the left of the screen and Exit.

No data will be saved.

### Validate individual identification

**Instructions**

To successfully validate the applicant, the individual identification details entered here must match the current Working With Children Check record.

Last name *	Date of birth *
<input type="text" value="Goldblum"/>	<input type="text" value="09/02/1970"/>
Working With Children Check number ? *	Mobile phone number ?
<input type="text" value="WWC0050170V"/>	<input type="text" value="04XX XXX XXX"/>

**Please note**

The individual does not hold a current clearance to be engaged in child-related work but may have held one in the past. This application cannot be progressed further. Please request the individual to review their Working With Children Check records.

**A Agency details**

Agency name  
Happy agency

Trading as name  
---

ABN  
43 304 920 597

WWCC employer ID  
REG0001066

ORIC ICN  
---

Accreditation expiry date  
18/07/2023

**W Worker details**

Name  
Ophelia Goldblum

Working With Children Check number  
WWC0050170V

Status  
Expired

### c. Closed or Not found

If the name, date of birth or WWC/APP number is entered incorrectly, or the individual does not have a WWCC, the system will return a Not Found and the application cannot progress.

The following outcome **message** is displayed.

**Please note:** This individual record was Not Found using the details entered by the agency. The application cannot be progressed further. Please review individual's details before commencing the process again.

Worker details are displayed where there is a Closed WWCC and this status will be shown.

To exit the screen and return to the dashboard select Actions drop down menu to the left of the screen and Exit.

No data will be saved.

### Validate individual identification

**Instructions**

To successfully validate the applicant, the individual identification details entered here must match the current Working With Children Check record.

Last name *	Date of birth *
<input type="text" value="Block"/>	<input type="text" value="22/07/1971"/>
Working With Children Check number ? *	Mobile phone number ?
<input type="text" value="APP0050156"/>	<input type="text" value="04XX XXX XXX"/>

**Please note**

The individual record was Not Found using the details entered by the agency. Please review individual's details before commencing the process again.

**A Agency details**

Agency name  
Zulu Care Test

Trading as name  
ZZ top test

ABN  
43 304 920 597

WWCC employer ID  
REG0001066

ORIC ICN  
---

Accreditation expiry date  
26/04/2026

**W Worker details**

Name  
Lindy Block

Working With Children Check number  
APP0050156

Status  
CLOSED

## d. Application in Progress or Cleared

Where the WWCC details have been validated successfully the following outcome message is displayed.

Please note: WWCC number has been validated successfully. Please click on Request Consent to proceed further.

Worker details indicate the Working with Children Check status.

The screenshot shows a web form titled "Validate individual identification". It contains an "Instructions" box, input fields for "Last name" (Grape), "Date of birth" (07/05/1986), "Working With Children Check number" (APP0051881), and "Mobile phone number" (04XX XXX XXX). A "Please note" box displays the message: "WWCC number has been validated successfully. Please click on Request Consent to proceed further." There are "Validate" and "Request Consent" buttons. On the right, two summary boxes are visible: "Agency details" (Agency name: Statutory Care services, Trading as name: Stat care, ABN: 43 304 920 597, WWCC employer ID: REG0001067, ORIC ICN: 1234, Accreditation expiry date: 28/08/2023) and "Worker details" (Name: Teresa Grape, Working With Children Check number: APP0051881, Status: APPLICATION IN PROGRESS).

A guide to the different WWCC outcomes and statuses is located on the [WWCC section](#) of the OCG website.

## Updates to WWCC on validation

Where a WWC or APP number provided by the individual and entered at this initial entry point, has been updated in the lead up to the time the agency enters the information to validate this, the system will return the most current WWC number and status for the person.

The updated status will appear in the Worker details.

---

## Request consent

An agency must request consent from the applicant to enter their details on the Residential Register.

The request consent button on the Validate Individual Identification screen is enabled when a WWCC has been successfully validated.

Enter the worker applicant's mobile number the request for consent will be sent to.

Click Request consent.

### Validate individual identification

**Instructions**

To successfully validate the applicant, the individual identification details entered here must match the current Working With Children Check record.

Last name \*

Date of birth \*

Working With Children Check number ? \*

Mobile phone number ?

**Please note**

WWCC number has been validated successfully. Please click on Request Consent to proceed further.

**A Agency details**

Agency name  
Statutory Care services

Trading as name  
Stat care

ABN  
43 304 920 597

WWCC employer ID  
REG0001067

ORIC ICN  
1234

Accreditation expiry date  
28/08/2023

**W Worker details**

Name  
Teresa Grape

Working With Children Check number  
APP0051881

Status  
APPLICATION IN PROGRESS

The system will initially search for duplicate individuals in the same agency using last name, date of birth and WWCC details.

## Duplicate match found

Where a Duplicate match is found the following message is displayed.

*A check of the Residential Care Workers Register has found that this individual already has an association with the agency. Please review the individual's record through Worker Record Management. This application cannot be progressed further.*

This may indicate that the individual:

- has a Worker or Back capture application in progress (record will be in the relevant work queue)
- is a current worker engaged with the agency (use Search function to locate)
- has a status of not engaged which was recorded in the past 12 months (see **Restoring a not engaged worker** for details)

## No duplicate match found

Where No duplicate match is found, an individual record will be created and the request for consent is sent. The following message is displayed:

*A message has been forwarded to the individual requesting their consent to be added to the Residential Care Workers Register. The agency will be notified once a response is entered by the individual.*

The message displays the system generated Residential Register Worker (RRW) number and a status of Pending-Individual Consent. This RRW number is the reference in the Residential Register for this worker.

Click on **x** to return to the dashboard or click on Dashboard in the menu.

Worker Application (RRW-172) PENDING-INDIVIDUAL CONSENT

✔ A message has been forwarded to the individual requesting their consent to be added to the Residential Care Workers Register. The agency will be notified once a response is entered by the individual.

A case is created in the Worker Application work queue.



Work queue: Worker Application

⌂

Case ID	Worker name	Case status	Created on	Last updated by	Last updated on
RRW-172	Teresa Grape	Pending-Individual Consent	29/09/2020	margaret tant	29/09/2020

After the agency has clicked Request consent, the worker applicant will receive a text message to the nominated mobile number requesting a response within 5 working days. If there is no response the case cannot progress to the next stage and will be closed.

Hi Robespierre, Statutory Care services has indicated that you have applied to work in residential care. To progress your application, you will need to consent within 5 working days to be entered on the Residential Care Workers Register.

Reply "Consent" or "No Consent"

Click <https://www.ocg.nsw.gov.au> for further information or contact the agency directly.

If the worker applicant responds with "Consent" or "Yes" the agency user who initiated the request for consent will receive an email confirming the worker applicant has consented to have their details added to the Residential Register.

The case status in the Worker Application work queue updates to Pending Capture App.

See section Progressing worker application for next steps.



### Worker Application - consent approved

To margaret tant

This email is to notify that Robespierre Citizen has consented to be added to the **Residential Care Workers Register**. You are now able to continue to progress with the next steps of the application process and adding this individual to the Register.

Note: This is a system generated email – please do not reply.

### SMS not received by applicant

There may be instances where an individual does not receive the SMS message.

Any user with edit ability can resend the SMS.

To re-send the SMS, search the Worker Application work queue for the relevant individual  
 Drill into the RRW number

**Key Statistics**

<b>Registered Agencies</b>	<b>Engaged Workers</b>
75	156
<b>In-progress Applications</b>	<b>Expired WWCC</b>
98	138
<b>Contact OCG Flag</b>	
1	

**Work queues**

- Current Back Capture
- Finalise Allegation
- HRE Approval
- Worker Application
- WWCC Verification Task

**Download links**

**Work queue: Worker Application**

Case ID	Agency Name	Worker name	Case status	Created on	Last updated by	Last updated on
RRW-150	Statutory Care services	Paul Newey	Pending-Capture App	31/08/2020	System	31/08/2020
RRW-176	Statutory Care services	Kimmy Horton	Pending-Capture App	29/09/2020	margaret tant	29/09/2020
RRW-216	Statutory Care services	Robespierre Citizen	Pending-Capture App	18/12/2020	System	18/12/2020

The Resend Request for Consent page will be displayed.

Review the phone number and update if required.

Click Resend Request Consent.

**Resend Request for Consent**

Phone number ⓘ

0400 000 000

**Activity Log**

Created on	Description	User name
29/09/2020 12:22 PM	Request for consent sent to individual	margaret tant
29/09/2020 12:22 PM	Worker application created	margaret tant

The following message will be displayed.

*A message has been forwarded to the individual requesting their consent to be added to the Residential Care Workers Register. The agency will be notified once a response is entered by the individual.*

Click on x to return to the dashboard or click on Dashboard in the menu.

The Activity log will be updated.

## Worker responds No consent

A worker applicant may decide they do not wish to continue the application process and as a result will enter a “No” or “No Consent” response to the text message.

An automated email will be sent to the agency user who initiated the request for consent advising consent has been declined.

The agency cannot engage the individual as a residential care worker.

The system will remove the RRW case from the Worker Application work queue.

Note: this individual can be re-entered by validating the individual’s identification again.



### Worker Application - consent declined

To margaret tant

This email is to notify that Mark Winder has declined the request for consent initiated by your agency. This means that the Application created by your agency will now be closed.

If your agency wishes to enter the individual onto the Register in the future, it will be required to commence a new entry.

No further action is required at this time.

Note: This is a system generated email – please do not reply.

## No response received

Where no response has been received from the applicant within 72 hours (3 days), the system will generate a notification email to the agency user who lodged the request advising the individual has not responded.

The Primary Administrator receives a copy of the email.

The agency can either:

- Take no action and wait for the 5 days to lapse
- Make contact with the applicant to discuss
- Resend the consent request

### Worker Application - request for consent – no response

To euinice paresibelle

This email is to notify that Hunter Bernard has not responded to the request for consent initiated by your agency within the last 3 days (72 hours). The individual has up to 5 days (120 hours) to accept or decline this request.

Your options now are to:

- Take no action and wait for the 5 days to lapse
- Make contact with the applicant to discuss
- Resend this consent request

If the individual does not respond within the **5 days, the application will be closed**, and you will need to initiate a new application to start again.

If you require further information, please refer to [guidance](#) material on the OCG website.

Note: This is a system generated email – please do not reply.

Where no response has been received from the applicant within 120 hours (5 days), the application is closed, and the agency user will receive an automated confirmation email.

The Primary Administrator receives a copy of the email.

The case is removed from the Worker application work queue.

Note: this individual can be re-entered by validating the individual's identification again.

### Worker Application – request for consent – no response

To evince paresibelle

This email is to notify that Hunter Bernard has not responded to the request for consent initiated by your agency within the last 5 days (120 hours). As the timeframe for consent has now lapsed, this entry will be closed on the **Residential Care Workers Register**.

If your agency intends to enter the individual onto the Register in the future, a new application will be required.

No further action is required at this time.

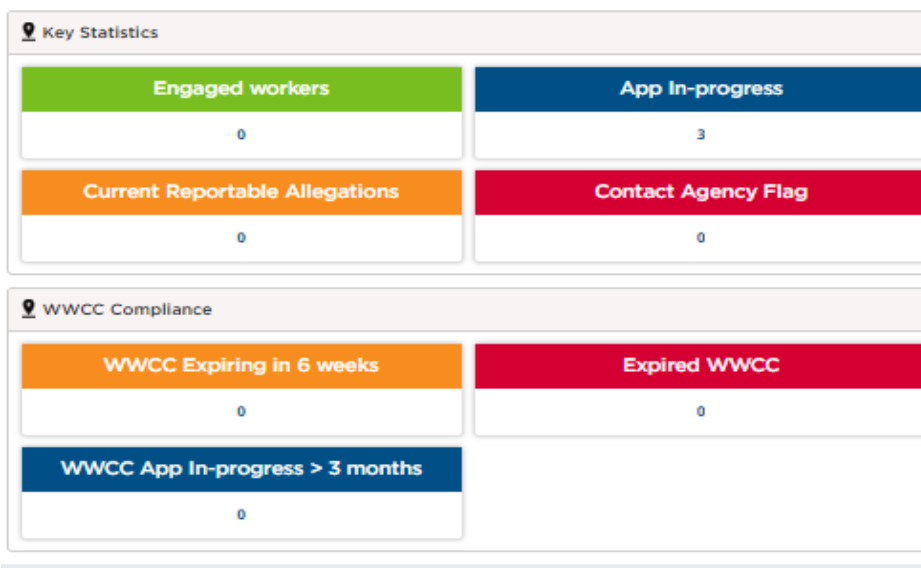
If you require further information, please refer to [guidance](#) material on the OCG website.

Note: This is a system generated email – please do not reply.

## Create application

When the individual provides consent to have their details entered on the Residential Register the Case status in the Worker Application work queue accessed from the agency dashboard updates to Pending Capture App.

The Key Statistics on the Dashboard will also be updated to indicate the number of App In-progress matters. Drilling into the number displays a report listing details of Applications in progress for the agency.



Work queue: Worker Application



Case ID	Worker name	Case status	Created on	Last updated by	Last updated on
RRW-150	Paul Nowey	Pending-Capture App	31/08/2020	System	31/08/2020
RRW-172	Teresa Grape	Pending-Capture App	29/09/2020	System	29/09/2020
RRW-174	Yvette Ann Heath	Pending-Individual Consent	29/09/2020	margaret tant	29/09/2020

To access the Worker Application form, click the drillable Case ID from the worker application work queue.

**Worker application form**
✖

**Instructions**

Refer to the guidance material prior to completing this form to ensure you have all of the required information.

### Personal details

First name	Middle name
Kimmy	---
Last name	Date of birth
Horton	12/06/1978

Working With Children Check number  
APP0051670

Gender\*

Male  Female  X (Indeterminate/ Intersex/ Unspecified)

Aboriginal and/or Torres Strait Islander\*

Yes  No  Unknown

### Other names

[Manage other names](#)

Single name only	First name	Middle name	Last name
	test		testing
	Kim		Horton

### Labour hire

Is this worker engaged from a labour hire agency?\*

Yes  No

### Probity checks

Assessment name	Assessment date	Outcome
Nationwide Criminal Record Check (NPC)	<input type="text"/>	<input type="text" value="Select"/>
Other Agency Check	<input type="text"/>	<input type="text" value="Select"/> <span style="float: right; border: 1px solid #0070c0; padding: 2px 5px;">Check</span>
Community Services Check	<input type="text"/>	<input type="text" value="Select"/>

The CS Check is not a current requirement. Please enter 1/1/1901 and Satisfactory to progress the entry

### WWCC verification

Working With Children Check number	Expiry date
APP0051670	13/10/2020
Status	Last verified on
APPLICATION IN PROGRESS	---

Verify

### Final decision

Decision outcome\* Date\*

Agency reference

Cancel
Save Complete

**Activity Log**

Created on	Description	User name
29/09/2020 03:23 PM	Consent received from individual -	System
29/09/2020 03:22 PM	Request for consent sent to individual	margaret tant
29/09/2020 03:22 PM	Worker application created	margaret tant

**A Agency details**

Agency name  
Statutory Care services

Trading as name  
Stat care

ABN  
43 304 920 597

WWCC employer ID  
REG0001067

ORIC ICN  
1234

Accreditation expiry date  
28/08/2023

**W Worker details**

Name  
Kimmy Horton

Working With Children Check number  
APP0051670

Status  
APPLICATION IN PROGRESS

**C Consent details**

Mobile  
-----

Consent received date  
29/09/2020

The worker application form will be displayed and will also include:

- Agency details: Basic information about the agency including accreditation expiry date
- Worker details: Those entered by the agency at validation stage
- Consent details: Provided by the worker applicant and used during the request consent to add their details to the Residential Register process.
- Activity log: Contains actions completed by agency users

Complete all worker applicant details including personal details, other names, whether the individual is being sourced from a labour hire agency, probity check date and outcomes, WWCC verification and final decision.

## Personal details

First name, middle name, last name, Date of birth and Working with Children Check number are all pre-populated from the WWCC system following the validation stage. These cannot be edited by the agency.

Primary name can only be changed by the individual applicant using the NSW Working with Children Check change of details application and requires taking proof of change of name to a Service NSW Centre.

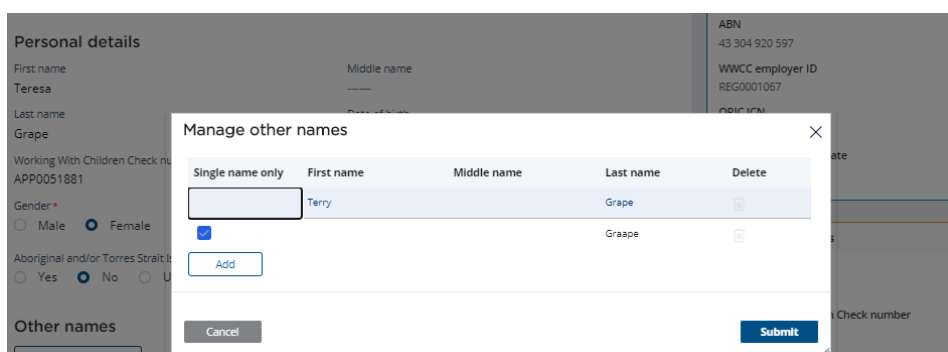
Gender and Aboriginal or Torres Strait Islander identification will be pre-populated if the individual has already been entered onto the Residential Register by another agency, however these fields are editable.

If there are no other associations on the register, these fields will need to be entered. It is mandatory to record a response.

## Other names

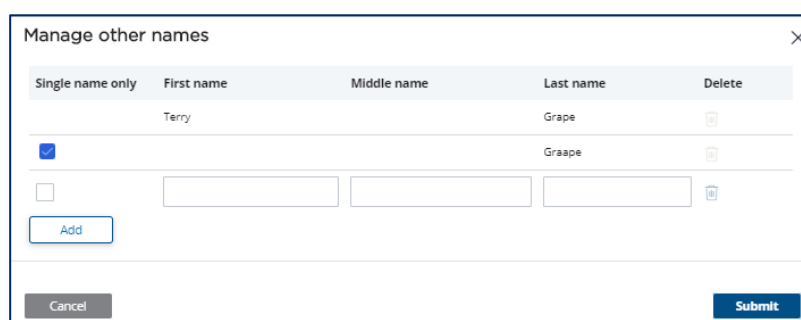
Other names entered by another agency the individual has an association with will be displayed, but these cannot be edited or deleted by the new agency.

To add an Other name in the Worker application form, click on Manage other names. The manage other names screen is displayed.



The screenshot shows a 'Personal details' form in the background with fields for First name (Teresa), Last name (Grape), Working With Children Check number (APP0051881), Gender (Female), and Aboriginal and/or Torres Strait Islander identification (No). Overlaid on this is a 'Manage other names' dialog box. The dialog box has a table with columns: Single name only, First name, Middle name, Last name, and Delete. It contains two rows of data: one for 'Terry' with last name 'Grape' and one for 'Graape' with last name 'Graape'. There is an 'Add' button at the bottom left and a 'Submit' button at the bottom right of the dialog box.

Click Add and a new Manage other names screen is displayed.



The screenshot shows the 'Manage other names' dialog box after clicking the 'Add' button. The dialog box now has three rows of data in the table: 'Terry' with last name 'Grape', 'Graape' with last name 'Graape', and a new row with an empty 'Single name only' field, empty 'First name', 'Middle name', and 'Last name' fields, and a 'Delete' icon. There is an 'Add' button at the bottom left and a 'Submit' button at the bottom right of the dialog box.

Complete all applicable fields, first name, middle name (not mandatory) and last name.

If the name to be added is a singular name, click Single name only box and enter name in Last name field. Note – a single name cannot be a first or middle name.

Cancel will return the user to the previous screen. No data will be saved.

If an error is made, click on the garbage can to delete.

Click Submit.

The Other name is displayed.

Other names			
<a href="#">Manage other names</a>			
Single name only	First name	Middle name	Last name
	Terysa		Greap

## Labour hire record

Agencies must record whether an individual being recorded has been sourced from a labour hire agency.

The question “Is this worker engaged from a labour hire agency?” is defaulted to No.

Where the worker has been sourced from or referred by a labour hire agency, click on the Yes radio button.

### Labour hire

Is this worker engaged from a labour hire agency? \*

Yes  No

---

## Enter probity checks

The **Nationwide Criminal Record Check (NPC)** is a mandatory requirement for all residential care workers. Enter date the NPC was assessed as Satisfactory to progress the application. The date cannot be a future date.

**Community Services Check** will be phased in at a future time. The OCG will provide advice when this commences.

In the interim, agencies need to enter a date of **1/1/1901** and the outcome of **Satisfactory** to progress the application.

**Other agency check** is greyed out if the worker does not have an association with another agency recorded on the Residential Register at the time of entry.

If the worker has a current association recorded with another agency or previous association where the agency has declared it has information to share, the Other agency check is completed and entered.

Note: An individual cannot be engaged if an Unsatisfactory outcome is recorded against any of the checks. No further checks are required to be entered and a final decision of ‘not engaged’ can be made.

---

## Other agency check rules

The Other agency check is subject to transitional rules which are detailed below in the Transitional rules: Other agency check section in this document.

## No associations with another agency

Where the individual has no associations with another agency at the time of entering the worker applicant on the Residential Register the Other agency check is greyed out and no data is entered.

The Check button when clicked will display the Other agency check screen and the message *No associations found*.

Other agency check ✕

**Instructions:**

Listed below are any agencies that the individual has a current or previous association with. Review the below associations and where:

- There are no associations listed, click save and continue entering all other relevant information.
- There is a Check declaration against an association, your agency is required to contact those agencies to request information about the individual as part of the other designated agency check.
- There are previous associations with your own agency and there is a Check declaration, your agency is required to review its past records for the individual and document the rationale to support the decision.

Once the exchange/review of information process has been completed, please check the declaration/s below before completing the Other Agency Check on the application form.

Full name  
**Teresa Grape**

Date of birth  
07/05/1986

Working With Children Check number  
APP0051881

**Individual associations**  
No associations found

Click Save and return to the Worker application form.

## Associations with another agency

After clicking **Check**, all agencies the individual has a current or previous association with are listed. This will include any previous associations with the agency current completing this entry.

Other agency check ↻

**Instructions:**

Listed below are any agencies that the individual has a current or previous association with. Review the below associations and where:

- There are no associations listed, click save and continue entering all other relevant information.
- There is a Check declaration against an association, your agency is required to contact those agencies to request information about the individual as part of the other designated agency check.
- There are previous associations with your own agency and there is a Check declaration, your agency is required to review its past records for the individual and document the rationale to support the decision.

Once the exchange/review of information process has been completed, please check the declaration/s below before completing the Other Agency Check on the application form.

Full name  
**Paul Newey**

Date of birth  
12/08/1985

Working With Children Check number  
APP0050014

**Individual associations**

<b>Alto Care</b>				
Start date	02/06/2020	End date	----	<input type="checkbox"/>
Phone number	0411111112	Email address	hemanya.rogan@kidsguardian.nsw.gov.au	Check declaration
<b>Whiskey Care</b>				
Start date	09/06/2020	End date	----	<input type="checkbox"/>
Phone number	1111111111	Email address	sarah.clancy@kidsguardian.nsw.gov.au	Check declaration
<b>Precious</b>				
Start date	09/06/2020	End date	----	<input type="checkbox"/>
Phone number	1212121212	Email address	hemanya.rogan@kidsguardian.nsw.gov.au	Check declaration
<b>Dora Explorer</b>				
Start date	24/06/2020	End date	24/06/2020	
Phone number	0411111111	Email address	hemanyarogan@...l.com	



Review the associations:

- If a Check declaration box is recorded against another agency, indicating a current or previous association, you must contact that agency to request information about the individual as part of the Other agency check.
- If there is a previous engagement with the engaging agency and there is a Check declaration box recorded, the agency is required to review its past records for the individual as part of the Other agency check. See Note below for further detail.
- If there is no Check declaration box, this will mean the individual has an end dated association with the named agency and upon end dating, that previous agency declared they hold no relevant information to share about the individual.

An agency cannot progress an application for an individual unless it conducts the Other agency check with those agencies where a Check declaration box is evident.

See Other Designated agency check request form on the [OCG website](#).

Once the exchange and review of information process has been completed, click the Check declaration box to confirm the agency has completed the exchange of information process.

Once the check is completed with all required agencies, click Save to return to the Worker Application form.

The worker cannot be engaged unless the agency declares they have requested, received, and considered the relevant information received from the listed agencies.

If there are multiple agencies, each check box must be ticked, then click save.

Once returned to the Worker Application Form, complete the assessment outcome.

#### Probity checks

Assessment name	Assessment date	Outcome
Nationwide Criminal Record Check (NPC)	01/09/2020	Satisfactory
Other Agency Check		Select
Community Services Check	01/09/2020	Satisfactory

Note: Where an agency is considering the employment of a previous worker, more than 12 months after end dating the individual on the register, the person is to be entered as a new application. If at the time of previously end dating that worker, the agency indicated it held relevant information to exchange about that person, this association will show up as part of the Other agency check requirements. If this occurs, the agency should review the information it holds about the individual and once completed, click the Check declaration box.

When another agency engages the worker, all currently associated agencies will be sent an email advising that the worker has been engaged. It will include the name of the agency. Agencies can log onto the Residential Register and search the worker record and view the list of agency associations for the worker and contact the Information Exchange contact listed against the worker's engagement record.

Refer to Worker record management - email notifications to other [agencies](#) for further information.

Once the Other agency check has been completed and information exchanged, agencies must review the outcome and determine whether the information exchanged is satisfactory or not.

The record and outcome of this check must be recorded on the agency file. If there are any risks identified, the agency must then manage these risks. The rationale to cease or continue with the worker's engagement must be clearly documented on the agency file. Should the

agency determine that the worker's engagement ceases, this must also be recorded on the Residential Register and a rationale retained on the agency's file.

## WWCC verification

The WWCC verification section will display the details retrieved from the WWCC database at the time of validation and upon sending a request for consent. This includes the Working with Children Check number, expiry date and status.

The agency is required to review the details and click on verify. This results in a real time verification on the WWCC database.

Verification should be done as the last step prior to clicking Complete. This will ensure the most up to date WWCC status is returned. You may be required to re-verify if you do not complete the verification and finalisation steps in a timely manner.

Note: An agency does not need to complete a separate WWCC verification outside of the Residential Register. A record of this verification will be saved against the worker's record WWCC Verification tab. When a worker is verified on the Residential Register, an email will be sent to the verifying agency's nominated email, as per the WWCC employer registration form.

### WWCC verification

Working With Children Check number APP0051881	Expiry date 13/10/2020
Status APPLICATION IN PROGRESS	Last verified on ---

**Verify**

The Last verified on field will display the date and time the Verify button was clicked.

Below the Verify button, the system will display Verification successful if the system was able to complete the verification.

### WWCC verification

Working With Children Check number APP0051881	Expiry date 13/10/2020
Status APPLICATION IN PROGRESS	Last verified on 29/09/2020 01:06 PM

**Verify**

**Verification successful**

## Decision to engage or not engage

Decision outcome and date are compulsory fields.

### Final decision

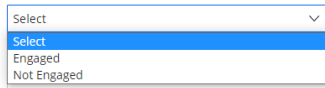
Decision outcome\*  Date\*

Agency reference

The agency can select the outcome Engaged or Nor Engaged.

## Final decision

Decision outcome\*



A dropdown menu with a blue header 'Select' and a downward arrow. The menu is open, showing three options: 'Select' (highlighted in blue), 'Engaged', and 'Not Engaged'.

Note: To ensure currency of probity checks it is best practice to finalise the worker record as close to the actual start date of the worker as possible.

Agency reference can be completed for agency own records however is not mandatory.

Click Save at any time to return to the form later. Any data entered will be saved.

Click Cancel to exit the form. Data will not be saved.

To finalise the worker application, click Complete.

## Engaged decision

Where the decision outcome is Engaged, the date cannot be a date prior to the consent received date, or prior to the probity check outcome dates and WWCC verification.

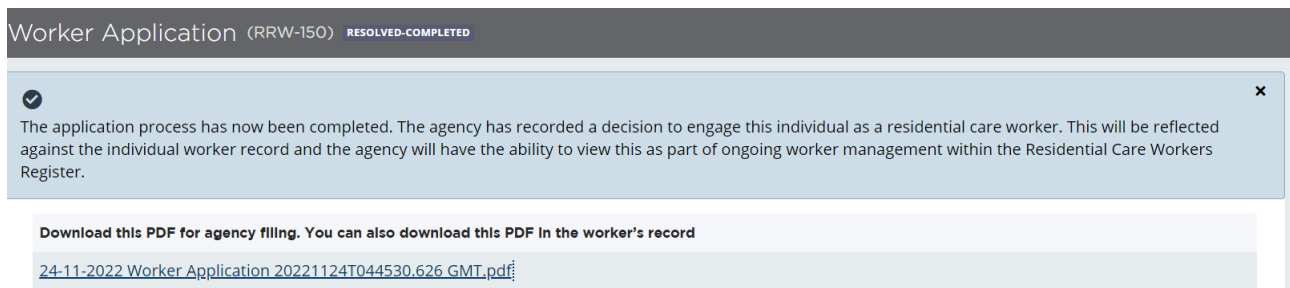
For a decision outcome of Engaged the following message is displayed.

*The application process has now been completed. The agency has recorded a decision to engage this individual as a residential care worker. This will be reflected against the individual worker record and the agency will have the ability to view this as part of ongoing worker management within the Residential Care Workers Register.*

A PDF of the Worker application is available in the worker's record and to download. The PDF can be provided to the engaged worker as a record of information held on the Residential Register.

Note: If the engaged worker has a current association with another agency, the other agency will receive an email advising that the individual has now been engaged by the recording agency.

Click X to return to the agency dashboard.



The screenshot shows a notification bar at the top with a dark grey background and white text: 'Worker Application (RRW-150) RESOLVED-COMPLETED'. Below this is a light blue message box with a checkmark icon on the left and an 'X' icon on the right. The message text reads: 'The application process has now been completed. The agency has recorded a decision to engage this individual as a residential care worker. This will be reflected against the individual worker record and the agency will have the ability to view this as part of ongoing worker management within the Residential Care Workers Register.' Below the message box is a white button with the text: 'Download this PDF for agency filing. You can also download this PDF in the worker's record'. At the bottom of the screenshot is a link: '24-11-2022 Worker Application 20221124T044530.626 GMT.pdf'.

## Not Engaged decision

Where the decision outcome is Not engaged, the date cannot be a date prior to the consent received date.

For a decision of Not engaged the following message is displayed.

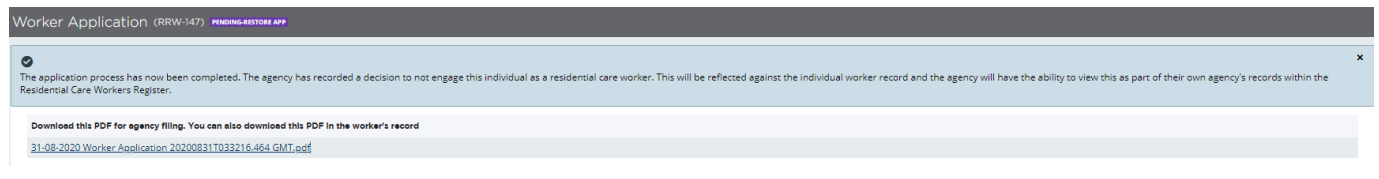
*The application process has now been completed. The agency has recorded a decision to not engage the individual as a residential care worker. This will be reflected against the individual worker record and the agency will have the ability to view this as part of their own agency's records within the Residential Care Workers Register.*

A PDF of the Worker application is available in the worker's record and to download. The PDF can be provided to the applicant as a record of information held on the Residential Register.

The Not engaged application sits in the Worker Application work queue for a period of 12

months from the date of the Not Engaged decision being recorded. This allows the agency to reconsider the application during that time and progress the application further. See Restoring a not engaged worker section.

Click X to return to the agency dashboard.



The screenshot shows a notification window titled "Worker Application (RRW-147) PENDING-RESTORE APP". The notification contains a checkmark icon and the text: "The application process has now been completed. The agency has recorded a decision to not engage this individual as a residential care worker. This will be reflected against the individual worker record and the agency will have the ability to view this as part of their own agency's records within the Residential Care Workers Register." Below this text is a link: "Download this PDF for agency filing. You can also download this PDF in the worker's record". The link text is "31-08-2020 Worker Application 20200831T033216.464 GMT.pdf".

## PDF

A PDF of the completed worker application is generated once a decision has been entered.

A copy of the PDF can be provided to the applicant as a record of the information held on the Residential Register.

# Engaged PDF



## Residential Care Workers Register – PDF

### Worker Application Receipt - (RRW-150) - Statutory Care services

#### Personal details

**First name**  
 Paul **Middle name**  
**Last name**  
 Newey **Date of birth**  
 12/08/1985  
**Working With Children Check number**  
 APP0050014  
**Gender**  
 Female  
**Identifies as Aboriginal and/or Torres Strait Islander**  
 Yes **Aboriginal**  
 Yes

#### Other names

Single name only	First name	Middle name	Last name
	bob	bob	bob
	neha	neha	neha
	Paul	Francis	Newey
✓			New
	laa	laa	laa

#### Labour hire

**Is this worker engaged from a labour hire agency?**  
 No

#### Probity checks

Assessment name	Assessment date	Outcome
Nationwide Criminal Record Check (NPC)	15/11/2022	Satisfactory
Other Agency Check	16/11/2022	Satisfactory
Community Services Check	16/11/2022	Satisfactory

The CS Check is not a current requirement. Please enter 1/1/1901 and Satisfactory to progress the entry

#### Other agency check

Agency name	Start date	End date	Agency declaration
Alto Care	02/06/2020		✓
Transfer4	10/11/2021		✓
Merge4	11/11/2021		✓
Agency B	11/11/2021		✓
Precious	09/06/2020		✓

Created on: 03:45PM 24 November 2022

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Merge2	05/11/2021		✓
Raga	05/11/2021		✓
Merge4	08/11/2021	08/11/2021	
Merge2	05/11/2021	05/11/2021	
Omni Care	02/11/2021	02/11/2021	
Dora Explorer	24/06/2020	24/06/2020	

#### WWCC verification

**Working With Children Check number**  
 APP0050014 **Expiry date**  
 08/12/2022  
**Status**  
 APPLICATION IN PROGRESS **Last verified on**  
 24/11/2022 03:45PM

#### Final decision

**Decision outcome**  
 Engaged **Date**  
 23/11/2022  
**Agency reference**  
 Worker\_app\_002

**Residential Care Workers Register – PDF**

**Worker Application Receipt - (RRW-176) - Statutory Care services**

**Personal details**

**First name**  
Kimmy

**Middle name**

**Last name**  
Horton

**Date of birth**  
12/06/1978

**Working With Children Check number**  
APP0051670

**Gender**  
Female

**Identifies as Aboriginal and/or Torres Strait Islander**  
No

**Other names**

Single name only	First name	Middle name	Last name
	test		testing
	Kim		Horton

**Labour hire**

**Is this worker engaged from a labour hire agency?**  
No

**Probity checks**

Assessment name	Assessment date	Outcome
Nationwide Criminal Record Check (NPC)		
Other Agency Check		
Community Services Check		

The CS Check is not a current requirement. Please enter 1/1/1901 and Satisfactory to progress the entry

**Other agency check**

Agency name	Start date	End date	Agency declaration
Belle Beauty	05/02/2021	06/11/2022	
Alto Care	29/06/2020	08/11/2022	
spider	01/11/2021	02/11/2021	
Cinderella	24/06/2020	25/06/2020	

**WWCC verification**

<b>Working With Children Check number</b> APP0051670	<b>Expiry date</b> 13/10/2020
<b>Status</b> APPLICATION IN PROGRESS	<b>Last verified on</b>

**Final decision**

**Decision outcome**  
Not Engaged

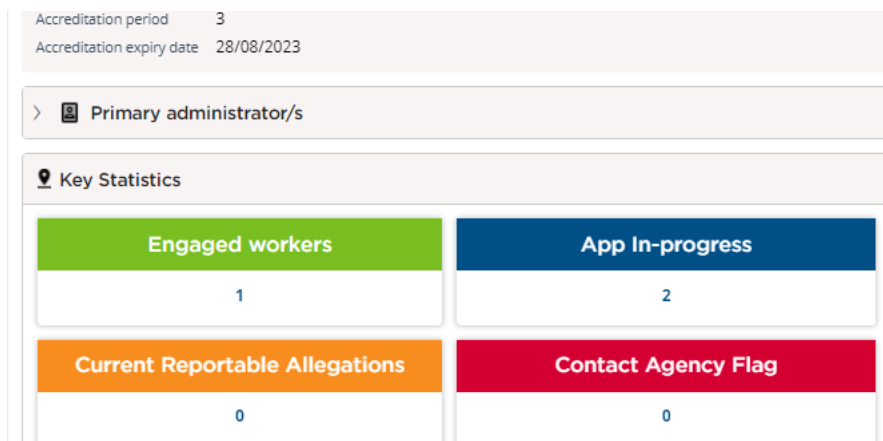
**Date**  
05/10/2022

**Agency reference**

---

## Engaged worker record on the Residential Register

Key statistics on the agency Dashboard will be updated to display a record against the Engaged workers section. Drilling into the number will display the engaged worker report.



All current workers engaged by the agency will be listed.

Engaged Worker					Actions
Record Count: 1					Refresh
Generated on 29/09/2020					Export to PDF
					Export to Excel
Worker ref #	Worker full name	WWC number	Engagement status	Engagement start date	
RRW-172	Teresa Grape	APP0051881	Engaged	29/09/2020	

Click the dropdown Actions menu to Refresh screen or to download a PDF or excel report of the Engaged Worker records.

Once an engagement has commenced, the agency is able to manage this worker's record via Worker record management functions.

---

## Restoring a not engaged worker

An individual who has had a Not Engaged decision recorded against them will sit in the Worker Application work queue for 12 months from the date of the decision to not engage.

This allows the agency to restore the application and reconsider an individual for employment, without having to create a new application and requesting consent.

Click the Worker Application work queue.

Drill into the worker applicant Case ID.

Restore application form will display.

Click Restore.

## Restore Application Form



### Instructions

This application can be restored within 12 months of decision date.

### Personal details

First name  
Kimmy

Middle name  
—

Last name  
Horton

Date of birth  
12/06/1978

Working With Children Check number  
APP0051670

Gender  
Female

Aboriginal and/or Torres Strait Islander  
No

### Other names

Manage other names

Single name only	First name	Middle name	Last name
	test		testing
	Kim		Horton

### Labour hire

Is this worker engaged from a labour hire agency?  
No

### Probity checks

Assessment name	Assessment date	Outcome
Nationwide Criminal Record Check (NPC)		
Other Agency Check		<a href="#">Check</a>
Community Services Check		

The CS Check is not a current requirement. Please enter 1/1/1901 and Satisfactory to progress the entry

### WWCC verification

Working With Children Check number  
APP0051670

Expiry date  
13/10/2020

Status  
APPLICATION IN PROGRESS

Last verified on  
—

### Final decision

Decision outcome  
Not Engaged

Date  
05/10/2022

Agency reference  
—

[Cancel](#)

[Save](#)

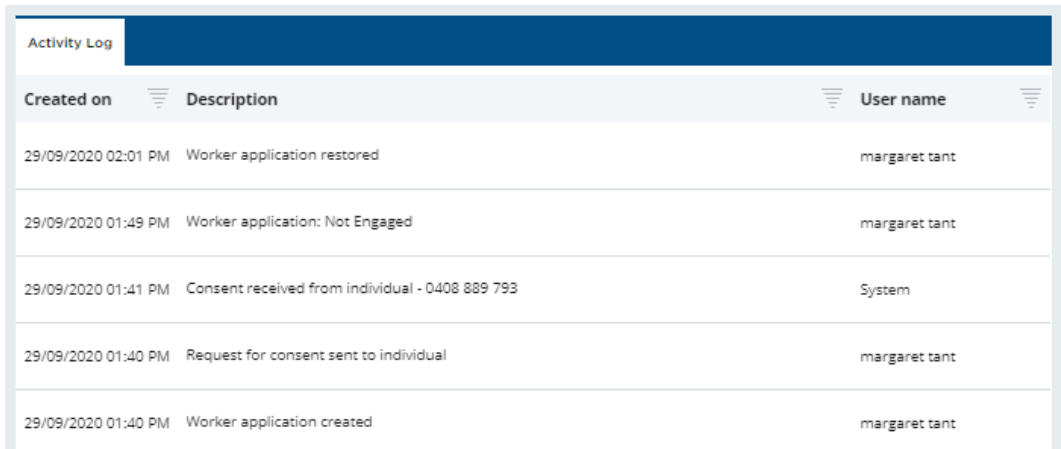
[Restore](#)



The status of the Application changes to Pending Capture APP

Worker application is now editable and can be completed as per Step 3 Create application above.

The Restored worker action is recorded in the Activity log.



Created on	Description	User name
29/09/2020 02:01 PM	Worker application restored	margaret tant
29/09/2020 01:49 PM	Worker application: Not Engaged	margaret tant
29/09/2020 01:41 PM	Consent received from individual - 0408 889 793	System
29/09/2020 01:40 PM	Request for consent sent to individual	margaret tant
29/09/2020 01:40 PM	Worker application created	margaret tant

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## 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 [residential-register@ocg.nsw.gov.au](mailto:residential-register@ocg.nsw.gov.au)

## Appendix 1 - New worker application process

