

Residential Care Workers Register list of user guides

Document name	Overview	Training Module
Quick Guide_Logging into the Register	A snapshot of how to log into the Residential Register.	Module 1
User access guide_General user	The Residential Care Workers Register allows agencies to create various user roles to carry out functions. This guide details the General user's access role and includes orientation to the dashboard and actions.	Module 1
User access guide_Head of Relevant Entity and Reportable Allegations Officer	The Residential Care Workers Register allows agencies to create various user roles to carry out functions. This guide details the Head of Relevant Entity as well as the Reportable Allegations Officer access role and includes orientation to the dashboard and relevant actions.	Module 1
User access guide_Readonly user	The Residential Care Workers Register allows agencies to create various user roles to carry out functions. This guide details the Read only General user's access role and includes orientation to the dashboard and actions.	Module 1
User access guide_Primary and General Administrators	The Residential Care Workers Register allows agencies to create various user roles to carry out functions. This guide details the Primary and General administrators access role and includes orientation to the dashboard and relevant actions.	Module 1 and 2
User guide_Key statistics	The Residential Care Workers Register dashboard displays an agency's key statistics including number of engaged workers, number of current reportable allegations and WCC information. This guide provides agency users with an overview of the key statistics and how to view and download key statistic reports.	Module 3
Agency reports	The Residential Register enables users to run reports and this guide provides agency users with an overview on the types of reports that can be run and how to view and download these reports.	Module 4
Agency registration guide	This guide provides an overview of the process for agencies to complete the registration process to access the Residential Care Workers Register. This is relevant to all designated agencies, who have not yet completed this process, or new agencies, who have not yet been granted access to the register. It includes the email invitation sent to the Principal Officer, an outline of the information required to be included and an explanation of how to complete the online registration form.	Module 5
User guide_alerts email contacts	At registration, agencies are required to nominate contact emails, which will be used for the automatic alert emails, which are triggered from the register. The agency's nominated Primary Administrator has permissions to amend / update the email contacts for the agency within the register itself and this guide details this process.	Module 5
New worker application guide	This guide details how to record a new worker application on the Residential Care Workers Register including the process for the entry to be made, how	Module 7

	to create a new worker application record, validating the individual's personal identification, requesting consent from the worker to be entered, as well as detailing the specific information to be recorded.	
Quick Guide_Search function	A quick guide to assist agency users in searching for their agency workers, noting that agency users cannot search another agency's worker records.	Module 8.1 and 8.2
Worker record management_Activity log	This guide details the Activity Log tab on a worker's record. The Activity log details all the activity associated to the worker's engagement.	Module 8.1
Worker record management_Edit engagement dates and probity	An agency's Primary Administer has the permissions to edit a worker's engagement and probity dates where an error was identified, and this process is detailed in this guide.	Module 8.1
Worker record management_Email notifications to other agencies	This guide provides an overview of the different emails generated by the system and sent to currently associated agencies. This includes where a worker is engaged by another agency or has their engagement ended.	Module 8.1
Worker record management_Email tab (agency specific)	This guide details the various emails that are associated to an agency's worker record including any WWCC verification tasks and any reminder emails related to tasks. This is specific to the agency.	Module 8.1
Worker record management_Mark as deceased	Primary administrators can mark a worker as deceased and this guide details how to complete this on the Residential Care Workers Register.	Module 8.1
Worker record management_Print function	Agency users can print worker records for their agency which is detailed in this guide.	Module 8.1
Worker record management_End engagement and re-engage	Primary and general administrators and general users can end date a worker's record. Where a worker has been end dated, these users can re-engage the workers within 12 months. The guide details this process, including information relating to how to record a Contact agency flag against a worker where there has been concerns related to safety identified.	Module 8.2
Worker record management_Update worker details	Primary and general administrators and general users can update certain personal details on a worker record including other name, gender and Aboriginal and Torres Strait Islander identity which is detailed in this guide.	Module 8.2
Worker record management_WWCC verification	The Residential Care Workers Register allows an agency to verify a worker's WWCC directly on the Register. This guide details how and when a WWCC for a worker is verified and details the associated tasks that are raised where a worker's WWCC is due to expire or has expired or has a change in status.	Module 8.2
Worker record management_Reportable allegations	This guide details the process of lodging and approving reportable allegations. This includes new and finalised reportable allegation outcomes. This guide should be read in conjunction with the Reportable allegations business rules on the OCG website .	Module 9.1 – 9.4