

Office of the  
Children's Guardian

# Residential Care Workers Register

Primary and General administrator user 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 primary and general administrator user guide supports agencies to meet requirements of the Residential Register. Access to the Residential Register is provided to accredited designated agencies.

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

The information in this guide will help designated agency's nominated Primary and General Administrators to:

- Navigate the Residential Care Workers Register
- Create users and assign access roles
- Manage and update user information
- Update alerts emails (Primary administrator only)
- Download reports

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

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## User access and matrix

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

Agencies are to determine the access levels and user roles within their own agencies.

Agencies do not need to create users for all the levels.

At a minimum an agency must have 1 current Primary Administrator (PA) and 1 Head of Relevant Entity (HRE) access role.

The initial PA role is created at the time of registration and an email is sent to the nominated PA with their username and temporary password to access the Residential Register.

The nominated PA logs into the Residential Register and is responsible for creating the next user role.

A user matrix has been created to support agencies in creating and managing user roles.

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

---

## Primary Administrator (PA) role

The person (or position) nominated to be the Residential Register Primary Administrator (PA) will have operational responsibility for the Residential Register and will be the person the OCG will contact for all Residential Register matters.

Details of the agency's current PA are located on the agency dashboard below Agency details.

The PA access roles:

- Create and manage agency users
- Update user details
- Update user passwords
- End date users
- Update alerts contact emails
- Enter worker details
- Manage worker records including lodging reportable allegations

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## General Administrator (GA) role

This role has the next highest level of access after the PA.

The GA access roles:

- Create and manage agency users (except PA role)
- Update user details
- Update user passwords
- End date users
- Enter worker details
- Manage worker records including lodging reportable allegations

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## Head of Relevant Entity role

The Head of Relevant Entity<sup>1</sup> is responsible for reviewing any reportable allegations lodged by agency users and either approving or declining the records.

The Head of Relevant Entity can search and view the agency's records but cannot edit information.

This role must be created by the PA prior to entering any worker records to ensure reportable allegations can be approved and/or declined.

If the Head of Relevant Entity changes, the PA or any GA can end date their role. A new Head of Relevant Entity is then required to be created in the Residential Register.

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## Reportable Allegation Officer role

This role is responsible for oversight of the reportable allegations lodged by the agency and has access to enter, view, and edit reportable allegations. They cannot however approve any reportable allegations.

The Reportable Allegation Officer can search and view the agency's records but cannot edit information.

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## General User role

The General User access roles:

- Enter worker details
  - Manage worker records
- 

## Read-only user role

This role has read only access and can search and view the agency's records but cannot edit information.

This role could be used as an audit/compliance role.

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## Creating agency users and assigning roles

The PA and GA can create other users and assign roles. Only the PA can assign a PA role (see section below on creating a Primary Administrator role).

Only PA and GA can end date and re-activate a user.

PA and GA cannot end date their own role.

To create a new user and assign a role:

Click on Manage in the menu on the left of the screen and a list of options display.

Click on Users.

Agency users will be displayed.

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<sup>1</sup> section 17 of the *Children's Guardian Act 2019* with regard to responsibilities related to reportable conduct under Part 4 of that Act.

+ Create

Dashboard

Manage

Alerts Email

Users

Contacts

Activity Log

Reports

Search

### Agency Users

Refresh Close

First name	Last name	User name	Role	Email Id	Phone number	Active	Start date	End date
Mike	Apin	RRA0189-apinm	General Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	28/08/2020	
Heather	Bellows	RRA0189-bellh	Head of Relevant Entity	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	No	27/08/2020	09/11/2022
Andy	Callum	RRA0189-calluma	General Administrator	hemanya.rogan@ocg.nsw.gov.au	0255554444	Yes	01/12/2020	
Lee	Dixon	RRA0189-dixonl	Reportable Allegation Officer	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	25/08/2020	
Matthew	Hayden	RRA0189-haydenm	General Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	25/08/2020	
TestingHRE	HREtestStatcare	RRA0189-hreteststatcaret	Head of Relevant Entity	hemanya.rogan@ocg.nsw.gov.au	0422222222	Yes	09/11/2022	
Helen	Hunter	RRA0189-hunterh	Reportable Allegation Officer	hemanya.rogan@ocg.nsw.gov.au	0411111111	Yes	24/11/2022	
Mary	King	RRA0189-kingm	General Users	hemanya.rogan@ocg.nsw.gov.au	0255554444	Yes	23/10/2020	
Genevieve	Lowe	RRA0189-loweg	General Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255556666	Yes	25/08/2020	
Jon	Parkinson	RRA0189-parkinsonj	Read-Only User (General)	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	23/10/2020	
Miranda	Power	RRA0189-powerm	General Users	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	04/11/2020	
margaret	tant	RRA0189-tantm	Primary Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	25/08/2020	

+ Create User

Click on Create User.

The Add or Update agency user screen is displayed.

#### Add or Update Agency User

**Instructions:**  
Use the below matrix as a guide when creating agency users. It should be noted not all user types need to be created, the users created should reflect the agency's structure. For further information refer to the Residential Care Workers Register Guidance Material here

> **User role matrix reference**

First name: Mike  
Last name: Apin  
User name: RRA0189-apinm  
Agency user type: General Administrator  
Phone number: 0255554444  
Email: ros.lloyd@kidsguardian.nsw.gov.au

Cancel Submit

Complete all fields in the Add or Update Agency User screen. First name, last name, email address and phone number are compulsory fields.

Username will automatically populate with agency ID number and the user's last name and first name initial, e.g., RRA0189-apinm.

Hyphens and special characters are allowable in first and last names but will be removed when the username is created.

Where there are two individuals with the same first and last name, the system will append the username with a digit, e.g., RRA0189-haydenm1.

Select agency user type – PA, Head of Relevant Entity, GA, Reportable Allegation officer, General user or Read-Only User.

Refer to the User role matrix reference by clicking the v to display the agency user role guide.

Not all user types need to be created and users created should reflect the agency's structure.

### ▼ User role matrix reference

Roles and Access	Max Allowed Active User Count	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	2	Write	Write	Write	Write	Write	Write	Write(View and Add, Cant Approve)	Read only	Write
General Administrator		Read Only	Write	Write	Write	Write	Write	Write(View and Add, Cant Approve)		Write
Head of Relevant Entity	1	Read Only	Read Only	Read Only	Read Only	Write	Read Only	Write(View and Approve)		Write
Reportable Allegation Officer		Read Only	Read Only	Read Only	Read Only	Write	Read Only	Write (View and Add, Cant Approve)		Write
General Users		Read Only	Read Only	Write	Write	Write	Write	Read Only		Write
Read-Only User(General)		Read Only	Read Only	Read Only	Read Only	Read Only	Read Only	Read Only		Write

Cancel takes user back to Agency user page with options to refresh, close or create user. Click on Submit and New user will be listed.

First name	Last name	User name	Role	Email id	Phone number	Active	Start date	End date
Mike	Apin	BRA0189-apinm	General Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	28/08/2020	
Heather	Bell	BRA0189-bellh	Head of Relevant Entity	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	27/08/2020	
Lee	Dixon	BRA0189-dixonl	Reportable Allegation Officer	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	25/08/2020	
Matthew	Hayden	BRA0189-haydenm	General Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	25/08/2020	
Genevieve	Lowe	BRA0189-loweg	General Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255556666	Yes	25/08/2020	
margaret	tant	BRA0189-tanm	Primary Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	25/08/2020	

+ Create User

An automated confirmation email will be sent to the new user which includes:

- the assigned user access role
- a link to access the Residential Register
- log in credentials (Username and temporary password)

For details on how to log in, see **Logging into the Residential Register** section below.

## Creating a new Primary Administrator role

The PA role can only be created by another PA.

The Residential Register only allows a maximum of two PA roles at one time.

Where there is a change of PA, the new PA is created by the current PA. The new PA then end dates the previous PA or change user type.

The new PA details will display on the agency dashboard in Primary administrator/s section.

The process to create a PA role is the same as creating any other role. The newly created PA will receive the automated confirmation email confirming the assigned access role and log in credentials.

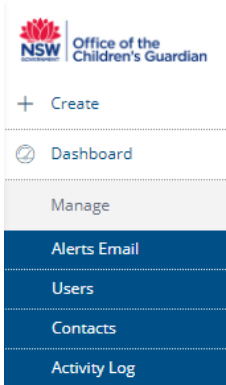
## Viewing and editing agency users

Only PA and GA roles can edit agency user details including name, agency user type, email address and phone number.

GA are unable to edit PA details.

To search and view existing agency user accounts click on Manage in the menu.

Click on Users.



All Current and end dated Users will be displayed.

To edit agency user details, click on the pencil next to the user to be updated.

Agency Users										
First name	Last name	User name	Role	Email Id	Phone number	Active	Start date	End date		
Mike	Apin	RRA0189-apinm	General Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	28/08/2020			
Heather	Bellows	RRA0189-bellh	Head of Relevant Entity	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	No	27/08/2020	09/11/2022		
Andy	Callum	RRA0189-calluma	General Administrator	hemanya.rogan@ocg.nsw.gov.au	0255554444	Yes	01/12/2020			
Lee	Dixon	RRA0189-dixonl	Reportable Allegation Officer	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	25/08/2020			
Matthew	Hayden	RRA0189-haydenm	General Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	25/08/2020			
TestingHRE	HREtestStatcare	RRA0189-hreteststatcaret	Head of Relevant Entity	hemanya.rogan@ocg.nsw.gov.au	0422222222	Yes	09/11/2022			
Helen	Hunter	RRA0189-hunterh	Reportable Allegation Officer	hemanya.rogan@ocg.nsw.gov.au	0411111111	Yes	24/11/2022			
Mary	King	RRA0189-kingm	General Users	hemanya.rogan@ocg.nsw.gov.au	0255554444	Yes	23/10/2020			
Genevieve	Lowe	RRA0189-loweg	General Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255556666	Yes	25/08/2020			
Jon	Parkinson	RRA0189-parkinsonj	Read-Only User (General)	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	23/10/2020			
Miranda	Power	RRA0189-powerm	General Users	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	04/11/2020			
margaret	tant	RRA0189-tantm	Primary Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	25/08/2020			

The Add or Update Agency User screen will display, and user details can be updated (name, agency user type, email address, phone number).

Click on Submit to finalise.

Note: updates to name will NOT update the Username as this is fixed by the system.

If a user requires a Username to be changed due to name changes the current user role needs to be end dated and a new user account created using the new name.

**Add or Update Agency User** ✕

**Instructions:**

Use the below matrix as a guide when creating agency users. It should be noted not all user types need to be created, the users created should reflect the agency's structure. For further information refer to the Residential Care Workers Register Guidance Material here

**> User role matrix reference**

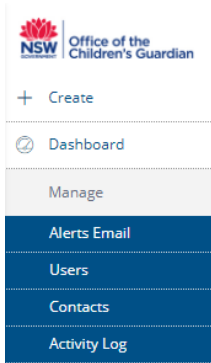
<p>First name* <input type="text" value="Genevieve"/></p> <p>User name <input type="text" value="RRA0189-loweg"/></p> <p>Phone number* <input type="text" value="0255554444"/></p> <p><input type="checkbox"/> Disable user</p>	<p>Last name* <input type="text" value="Lowe"/></p> <p>Agency user type* <input type="text" value="General Administrator"/></p> <p>Email* <input type="text" value="ros.lloyd@kidsguardian.nsw.gov.au"/></p> <p>Change password? <input type="checkbox"/></p>
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# Password management

Primary Administrators can update all agency user passwords. General Administrators can update all agency user passwords except for the Primary Administrator.

To update an agency user's password, click on Manage in the menu on the left of the screen. Click on Users.



The user must be an active user identified by Yes in the Active column.

Click Close to return to the previous screen. Click Refresh to update the screen.

Click on the pencil of the user to be updated.

First name	Last name	User name	Role	Email Id	Phone number	Active	Start date	End date
Mike	Apin	RRA0189-apidm	General Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	28/08/2020	
Heather	Bellows	RRA0189-bellh	Head of Relevant Entity	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	No	27/08/2020	09/11/2022
Andy	Callum	RRA0189-calluma	General Administrator	hemanya.rogan@ocg.nsw.gov.au	0255554444	Yes	01/12/2020	
Lee	Dixon	RRA0189-dixonl	Reportable Allegation Officer	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	25/08/2020	
Matthew	Hayden	RRA0189-haydenm	General Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	25/08/2020	
TestingHRE	HREtestStatcare	RRA0189-hreteststatcaret	Head of Relevant Entity	hemanya.rogan@ocg.nsw.gov.au	0422222222	Yes	09/11/2022	
Helen	Hunter	RRA0189-hunterh	Reportable Allegation Officer	hemanya.rogan@ocg.nsw.gov.au	0411111111	Yes	24/11/2022	
Mary	King	RRA0189-kingm	General Users	hemanya.rogan@ocg.nsw.gov.au	0255554444	Yes	23/10/2020	
Genevieve	Lowe	RRA0189-loweg	General Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255556666	Yes	25/08/2020	
Jon	Parkinson	RRA0189-parkinsonj	Read-Only User (General)	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	23/10/2020	
Miranda	Power	RRA0189-powerm	General Users	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	04/11/2020	
margaret	tant	RRA0189-tantm	Primary Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	25/08/2020	

Click on Change password button.

Enter a new password which conforms to the below Password rules:

- At least 8 characters long

Contains:

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

**Note:** special characters are allowable.

**Add or Update Agency User** ✕

**Instructions:**

Use the below matrix as a guide when creating agency users. It should be noted not all user types need to be created, the users created should reflect the agency's structure. For further information refer to the Residential Care Workers Register Guidance Material [here](#)

> **User role matrix reference**

**First name \***

**User name**

**Phone number \***

Disable user

**Last name \***

**Agency user type \***

**Email \***

**Change password?**

**New password \***

Cancel
Submit

Once updated the password must be provided to the agency user to log in.

After logging in with the updated password the user will be required to re-set their password. The user is prompted to enter a code sent to their email address to verify the user and provides access to the Register.

Enter the verification code and click Submit.

## End date or re-activate a user

To end date a user's access, click on Manage in the menu on the left of the screen.

Click on Users.

Click on the pencil of the user to be updated.

First name	Last name	User name	Role	Email id	Phone number	Active	Start date	End date
Heather	Bell	RRA0189-bellh	Head of Relevant Entity	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	27/08/2020	
Lee	Dixon	RRA0189-dixonl	Reportable Allegation Officer	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	25/08/2020	
Matthew	Hayden	RRA0189-haydenm	General Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	25/08/2020	
Genevieve	Lowe	RRA0189-loweg	General Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255556666	Yes	25/08/2020	
margaret	tant	RRA0189-tantm	Primary Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	25/08/2020	

[+ Create User](#)

The Add or Update Agency User screen is displayed.

Select the box Disable user, click Submit.

**Add or Update Agency User** ✕

**Instructions:**

Use the below matrix as a guide when creating agency users. It should be noted not all user types need to be created, the users created should reflect the agency's structure. For further information refer to the Residential Care Workers Register Guidance Material [here](#)

> **User role matrix reference**

<p>First name *</p> <input type="text" value="Genevieve"/>	<p>Last name *</p> <input type="text" value="Lowe"/>
<p>User name</p> <p>RRA0189-loweg</p>	<p>Agency user type *</p> <div style="border: 1px solid #ccc; padding: 2px;">General Administrator</div>
<p>Phone number *</p> <input type="text" value="0255556666"/>	<p>Email *</p> <input type="text" value="ros.lloyd@kidsguardian.nsw.gov.au"/>
<p><input checked="" type="checkbox"/> Disable user</p>	<p>Change password?</p> <input type="checkbox"/>

Cancel
Submit

The date the user was end dated is recorded and No is recorded in the Active column.

Agency user list will display end date against the user's record. This is the date the PA or GA selected the 'Disable user' check box.

Click Close to return to the previous screen. Click Refresh to update the screen.

First name	Last name	User name	Role	Email Id	Phone number	Active	Start date	End date
Lee	Dixon	RRA0189-dixonl	Reportable Allegation Officer	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	25/08/2020	
Matthew	Hayden	RRA0189-haydenm	General Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	25/08/2020	
Genevieve	Lowe	RRA0189-loweg	General Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255556666	No	25/08/2020	25/08/2020
margaret	tant	RRA0189-tantm	Primary Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	Yes	25/08/2020	

+ Create User

To re-activate a user uncheck the Disable user box and click Submit.

Agency user list will be updated by removing the end date and Yes is recorded in the Active column.

The previous password will still be valid however can also be updated by a Primary or General Administrator.

## Logging into the Residential Care Workers Register

The agency's Primary Administrator is provided with log in credentials as part of the agency's Registration process.

The Primary Administrator can create all other agency user roles.

General Administrators can create all other user roles for the agency excluding the Primary Administrator role.

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.

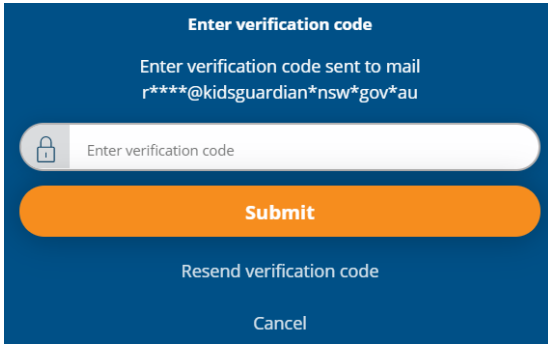
The Forgot password? screen will display.

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.

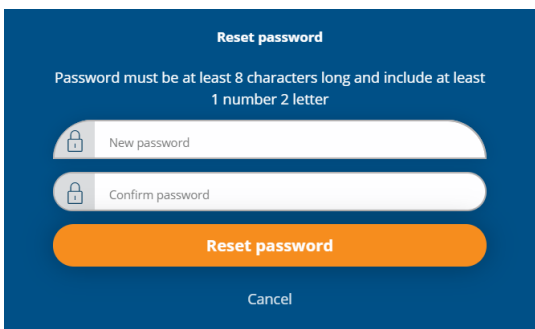
Enter the verification code and click Submit.



Reset password screen displays.

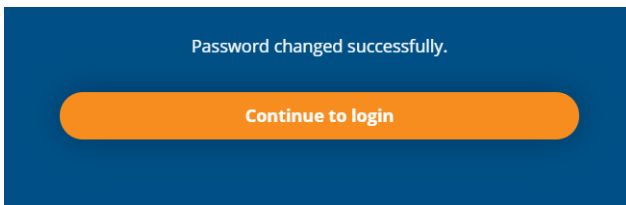
Enter new password and confirm by entering password again.

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.

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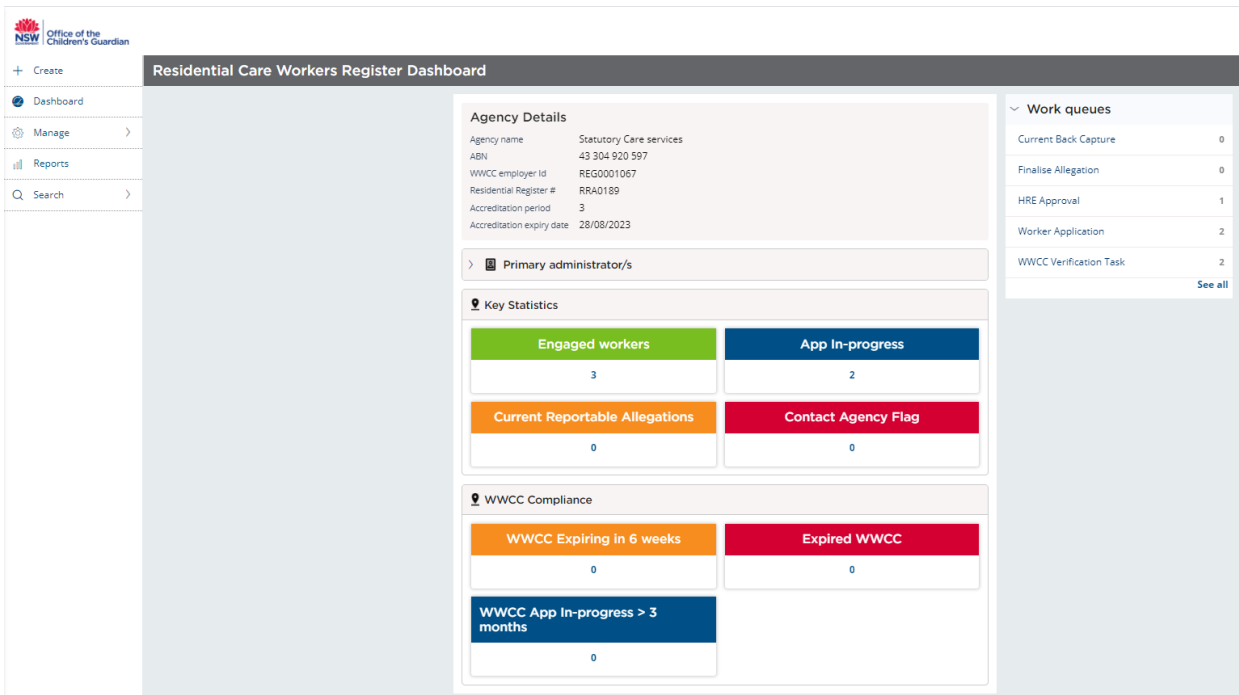
## Agency dashboard

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

The agency dashboard contains

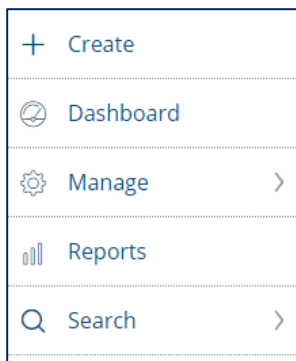
- agency details based on information entered during accreditation  
Note: Residential Register # is generated by the system
- contact details of the agency's Primary Administrator
- key statistics
- log off icon
- dashboard menu

- 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 (PA only can edit), 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				
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

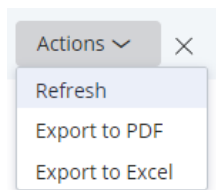
Each column can be filtered and sorted to customise a report which can be saved as a PDF or Excel.

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.



## 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
- Finalise allegation: any reportable allegations requiring finalisation after HRE approval

- HRE Approval: (PA only view) any reportable allegations that require HRE to approve or reject

Note: HRE Approval is available in HRE Work queue to approve or reject lodged or finalised reportable allegations, the PA only has view of this work queue

Note: The below screens include work queue Current Back Capture.

Workers engaged by accredited designated agencies prior to the commencement of the Residential Register on 18 July 2022 were entered via the back capture function.

Agencies accredited post commencement will not have this function or work queue available to them as back capture is not relevant.

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 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.

The screenshot displays a dashboard for an agency. On the left, 'Agency Details' lists information such as Agency name (Statutory Care services), ABN (43 304 920 597), and Accreditation expiry date (28/08/2023). Below this are 'Key Statistics' cards for Engaged workers (3), App In-progress (2), Current Reportable Allegations (0), and Contact Agency Flag (0). A 'WWCC Compliance' section shows WWCC Expiring in 6 weeks (0) and Expired WWCC (0). The main 'Work queue: Worker Application' section contains a table with columns for Case ID, Worker name, Case status, Created on, Last updated by, and Last updated on. Two rows are visible: RRW-150 for Paul Newey and RRW-176 for Kimmy Horton, both with a status of 'Pending Capture App'.

Case ID	Worker name	Case status	Created on	Last updated by	Last updated on
RRW-150	Paul Newey	Pending Capture App	31/08/2020	System	31/08/2020
RRW-176	Kimmy Horton	Pending Capture App	29/09/2020	margaret tanz	29/09/2020

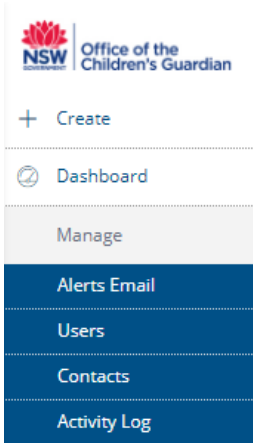
## Activity Log

The Activity log in the menu records any changes made to the alerts contacts (by the PA only).

To view the Activity log, click on Manage in the dashboard menu on the left of the screen.

Click on Activity log





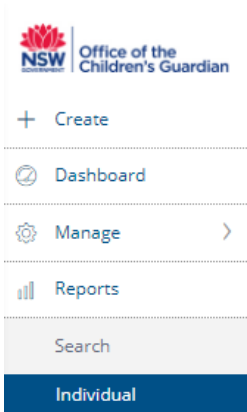
Activity Log screen will be displayed.

The Activity log can be filtered by date and time, Case ID, Activity description and Username. Click on the down pointing arrow in the title row to filter.

Activity Log			
Date & time	Case ID	Description	User name
30/10/2020 12:36 PM		General: Email updated ros.lloyd@kidsguardian.nsw.gov.au to hemanya.rogan@kidsguardian.nsw.gov.au	margaret.tant

## 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.

**Individual Search**

Name

Date of birth

WWCC number

Worker reference #

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.

---

**Individual Search**

Name

Date of birth

WWCC number

Worker reference #

**Search results**

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

---

## Clicking Search

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

**Individual Search**

Name

Date of birth

WWCC number

Worker reference #

**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.

Worker record ( RRW-175 ) ( Statutory Care services )

Refresh Actions Close

**FH** Fisher Harmon  
Agency Ref: Harmon\_001

**Personal Details**

First name: Fisher  
Middle name: \_\_\_\_\_  
Last name: Harmon  
Gender: Male  
Date of birth: 13/05/1960

Identifies as Aboriginal and/or Torres Strait Islander: Yes Both

**Engagement Status**

Status: Engaged  
Labour hire: Yes  
Start date: 15/12/2020  
End date: \_\_\_\_\_

**WWCC Verification**

WWCC number: APP0051654  
Verification status: APPLICATION IN PROGRESS  
Expiry date: \_\_\_\_\_  
Last verified on: 22/11/2022 01:10 PM

**Reportable Allegations**

2

**Probity Checks**

Assessment name	Assessment date	Outcome
Nationwide Criminal Record Check (NRC)	29/09/2020	Satisfactory
Other Agency Check		
Community Services Check	29/09/2020	Satisfactory

**Agency Associations**

**Merge4** Engaged

Engagement date: 09/11/2021  
Contact number: 9989989981  
Email: neha.katiyar@areteanstech.com

**Trust** Engaged

Engagement date: 02/11/2021  
Contact number: 0470655865  
Email: tess@tess.com

Records Other names Reportable Allegations All Agency Associations Attachments Activity log

Open Resolved

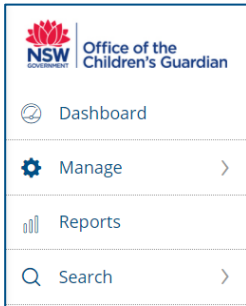
## Reports

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.



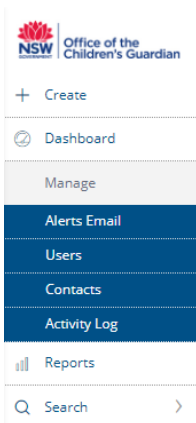
## Updating information on the portal

Note: Alerts contacts can only be updated by the PA.

Both GA and PA can update agency users.

Click on Manage in the menu on the left of the screen.

Click on type of update either Alerts Email or Users.



## Alerts Email

Alerts emails provided during Registration to access the Residential Register are listed.

See Residential Care Workers Register – Agency registration [guide](#) for details on functions of each type of Alert email.

Only PA can update an alerts email.

To update an alerts email, click on Manage in the menu on the left of the screen.

Click on Alerts Email. The Edit alerts email screen will be displayed.

The alerts email list can be filtered by alert ID, alert type, email ID and phone number. Click on the down pointing arrow in the title row.

Edit alerts email				
Alert id	Alert type	Email id	Phone number	
Alert-161	ReportableAllegation	ros.lloyd@kidsguardian.nsw.gov.au		
Alert-162	InfoExchange	ros.lloyd@kidsguardian.nsw.gov.au	0255554444	
Alert-163	WWCC	ros.lloyd@kidsguardian.nsw.gov.au		
Alert-164	General	ros.lloyd@kidsguardian.nsw.gov.au		

To edit an agency Alerts email Click on the pencil of the alert to be updated.

The Update alerts screen will be displayed. Update the email alert address as required.

To save changes click on Submit. Updates are recorded in the Activity log.

To cancel changes click on Cancel.

Update alerts

Alert id: Alert-164      Alert type: General

Email Id\*

Cancel      Submit

## Users

To update user details, see Viewing and editing agency users above.

## Contacts

Click on Contacts to display details of the agency's Principal Officer, Signatory, Head of Entity and Accreditation and Monitoring Primary Administrator. This information is read only.

Updates are completed via the Accreditation and Monitoring online portal. Contact the agency's Accreditation online portal Primary Administrator to update information in the first instance. If required contact the OCG Accreditation and Monitoring team.

Accreditation Contacts						
Contact ID	First name	Last name	Email id	Phone number	Contact type	
CON-588	Polly	Potter	hemanya.rogan@kidsguardian.nsw.gov.au	2.14133E+14	PO - SOOHC	
CON-589	Sindy	Sig	hemanya.rogan@kidsguardian.nsw.gov.au	6584864846	Signatory	
CON-590	Helene	Hendry	stella.cue@kidsguardian.nsw.gov.au	21324134242	Head of Entity	
CON-591	Parry	Padmina	hemanya.rogan@kidsguardian.nsw.gov.au	2132432145	PA	

## 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](mailto: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: <b>refresh</b> – updates portal with information entered or actions taken <b>exit</b> – return to the dashboard view <b>close</b> – 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	<p>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:</p> <ul style="list-style-type: none"> <li>• Open means in-progress case pending action to progress it. These pending cases sit in the Work Items of the respective function.</li> <li>• Closed/Resolved cases are functions that have been completed and no further action is required.</li> </ul> <p>Cases are created either manually by the user such as reportable allegations or automatically by the Register such as WWC Verification tasks</p>
Case ID	<p>A unique ID reference number which indicates the type of work item e.g. REG-81</p> <p><b>REG</b> – Agency registration number</p> <p><b>RRW</b> – Worker record</p> <p><b>RWBC</b> – Current Back Capture record</p> <p><b>RRRA</b> – Reportable Allegation</p> <p><b>RMNG</b> – Record management</p> <p><b>RRRA</b> – Approve Reportable allegation (HRE only)</p>
Case status	<p><b>Pending-Individual Consent</b> – consent has been requested and the worker applicant or current worker is yet to provide consent to have their details recorded on the RCWR</p> <p><b>Pending-Capture App</b> – worker applicant has provided consent and agency user is yet to complete the worker application form</p>

	<p><b>Pending-Restore App</b> – worker applicant with a not engaged status less than 12 months where agency restores the application to current worker applicant</p> <p><b>Pending Submission (Back capture)</b> – worker has provided consent and agency user is yet to complete the Back capture - current worker form</p> <p><b>Pending-HRE Approval</b> – Lodged Reportable allegation requires approval from agency HRE</p> <p><b>Pending-Final HRE Approval</b> – Reportable allegation finalisation requires approval by HRE</p> <p><b>Pending-RCD Approval</b> – Reportable allegation finalisation requires approval by OCG Reportable Conduct Directorate (RCD)</p> <p><b>Pending-finalisation (RA)</b> – Reportable allegation requires finalisation on the Register</p> <p><b>Pending Verification – (WWCC)</b> – WWCC requires verification</p> <p><b>Resolved-Rejected</b> – HRE has rejected reportable allegation</p> <p><b>Resolved-Completed</b> – task has been completed</p>
Dashboard	<p>The landing page after a user logs in.</p> <p>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</p>
Designated Agency	<p>Section 72 of the <i>Children’s Guardian Act 2019</i> 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.</p> <p>The Residential Register applies to designated agencies providing statutory out-of-home care.</p>
Head of Relevant Entity	<p>For the purpose of the Residential Register the Head of Relevant Entity (head of agency) is consistent with section 17 of the <i>Children’s Guardian Act 2019</i> in regard to responsibilities related to reportable conduct under Part 4 of that Act.</p>
Primary Administrator	<p>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.</p>
Principal Officer	<p>The person who has the overall supervision of the accredited out-of-home care or supported care service provider</p>

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)



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