

Office of the  
Children's Guardian

# Residential Care Workers Register

User guide – alerts email contacts

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

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

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

1. View the agency's alerts email contacts
2. Manage (edit) the agency's alerts email contacts (Primary administrators only)

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## Alert email contacts

When registering to access the Residential Register an agency is required to provide a list of alerts email contact details to enable the Register to send automated emails advising of:

- updates to a worker's record or
- tasks are required to be completed by the agency

It also includes contact details of other agencies to exchange information.

An agency should consider creating generic email addresses for this purpose so relevant staff have proxy access when staff are on leave or change roles.

For further information on the registration process see **Training Module 5: Agency registration** located on the [OCG website](#).

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## Types of alerts

### General alerts

This alert email receives system generated emails when another agency edits personal identity of an individual, ends a worker's engagement, re-engages a worker or marks a worker as deceased.

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### Information exchange contact

The Information exchange contact details are recorded on the Agency Associations section on the worker record screen.

Where a worker has an association with another agency, the contact details for the agency are recorded in the Other agency check field on the worker application form.

Agencies can view the Information exchange contact details and contact other agencies if they have information to share about a worker that relates to risks to the safety, welfare and well-being of children.

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## Reportable allegations alerts

This alert email receives system generated emails when another agency lodges an approved current reportable allegation against a worker also currently engaged with the agency.

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## WWCC alerts

This alert email receives system generated emails when a worker's WWCC is due to expire or has expired, or where another agency has verified a worker's WWCC and the worker is no longer cleared to work with children.

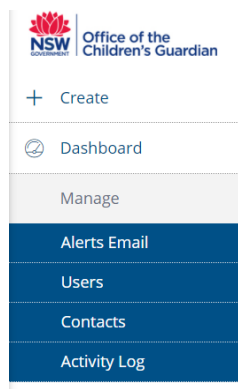
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## View alerts contacts

All agency user roles can view the agency's alerts email contacts on the Residential Register.

Only the Primary Administrator can edit the agency's alert contacts.

After logging in click Manage and Alerts Email in the dashboard menu.



The Edit alerts email screen is displayed.

Note: Edit pencil is only available to Primary Administrator to edit. All other agency users can view.

Edit alerts email					Refresh	Close
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	025554444			
Alert-163	WWCC	ros.lloyd@kidsguardian.nsw.gov.au				
Alert-164	General	hemanya.rogan@kidsguardian.nsw.gov.au				

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## Edit alerts contact

To edit the agency's alert email contacts, click the pencil icon of the alert to be updated.

The Update alerts screen is displayed.

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## Update reportable allegation, WWCC and general alert types

Edit the Email Id.

Clicking Cancel or X returns to the Edit alerts email screen. No data will be saved.

Click Submit.

**Update alerts** ✕

Alert Id	Alert type
Alert-161	ReportableAllegation

Email Id\*

Cancel Submit

The Alert email has been updated.

Alert Id	Alert type	Email Id
Alert-161	ReportableAllegation	hemanya.rogan@kidsguardian.nsw.gov.au

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## Update information exchange alert type

Edit Email Id and/or Phone number.

Clicking Cancel or X returns to the Edit alerts email screen. No data will be saved.

Click Submit.

**Update alerts** ✕

Alert Id	Alert type
Alert-162	InfoExchange

Email Id\*

Phone number\*

Cancel Submit

The Information exchange email/phone number has been updated.

Alert-162	InfoExchange	hemanya.rogan@kidsguardian.nsw.gov.au	0266667777
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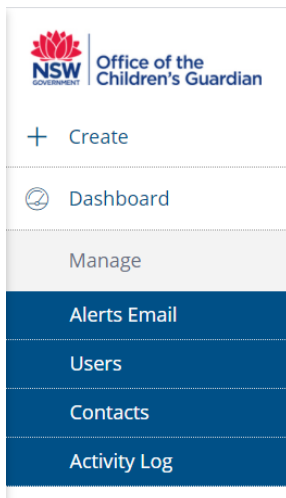
Where a worker has an association with another agency the Information exchange contact details are updated on the Agency Associations section on the worker record screen and on a new application form in the Other agency check field.

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## Activity log – agency dashboard

The Activity log on the agency dashboard records all changes made to an alert email contact via the Manage Alerts Email function.

To view the records click Manage and Activity Log in the dashboard menu.



The Activity Log is displayed, and Description of changes listed.

Activity Log			Refresh
Date & time	Case ID	Description	User name
23/12/2020 10:36 AM		ReportableAllegation: Email updated ros.lloyd@kidsguardian.nsw.gov.au to hemanya.rogan@kidsguardian.nsw.gov.au	margaret tant

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## Contact us

Any questions about the Residential Care Workers Register, please call the Registration Systems team on (02) 8219 3888 or email [residential-register@ocg.nsw.gov.au](mailto:residential-register@ocg.nsw.gov.au)