**Office of the
Children's Guardian**

Residential Care
Workers Register

User guide – Key statistics

November 2022

Contents

What is the Residential Care Workers Register?

The Residential Register provides a mechanism for agencies to exchange information relating to the safety, welfare or wellbeing of children and young people in residential settings. This will support agencies to decide on the suitability of an individual to provide care to children and young people in residential care. The Residential Register is a secure, restricted access database which holds information about those individuals who are being considered for employment and those who have been engaged as residential care workers.

Purpose of this guide

This key statistics guide supports agencies to meet requirements of the Residential Register. Access to the Residential Register is provided to accredited designated agencies.

The information in this guide will help designated agency's users to view and run reports on the key statistics section on the agency's dashboard.

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 3: Agency dashboard overview**.

Dashboard overview

After logging in to the Residential Register the agency dashboard is displayed.

The agency dashboard includes the following information:

- Agency details
- Primary administrator/s
- Key statistics
- WWCC compliance statistics

Agency details

This section highlights the agency's details drawn from both the Accreditation and Monitoring online portal and the agency's Residential Register registration.

If details are not correct, contact the Accreditation and Monitoring team at the OCG to discuss.

Primary Administrator/s

This section details the current Primary administrator/s (PA) of the Residential Register for the agency. Generally, there will only be ONE PA recorded but there may be instances when there are TWO, for example where a handover is occurring, and a new PA has been recorded.

To view Primary Administrator details - Click **Arrow** to open - Primary Administrator details display.

Key Statistics

The number of agency workers in each statistics category will be recorded. Each number is drillable to access a report which can be exported to either excel or PDF and printed if required.

Note: these are summary reports and provide a snapshot view of an agency's records within these categories. The Residential Register has a reports function which can be accessed via the dashboard menu which provides more detailed reports.

Engaged workers

This is a summary of all the engaged workers in the agency and includes any re-engaged workers.

The report includes Worker Reference #, Worker full name, WWC number, Engagement status and Engagement start date.

App In-progress

This records the number of workers that are in the application stage of the engagement process. This includes:

- Pending back capture records
- Pending worker applications
- Worker applications where the agency has finalised the application with a Not Engaged and the worker is still in pending-restore within 12 months of date of decision not to engage.

The report includes Case ID, Case status, Worker full name, WWC number, WWC status and WWC expiry date.

Current Reportable allegations

This records the number of reportable allegations for the agency that are current:

- New allegations approved by HRE and RCD
- Current reportable allegations finalised by the agency user however not yet approved by the HRE (allegation is deemed current until HRE approves finalised outcome)

The report includes Worker full name, Register Allegation reference, Allegation date, Allegation type, Allegation status, Case status and Date created on.

Contact agency flag

This key statistic reports on the number of workers who have been end dated by the agency and has Yes recorded indicating the agency has information to share should the worker apply to other agencies.

A Yes could be triggered by the system if there are finalised Reportable Allegations with a contact agency record or if the agency selects YES indicating that they have information to share in relation to the safety of children.

(See Worker record management - End engagement and re-engage guide for further details)

The report includes Worker full name, Engagement start date, Engagement end date, Contact agency flag, WWC number, WWC status and WWC expiry date.

WWCC compliance statistics

The reports include Worker Reference #, Worker full name, Engagement status, WWC number, WWC status and WWC Expiry date.

WWCC Verification tasks are also generated and available in the WWCC Verification work queue until an outcome is recorded – see Worker record management - WWCC Verification guide for further details.

WWCC expiring in 6 weeks

Records engaged workers whose WWCC are due to expire in 6 weeks. The record will remain until the WWCC has been renewed and has been verified on the Residential Register.

Expired WWCC

Records workers that are engaged with an Expired WWCC.

WWCC App In-progress >3 months

Records workers who were engaged with an APP (Application in progress) and where the agency has not re-verified for 3 months or more, to check whether the APP has changed to a WWC.

Once verified, the worker details will no longer appear on the report, even if they are verified and return another APP.

If not re-verified within another 3 months, the worker will again appear on the key statistics report.

Key Statistics reports

To generate a report, click the relevant drillable number.

Report is generated.

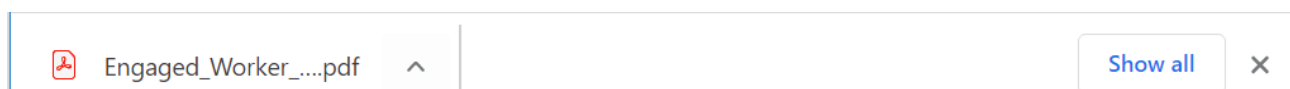To save the report in either PDF or Excel format.

Click Actions drop down menu and select Export to PDF or Export to Excel.

Clicking Refresh will update the screen.

Click on PDF or Excel report at the bottom of the screen

Report is opened and can be saved.

Engaged Worker

Generated on
19/01/2021
Record Count: 3

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	15/12/2020
RWBC-107	Florence Fernandes Do Carmo	APP0050050	Engaged	17/12/2020

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