

Office of the
Children's Guardian

Residential Care Workers Register

Worker record management – activity log

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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.

Purpose of this guide

This Worker record management – activity log guide supports agencies to meet requirements as they relate to the Residential Register. Access to the Residential Register is provided to accredited designated agencies.

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

Activity log

An Activity log is created on the Worker record screen whenever:

- a new worker (or back capture worker) is entered on Residential Register
- a worker record management function is performed against a worker record, as detailed in the below table.

The Activity log can be viewed by all agency users.

Agencies cannot edit Activity Log records as they are generated by the system to form an audit trail for the agency.

Agencies can only view worker records of individuals associated to their agencies.

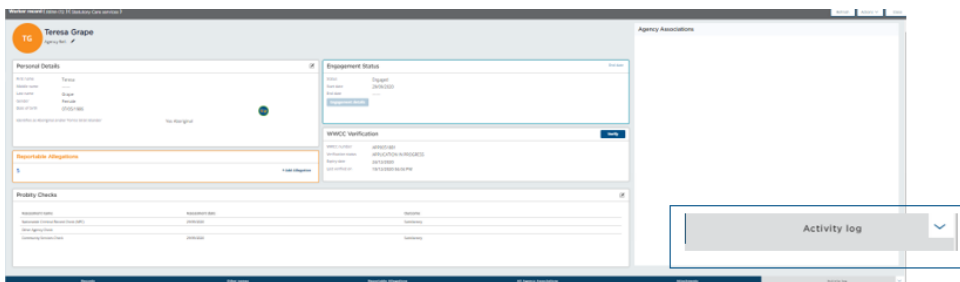
Note: For Not engaged workers, Activity log only displays activity related to the application.

Refer to Training module: 8.1 Worker record management – part one on the [OCG website](#).

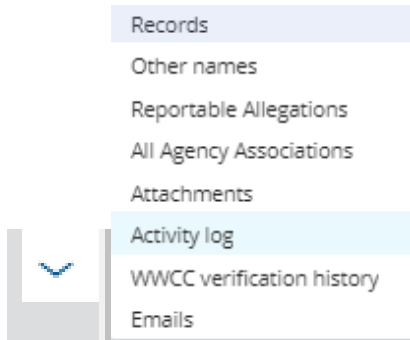
Accessing the Activity log

After logging into the Residential Register navigate to the Worker record screen by using the Search function.

Activity log is located on the Worker record screen. Click Activity log tab to access the records.



Alternatively click the drop down menu and select Activity log.



The Activity log records:

Created on: date activity occurred

Case ID: relevant case ID (taken from the case)

Description: describes the type of activity

Username: name of agency user that created the activity

Created on	Case ID	Description	User name
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Activity log records

The table below lists the user actions that are recorded in the Activity log on the Residential Register.

Activity	Activity log records
Entering Back capture workers	<ul style="list-style-type: none"> Back capture created Back Capture consent sent Back Capture consent received Back Capture finalised
New Worker application	<ul style="list-style-type: none"> New worker application created New worker application consent sent New worker application consent received New worker application engaged New worker application not engaged New worker application restored
Mark as deceased	<ul style="list-style-type: none"> Mark as deceased Remove deceased
Worker record management	

Update personal details	Changes to Gender Aboriginal identity Other Name (add/edit/delete)
End engagement and re-engage	End engagement Change contact agency flag Re-engagement
Edit engagement dates	Edit Engagement start date Edit Engagement end date
Reportable Allegation Functions	New Reportable Allegation lodged New Reportable allegation sent for HRE Approval New Reportable Allegation Approved by HRE New Reportable to the Children’s Guardian sent to OCG for assessment (after HRE approval) New Reportable Allegation declined by HRE Reportable Allegation Reportable to the OCG approved by RCD Reportable Allegation Reportable to the OCG declined by RCD Current Reportable Allegation Finalised outcome recorded Current Reportable Allegation Finalised outcome sent to HRE Current Reportable Allegation Finalised outcome approved by HRE Current Reportable Allegation Finalised outcome declined by HRE
WWCC verification	WWCC Verified WWCC Verified – new primary name recorded

Printing Activity log

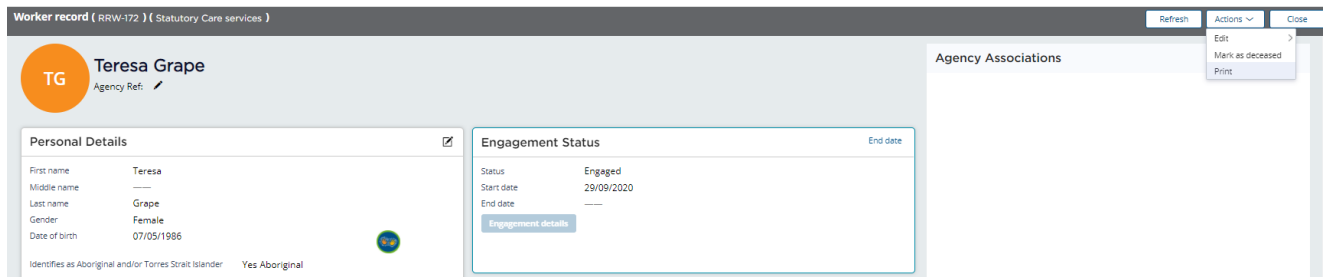
The Activity log can be printed to PDF.

Note: Agencies must not provide copies of the Activity log to a worker or other agency if it includes details about reportable allegations lodged by the agency against the worker record.

See Reportable allegations business [rules](#) for details of information that cannot be provided to workers.

Steps to print Activity log

Click on the Actions drop down menu and select Print.



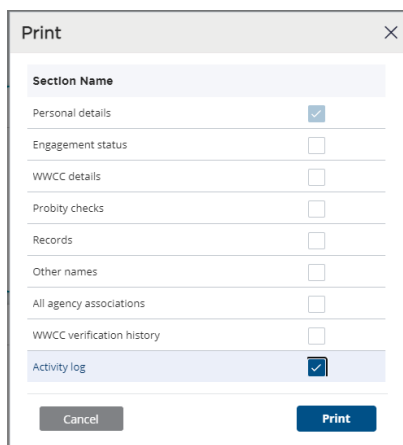
The Print menu is displayed.

Personal details is ticked by default, greyed out and cannot be unselected.

Click on Activity log section and untick all other boxes.

Click Print.

Cancel or X returns to the Worker management screen. No data is saved.



PDF of selected worker record is available via the Attachment Tab.

Click on the Attachment name.

Created on	Case ID	Attachment Name	Description	Updated by
17/12/2020 9:32 AM	RMNG-335	17122020-Residential Care Workers Register-Worker Record of RRW-172.pdf	Print	margaret tant

PDF is available to click and open.



PDF is displayed and can be downloaded and saved in agency records or printed.

PDF records date and time stamp of when PDF was downloaded at the end of each page.

**Office of the
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Residential Care Workers Register – PDF

Worker Record (RRW-175) - Statutory Care services

Personal details

First name Fisher	Middle name
Last name Harmon	Date of birth 13/05/1960
Working With Children Check Number APP0051654	Agency reference Harmon
Gender Male	
Identifies as Aboriginal and/or Torres Strait Islander Unknown	

Activity Log

Created on	Case ID	Description	User name
18/12/2020 03:30PM	RRW-175	New Allegation Class or Kind approved by HRE	Heather Bell
18/12/2020 03:28PM	RRW-175	New Allegation Class or Kind sent to HRE for approval	margaret tant
18/12/2020 03:28PM	RRW-175	New Allegation Class or Kind created	margaret tant
15/12/2020 02:26PM	RRW-175	Worker was re-engaged	margaret tant
15/12/2020 09:52AM	RRW-175	Worker engagement was end dated	margaret tant
15/12/2020 09:25AM	RRW-175	Worker engagement was end dated	margaret tant
29/09/2020 02:09PM	RRW-175	Worker application: Engaged	margaret tant
29/09/2020 02:01PM	RRW-175	Worker application restored	margaret tant
29/09/2020 01:49PM	RRW-175	Worker application: Not Engaged	margaret tant
29/09/2020 01:41PM	RRW-175	Consent received from individual - 0408 889 793	System
29/09/2020 01:40PM	RRW-175	Request for consent sent to individual	margaret tant
29/09/2020 01:40PM	RRW-175	Worker application created	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