**Office of the
Children's Guardian**

Residential Care
Workers Register

Worker record management - edit engagement dates and probity

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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 worker record management – edit engagement dates and probity 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 Primary Administrators to:

1. edit worker engagement dates
2. edit worker probity records

User roles

All agency user roles can view worker details recorded on the Residential Register.

Primary Administrators only can

- Edit probity
- Edit engagement dates

Note: changes can only be made to engaged worker records. To manage changes to applicant workers, this must be completed on the application.

Probity details

Probity details should always reflect the outcome and date of the probity entered at the time of engagement.

The Edit probity function should only be used where an error was made with the entry of the probity details at that time. Subsequent probity checks completed post engagement, generally as part of agency policy, are not entered on the register, but should be retained as part of the agency's usual record keeping practices.

The only exceptions to this are that the Other Agency Check may need to be edited after the initial entry for some back capture workers, and also for the entry of CS Checks, once phased in.

Community Services Check

The Community Services Check will be phased in at a later date. The OCG will provide advice when this commences. In the interim, agencies are required to enter a dummy date of 1/1/1901 and the

outcome of Satisfactory to progress the application.

Once phased in, agencies will be required to enter/update Community Services Checks via the Edit Probity function.

Other agency check

For both back capture and new worker, if the individual does not have any associations entered on the Residential Register at the time of entry, the Other agency check is greyed out and will not be available to be entered or edited via edit probity.

If a check has been completed after engagement, the outcome of this check must be recorded on the agency's file. If there are any risks identified, the agency must then manage these risks accordingly. The rationale to cease or continue with the worker's engagement must be clearly documented on the agency file. Should the agency determine that the worker's engagement ceases, this must also be recorded on the Residential Register and a rationale retained on the agency's file.

Editing probity

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

In the Probity checks section click Edit pencil

Note: The edit function is not available for end dated workers.

Edit Probity Checks screen is displayed.

Edit Probity Checks

Assessment name	Assessment date	Outcome
Nationwide Criminal Record Check (NPC)	11/11/2020	Satisfactory
Other Agency Check		Select
Community Services Check	1/01/1901	Satisfactory

The CS Check is not a current requirement. Please enter 1/1/1901 and Satisfactory to progress the entry

Cancel   Submit

Update Assessment date.

Dates cannot be a future date.

For new worker applications the date cannot be after the engagement start date.

For back capture worker, the dates can be after the engagement date.

Clicking Cancel or X will return to the Worker record screen and no data will be saved.

Click Submit.

Updated probity dates will display on worker record screen.

Probity Checks

Assessment name	Assessment date	Outcome
Nationwide Criminal Record Check (NPC)	14/11/2020	Satisfactory
Other Agency Check		
Community Services Check	01/01/1901	Satisfactory

Outcome for any of the checks cannot be changed to Unsatisfactory as a worker cannot be engaged with Unsatisfactory probity check outcomes.

Where a probity check is returned after engagement with a record that is assessed as unsatisfactory, the agency must end date the worker record, determine whether they have any information to share with other agencies and record the reasons in the agency's file.

Edit engagement dates

Engagement dates can be edited for both back capture and new workers, either engaged or end dated workers, where an error has been made.

Note: for Not engaged workers changes will need to be made on the application form if within 12 months (restore workers).

Only the Primary Administrator can edit engagement dates.

Note: A worker cannot be end dated via this function. To end date an engaged worker see End engagement and re-engage guide

Editing engagement start and end dates

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

Click on Actions drop down, move cursor over Edit and click on Engagement dates.

Edit engagement dates screen is displayed

Engaged worker start date and any previous engagement start and end dates with the agency will be displayed and are editable.

The following message is displayed:

Instructions: Please review the OCG guidance in relation to editing engagement dates. To re-engage a worker use the Re-engagement function.

Enter new start date. See rules below about start and end dates.

Click Submit and Start date will update in the Engagement status section on the Worker record screen.

Activity log will record that the start date was edited.

Print PDF will display the updated start date.

Start and end date rules

Edits to start and end dates follow rules for new workers and back capture workers.

New workers – edit start and end dates

The Primary administrator can edit the below:

- Start date of currently engaged new workers, and start and end dates of any previous engagement with the agency
- Start and end dates of end dated new workers

Start date cannot be:

- Prior to consent received date
- After end date
- Prior to probity checks
- Same as or overlap other start and end dates (where there is a previous engagement)

End date cannot be:

- Prior to start date
- Same as or overlap with other start or end dates (where there is a previous engagement)
- Deleted
- Note: if a worker is to be re-engaged, this needs to be completed via the Re-engage function on the worker record. See Worker record management – End engagement and re-engage guide for details on re-engaging workers.

Back capture worker – edit start and end dates

The Primary administrator can edit the below:

- Start date of currently engaged back capture workers
- Start and end dates of end dated back capture workers

Start date cannot be:

- After end date
- After consent received date

End date cannot be:

- Prior to start date
- Deleted

Note: if a worker is to be re-engaged this needs to be completed via the Re-engage function on the worker record.

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