

Office of the  
Children's Guardian

# Residential Care Workers Register

Worker record management – email notifications to other  
agencies

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[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 worker record management – email notifications to other agencies 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](#).

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## Email notifications to other agencies

Where a worker has a current association with more than one agency and one agency makes a change to the worker's record, the Residential Register will generate emails to other currently associated agencies advising of the change.

Some of the emails are information only emails and do not require action by the other agency, however there are also emails that generate a task for the other agency to complete located in the relevant Work queue on the agency dashboard e.g. WWCC changes requiring re-verification.

At registration, an agency is required to provide email addresses for the purpose of receiving the system generated notifications. 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.

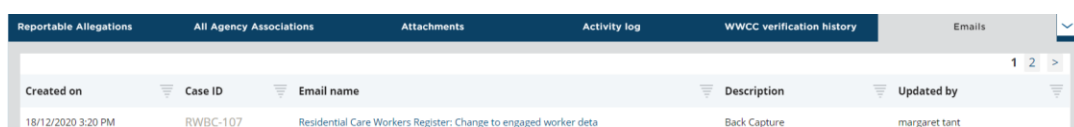
All agency users can view a copy of the generated emails in the emails tab on the worker record.

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

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## Email tab

The emails are stored on the Worker record Emails tab of the agency that has made the change to the individual's worker record.



The screenshot shows a navigation bar with tabs: Reportable Allegations, All Agency Associations, Attachments, Activity log, WWCC verification history, and Emails. The Emails tab is selected. Below the navigation bar is a table with the following data:

Created on	Case ID	Email name	Description	Updated by
18/12/2020 3:20 PM	RWBC-107	Residential Care Workers Register: Change to engaged worker data	Back Capture	margaret tant

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## Generated emails

The following email notifications will be automatically sent to any agency that has a **current association** to the worker.

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### General alert emails

General alert email is sent to other agencies with a current association	Other agency action
New engagement - where a worker has been engaged by another agency	If an agency has not been contacted by the new agency engaging the individual, the agency should contact the new engaging agency and discuss.
Back Capture worker engaged - where a current worker has been engaged by another agency as a back capture worker	The agency may contact the engaging agency and exchange any relevant information pertaining to risk to the safety welfare and wellbeing to children.
Gender – where an agency has changed gender record of a worker)	As the email does not detail what the change is, agencies should log onto the Residential Register and review the worker record and update their internal documents if required.
Aboriginal and Torres Strait identity – where an agency has changed the identity record of a worker	As the email does not detail what the change is, agencies should log onto the Residential Register and review the worker record and update their internal documents if required.
End engagement – where an agency has end dated engagement of a worker	Other currently associated agencies may log onto the Residential Register and review the end engagement record under the All Agency Associations Tab.  Agencies may contact the other agency's Information Exchange contact listed on the tab to request if there is any information pertaining to risk to safety, welfare or wellbeing of children.
Re-engagement – where an agency has re-engaged a worker	Agencies may contact the re-engaging agency's Information Exchange contact listed on the All Agency Associations section of the worker record to discuss.

<p>Mark as deceased – where an agency has marked the worker as deceased</p> <p>Note: where a deceased flag has been removed, no email is sent to other agencies. The agency that entered the flag in error should contact the agencies associated to the individual to advise of the error.</p>	<p>Other agencies should be contacted as a matter of courtesy by the agency recording the deceased information prior to receiving the alerts email. This will enable completion of any outstanding tasks prior to end dating the worker.</p>
<p>WWCC verification – name change – where an agency has re-verified a worker whose name has been changed in the WWCC database and the system updates the primary name as a result)</p>	<p>Agencies should review the worker record on the Residential Register by searching the new name and reviewing the worker record. It is best practice that the agency also re-verifies the WWCC using the new primary name so there is a record of the WWCC verification history for the agency.</p>

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## WWCC Verification alert email

WWCC Verification alert email is sent to other agencies with a current association	Other agency action
<p>WWCC verification – change in status - where an agency has re-verified a WWCC for a worker who no longer holds a clearance to work with children)</p>	<p>WWCC Verification task will be created for the agency to complete. The agency can access the task in the WWCC verification Work queue.</p>

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## Reportable allegation alert emails

Reportable allegation alert email is sent to other agencies with a current association	Other agency action
<p>Reportable allegation – Reportable to the Children’s Guardian – where an agency has added a new allegation and Head of Relevant Entity and Reportable Conduct Unit at the OCG has approved</p>	<p>All agencies associated to the individual are permitted to share information relating to safety, welfare and wellbeing of children. In some instances, other agencies may also have investigation obligations.</p>

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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)