

Office of the
Children's Guardian

Residential Care Workers Register

Worker record management – email tab (agency specific)

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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 – emails tab (agency specific) 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](#).

Emails tab (agency specific)

The Residential Register generates emails to an agency at various stages of a new worker application or back capture record as well as during engagement.

These are no-reply emails only and will be sent to the lodging agency user.

These agency specific emails are saved in the Emails tab and can only be viewed by that agency. They include approvals, decline emails, reminder emails and WWCC verification tasks.

It also includes copies of emails sent to other currently associated agencies where there has been a change in a worker's record - See Worker Record Management - Email notifications to other agencies on the [OCG website](#) for further details.

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

Accessing the emails tab

All agency users can view the content of the Emails tab.

Navigate to the Worker record screen using the Search function.

Click the drop-down arrow, and then click Emails.

System generated emails are listed.

Click the Email name (drillable) to view the email.



Created on	Case ID	Email name	Description	Updated
24/11/2020 11:00 AM	RRRA-108	Residential Care Workers Register: Reportable allegation finalis	Reportable Allegation	marg
3/11/2020 12:17 PM	RRRA-108	Residential Care Workers Register: Reportable allegation approve	Reportable Allegation	Heat
3/11/2020 12:09 PM	RRRA-108	Residential Care Workers Register: Reportable allegation approva	Reportable Allegation	marg
29/09/2020 12:07 PM	RRW-172	Residential Care Workers Register: Worker Application - consent	Worker Application	System

Types of emails

Back capture record

Type of email	Email subject line
Back capture consent approval by worker	Residential Care Workers Register: Back Capture – consent approved (Reference Number: RWBC-XXX)
Back capture consent declined by worker (Note: not saved in Emails tab as worker record is not created. Can be saved to own agency file as a record)	Residential Care Workers Register: Back Capture - consent declined (Reference Number: RWBC-XXX)
No response by worker to consent request at 3 and 5 days. Email is also sent to agency PA. (Note: not saved in Emails tab as worker record is not created. Can be saved to own agency file as a record)	Residential Care Workers Register: Worker Application - request for consent – no response (Reference Number: RRW-XXX)

New worker record

Type of email	Email subject line
New worker consents	Residential Care Workers Register: Worker Application - consent approved (Reference Number: RRW-XXX)
New worker declines consent. Email is also sent to agency PA. (Note: not saved in Emails tab as worker record is not created. Can be saved to own agency file as a record)	Residential Care Workers Register: Worker Application - consent declined (Reference Number: RRW-XXX)
No response by new worker to consent request at 3 and 5 days (Note: not saved in Emails tab as worker record is not created. Can be saved to own agency file as a record)	Residential Care Workers Register: Worker Application - request for consent – no response (Reference Number: RRW-XXX)

Reportable allegations

Type of email	Email subject line
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HRE declines new reportable allegation (RA)	Residential Care Workers Register: Reportable allegation declined (Reference number: RRRRA-XXX)
HRE approves new RA Reportable to the Children's Guardian	Residential Care Workers Register: Reportable allegation approved by HRE (Reference number: RRRRA-XXX)
RCD approves RA. Email is also sent to HRE	Residential Care Workers Register: Allegation approved by OCG (Reference number: RRRRA-XXX)
RCD declines RA. Email is also sent to HRE	Residential Care Workers Register: Allegation declined by OCG (Reference number: RRRRA-XXX)
HRE declines finalised RA outcome.	Residential Care Workers Register: Reportable allegation record declined (Reference number: RRRRA-XXX)

Emails sent to the HRE

Type of email	Email subject line
New reportable allegation (RA) lodged requiring HRE approval	Residential Care Workers Register – Reportable allegation approval required (Reference number: RRRRA-XXX)
Reminder to HRE to approve/decline new RA	REMINDER Residential Care Workers Register: Reportable allegation approval required (Reference number: RRRRA-XXX)
HRE finalised RA outcome approval required	Residential Care Workers Register: Reportable allegation finalisation - Approval (Reference number: RRRRA-XXX)
HRE finalised RA outcome approval required 1st Reminder	REMINDER Residential Care Workers Register: Reportable allegation finalisation - Approval (Reference number: RRRRA-XXX)
HRE finalised RA outcome approval subsequent reminders. Email also sent to lodging agency user.	REMINDER Residential Care Workers Register: Reportable allegation finalisation - Approval (Reference number: RRRRA-XXX)

Emails sent to OCG Reportable Conduct Directorate

Type of email	Email subject line
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Reportable allegation (RA) sent to RCD for approval (after HRE approves)	Residential Care Workers Register: Reportable allegation added - (Reference number: RRRRA-XXX) <name of lodging agency>
Reminder to RCD to approve/decline RA.	REMINDER Residential Care Workers Register: Reportable allegation added - (Reference number: RRRRA-XXX) <name of lodging agency>

Emails sent to WWCC email alert

Type of email	Email subject line
WWCC Verification Task: WWCC due to expire in 6 weeks	Residential Care Workers Register: WWCC due to expire (Reference number: RMNG-XXX)
WWCC Verification Task deadline breach reminder. Email also sent to agency PA.	Residential Care Workers Register: verification task deadline breached (Reference number: RMNG-XXX)
WWCC Verification Task: WWCC Expired or status changed	Residential Care Workers Register: WWCC verification required (Reference number: RMNG-XXX)
WWCC Verification Task: APP over 2 months unverified.	Residential Care Workers Register: WWCC verification required (Reference number: RMNG-XXX)

Further information

Refer to the relevant guides on the [OCG website](#) for further details:

- New worker application guide
- Worker record management - reportable allegations guide
- Worker record management - WWCC verification guide

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.