

Office of the  
Children's Guardian

# Residential Care Workers Register

Worker record management – end engagement and re-engage

November 2022

[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 – end engagement and re-engage 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](#).

The training video for this topic is located on the [OCG website](#), refer to **Module 8.2: Worker record management - part 2**.

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## User roles

All agency user roles can view worker details recorded on the Residential Care Workers Register (Residential Register).

Primary Administrators (PA), General Administrators (GA) and General Users can

- End a worker's engagement record
- Re-engage a worker

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## End engagement

When an agency ends an engagement with a worker, the agency must record the end date on the Residential Register. An agency can only end date their own worker records.

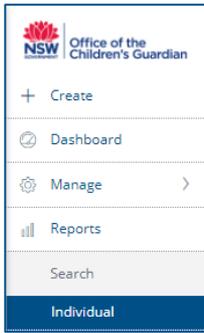
An agency is required to complete a Contact Agency flag declaration detailing whether they have any information to share about the individual relating to the safety, welfare or wellbeing risks to children. The declaration completed by the agency will display on the Other agency check section of a new worker application if the worker applies to another agency. See the ['Other agency check' protocol](#) and forms for further information on the OCG website.

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## Steps to end engagement

Log in to the Residential Register - the agency dashboard will be displayed.

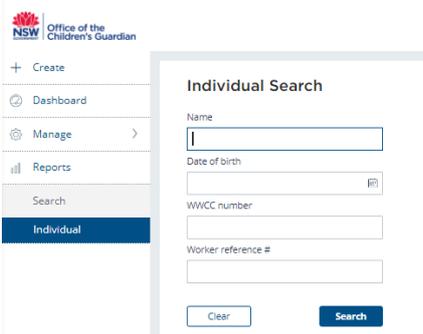
Search for the individual, and then click Search in the Menu and Individual.



The Search individual screen is displayed.

Enter the individual's details (minimum required is last name or first name or partial first name / last name).

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

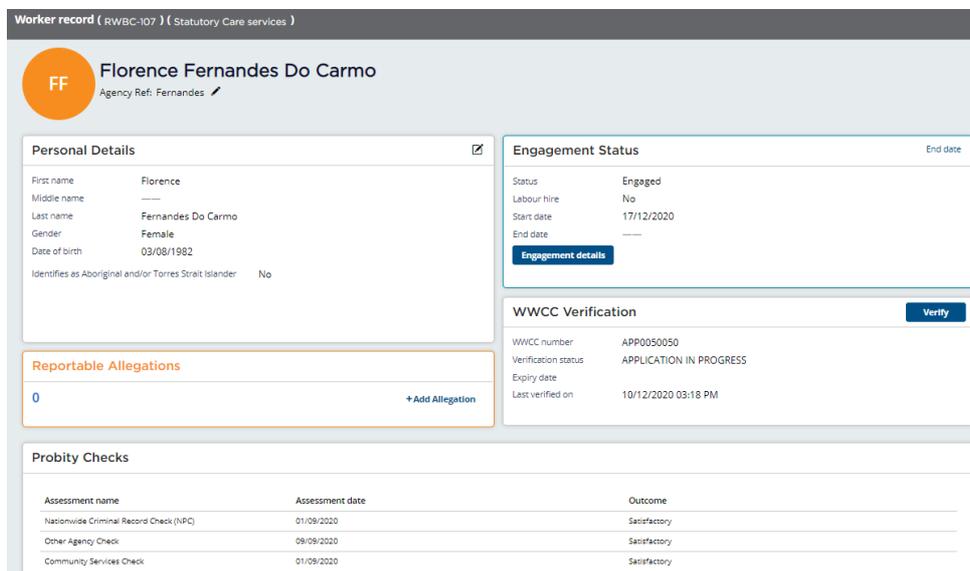


Individuals matching entered details are displayed.

Click into the drillable Full name of the individual's record to view.



The Worker record screen will be displayed.



Click End date in Engagement status section on the Worker record screen.

Engagement Status		End date
Status	Engaged	
Labour hire	No	
Start date	17/12/2020	
End date	---	

[Engagement details](#)

The End date Worker Engagement screen is displayed.

Instructions: *Prior to end dating a worker's engagement, please refer to the OCG Guidance Material*

See 'Other agency check' protocol and forms for further information on the OCG website.

Note: Where a worker has Reportable allegations see End dating a worker with Reportable Allegations section below.

Agency completes Contact agency flag details.

An agency must record whether it has any information to share about the individual (related to risk to children) should the individual apply to be a residential care worker with another agency in the future.

Answer the question:

Does the agency hold any information about this individual which is relevant to the safety, welfare or wellbeing of children which may indicate they pose an ongoing risk to children?

If the answer is No, the declaration is displayed and must be ticked.

*I declare that the agency does not hold any information about this individual relevant to the safety, welfare or wellbeing of children which may be exchanged via Chapter 16A of the Children and Young Persons (Care and Protection) Act 1998*

Contact agency flag is set to No.

### End date Worker Engagement

**Instructions**

Prior to end dating a worker's engagement, please refer to the [OCG Guidance Material](#).

Does the agency hold any information about this individual which is relevant to the safety, welfare or wellbeing of children which may indicate they pose an ongoing risk to children? \*

Yes  No

I declare that the agency does not hold any information about this individual relevant to the safety, welfare or wellbeing of children which may be exchanged via Chapter 16A of the Children and Young Persons (Care and Protection) Act 1998

Contact Agency  Yes  No

End date \*

[Cancel](#) [Submit](#)

If the answer is Yes, an alternate declaration is displayed and must be ticked.

*Your agency has indicated that it holds information about this individual relevant to the safety, welfare and wellbeing of children. This information may be exchanged as part of an Other Agency*

Check in the future. It is best practice to record the relevant information within the next 10 days to ensure accuracy. Please refer to the Other Agency Check Protocol on the OCG website for further information.

Contact agency flag is set to Yes.

### End date Worker Engagement ✕

**Instructions**

Prior to end dating a worker's engagement, please refer to the OCG Guidance Material .

Does the agency hold any information about this individual which is relevant to the safety, welfare or wellbeing of children which may indicate they pose an ongoing risk to children? \*

Yes  No

Your agency has indicated that it holds information about this individual relevant to the safety, welfare and wellbeing of children. This information may be exchanged as part of an Other Agency Check in the future. It is best practice to record the relevant information within the next 10 days to ensure accuracy. Please refer to the Other Agency Check Protocol on the OCG website for further information.

Contact Agency End date \*

Yes  No

Cancel Submit

Enter the engagement end date.

The date cannot be a future date or prior to the engagement date.

Click Submit.

Clicking Cancel returns to the Worker record screen and no data is saved.

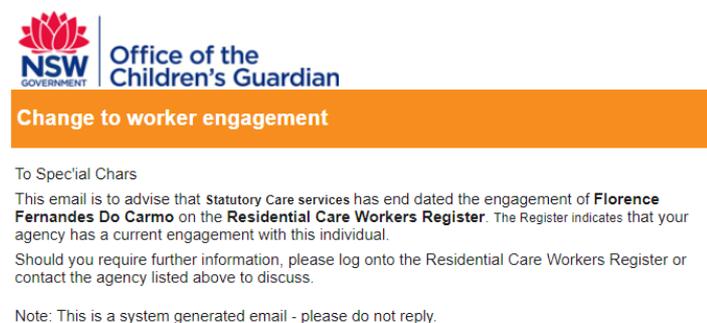
Engagement status screen is updated.

End dated status and End date are recorded.

Contact agency flag records the selected flag (No or Yes).

Engagement Status	End date	Re-engage
Status	End dated	
Labour hire	No	
Start date	17/12/2020	
End date	01/11/2022	
Contact agency	No	

An email is sent to other currently associated agencies advising of the end dated engagement.



## Changing the Contact agency flag

At any stage an agency user can change a Contact agency flag that has already been recorded on an end dated worker. This may be required if the agency has entered an incorrect record or has new information to share.

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## Steps to change a Contact agency flag

Navigate to the Worker record screen using the Search function.

Click End date in the Engagement status section.

Engagement Status		End date	Re-engage
Status	End dated		
Labour hire	No		
Start date	17/12/2020		
End date	01/11/2022		
Contact agency	No		

End date Worker Engagement screen will display with previously entered data.

Change the record to either Yes or No.

The applicable declaration is displayed and must be ticked.

Contact agency flag is set to either Yes or No.

End date remains the same however can be changed if required.

Click Submit.

Clicking Cancel returns to the worker record screen and no data is saved.

End date Worker Engagement ×

**Instructions**

Prior to end dating a worker's engagement, please refer to the OCG Guidance Material .

Does the agency hold any information about this individual which is relevant to the safety, welfare or wellbeing of children which may indicate they pose an ongoing risk to children? \*

Yes  No

Your agency has indicated that it holds information about this individual relevant to the safety, welfare and wellbeing of children. This information may be exchanged as part of an Other Agency Check in the future. It is best practice to record the relevant information within the next 10 days to ensure accuracy. Please refer to the Other Agency Check Protocol on the OCG website for further information.

Contact Agency  Yes  No

End date \*

Contact agency flag is updated on the Engagement status screen.

Engagement Status		End date	Re-engage
Status	End dated		
Labour hire	No		
Start date	17/12/2020		
End date	01/11/2022		
Contact agency	Yes		

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## Activity log

Where an engagement is ended, the activity log will record that the engagement has ended.

Note: Where a Contact Agency flag has been changed, the activity log will record that the end date has been edited

Records	Other names	Reportable Allegations	All Agency Associations	Attachments	Activity log
					1
Created on	Case ID	Description			User name
18/11/2022 12:20 PM	RWBC-107	Worker engagement end date was edited			Andy Callum
18/11/2022 12:13 PM	RWBC-107	Worker engagement was end dated			Andy Callum

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## End dating a worker with Reportable allegations

Prior to end dating a worker record the agency should determine whether there are any Reportable allegations.

Check the status of any Reportable allegations by clicking on the Reportable allegations tab on the Worker record screen.

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### New reportable allegation

Where the status indicates the Reportable allegation is pending HRE approval, request the HRE action the Reportable allegation by approving or declining the New reportable allegation.

Once the HRE has actioned the Reportable allegation, the worker record can be end dated.

The agency is required to record whether they have anything to share in the Contact agency section on the End date Worker Engagement screen.

Note: Where required the Contact agency flag can be changed. See Changing contact agency flag section above.

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### Current Reportable allegation

If a worker is end dated with a Current Reportable allegation pending finalisation, the finalised outcome can still be recorded. The Contact agency flag is set to Yes however can be changed.

Refer to the Worker record management – reportable allegations guide for further details about recording reportable allegations on the Residential Register.

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### Changing Finalised reportable allegation outcome post end date

An agency can change the Finalised outcome after a worker engagement has been end dated.

Changing a Finalised – No Record to Finalised – Contact Agency OR vice versa requires HRE approval.

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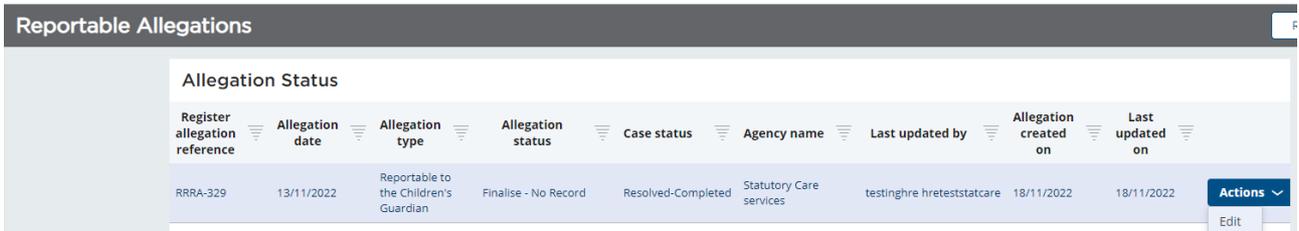
### Steps to change a finalised outcome

Navigate to the Worker record screen.

Click Actions drop down menu, click edit and reportable allegations.



The Reportable Allegations status screen will be displayed.



Register allegation reference	Allegation date	Allegation type	Allegation status	Case status	Agency name	Last updated by	Allegation created on	Last updated on	Actions
RRRA-329	13/11/2022	Reportable to the Children's Guardian	Finalise - No Record	Resolved-Completed	Statutory Care services	testinghre hrestestatcare	18/11/2022	18/11/2022	Edit

Click Actions drop down menu and Edit.

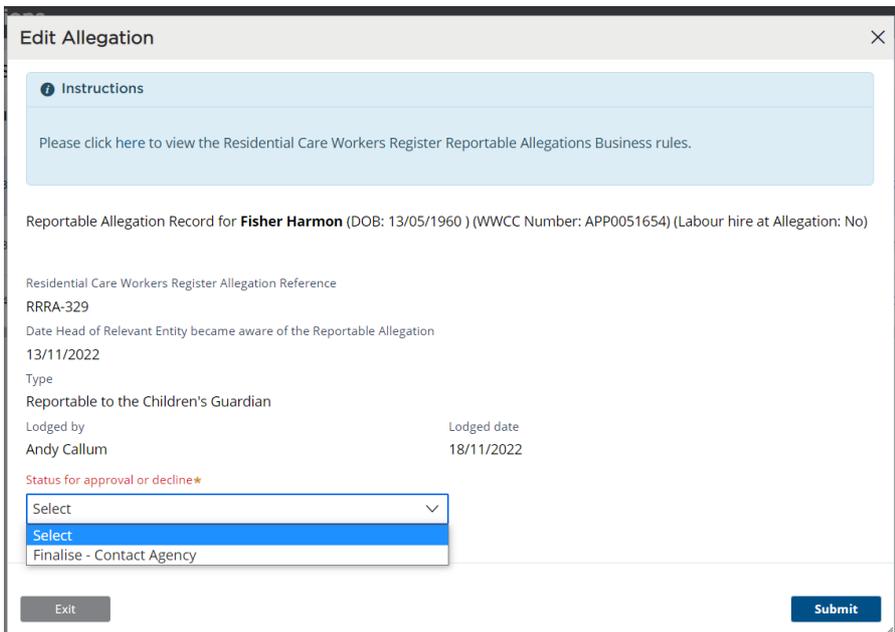
Edit allegation screen is displayed.

The following message is displayed:

Instructions: *Please click here to view the Residential Care Workers Register Reportable Allegations Business rules.*

Select the other finalised outcome.

Click Submit.



**Edit Allegation**

**Instructions**

Please click here to view the Residential Care Workers Register Reportable Allegations Business rules.

Reportable Allegation Record for **Fisher Harmon** (DOB: 13/05/1960 ) (WWCC Number: APP0051654) (Labour hire at Allegation: No)

Residential Care Workers Register Allegation Reference  
RRRA-329

Date Head of Relevant Entity became aware of the Reportable Allegation  
13/11/2022

Type  
Reportable to the Children's Guardian

Lodged by  
Andy Callum

Lodged date  
18/11/2022

Status for approval or decline\*

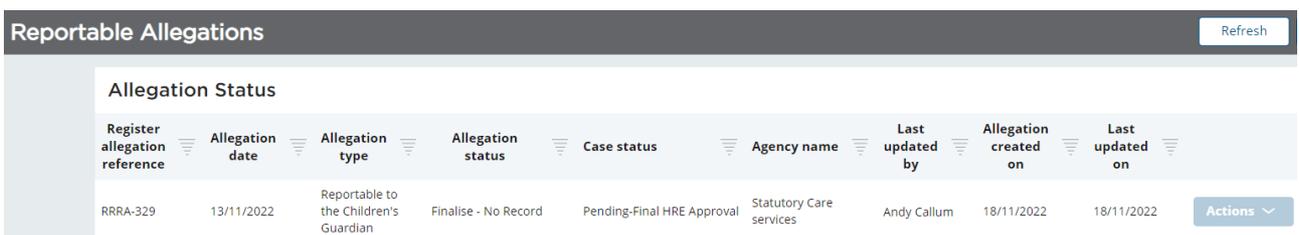
Select

Select

Finalise - Contact Agency

Exit Submit

Case status has changed from Resolved-Completed to Pending-Final HRE Approval.



Register allegation reference	Allegation date	Allegation type	Allegation status	Case status	Agency name	Last updated by	Allegation created on	Last updated on	Actions
RRRA-329	13/11/2022	Reportable to the Children's Guardian	Finalise - No Record	Pending-Final HRE Approval	Statutory Care services	Andy Callum	18/11/2022	18/11/2022	Edit

HRE is sent an email requesting the final allegation be approved.

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## HRE Steps to finalise the changed outcome

HRE logs into the Residential Register.

Click HRE approval in the Work queue.

Click the drillable Case ID on the Dashboard work queue.

HRE reviews all details and Approves the changed outcome.

Worker record will be updated to display the changed finalised outcome.

See Worker record management – reportable allegations [guide](#) for further details on HRE approval.

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## Contact agency flag

Where an outcome is changed from Finalised – Contact Agency to Finalised – No record the Contact agency flag remains as Yes. If the agency determines there is no information to share, the Contact agency flag will need to be changed to No.

Where an outcome is changed from Finalised – No record to Finalised – Contact agency the Contact agency flag will not automatically change even though the finalised outcome has been changed to note that the agency has information to share.

The agency will need to review the worker’s record upon finalisation and change the Contact agency flag to Yes where there is information to share to ensure this will display if the individual applies to another agency.

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## Re-engage

Where an agency end dates a worker’s engagement, the Residential Register allows an agency to re-engage a worker within 12 months of that date.

Note: where a worker has been end dated for 12 months or more the Re-engage function is not available.

Before making a decision to re-engage a worker and entering this decision on the Residential Register, agencies must re-verify the WWCC to ensure the worker still holds a clearance to work with children. Agencies may use their discretion in terms of whether to conduct a new NPC or Other Agency Check or to rely on the previous ‘satisfactory’ outcomes.

In terms of the Other Agency Check, agencies should review the list of agency associations against the worker record at the time of considering re-engagement. If there are now additional agency associations recorded since the worker was end dated, or if any previous associations have now been end dated, consideration should be given to making contact with these agencies to request any relevant information they may hold. This will help the agency to make a decision about whether any risk is posed by the worker to the safety, welfare and wellbeing of children and whether such risk can be mitigated/managed.

## Steps to re-engage a worker

Navigate to the Worker record screen using the Search function.

### Re-verify WWCC

Prior to re-engaging the worker, the worker's WWCC must be verified on the worker record screen to ensure the worker still has a clearance to work with children.

Click on Verify in the WWCC Verification box on the worker record.

The screenshot shows the 'Worker record' for Teresa Grape (Agency Ref: 125). The record is divided into several sections:

- Personal Details:** First name: Teresa, Middle name: —, Last name: Grape, Gender: Female, Date of birth: 07/05/1986, Identifies as Aboriginal and/or Torres Strait Islander: No.
- Engagement Status:** Status: End dated, Labour hire: No, Start date: 29/09/2020, End date: 02/11/2022, Contact agency: Yes.
- WWCC Verification:** WWCC number: APP0051881, Verification status: APPLICATION IN PROGRESS, Expiry date: 02/12/2022, Last verified on: 18/11/2022 02:05 PM. A 'Verify' button is present.
- Reportable Allegations:** 5

Verify WWCC screen displays.

Click Validate.

The 'Verify WWCC' screen displays the following information:

- Instructions:** Only update Last name and/or Date of birth if the person details have been updated with Service NSW.
- Form fields:** Last name: Grape, Date of birth: 07/05/1986, WWCC number: APP0051881.
- Action:** A 'Validate' button is visible.

Click Save and Verify.

The 'Verify WWCC' screen displays the following information:

- Instructions:** Only update Last name and/or Date of birth if the person details have been updated with Service NSW.
- Form fields:** Last name: Grape, Date of birth: 07/05/1986, WWCC number: APP0051881.
- Action:** A 'Save & Verify' button is visible.
- Please note:** WWCC number has been validated successfully. Please click Save & Verify to confirm.

WWCC Verification screen is updated on the worker record screen.

WWCC Verification		Verify
WWCC number	APP0051881	
Verification status	APPLICATION IN PROGRESS	
Expiry date	02/12/2022	
Last verified on	18/11/2022 02:10 PM	

## Re-engage the worker

Once the WWCC is verified and the worker still holds a clearance to work with children (application in progress or Cleared WWCC), the worker can be re-engaged.

To re-engage the worker, click Re-engage in the Engagement status section of the worker record screen.

Engagement Status		End date	Re-engage
Status	End dated		
Labour hire	No		
Start date	29/09/2020		
End date	02/11/2022		
Contact agency	Yes		
<a href="#">Engagement details</a>			

The Re-engage Worker Engagement screen is displayed.

The following message is displayed:

Instructions: *Prior to re-engaging a worker, please refer to the OCG Guidance Material.*

Enter the Re-engage date.

The date cannot be prior to or the same date as the end engagement date or a future date.

Review the worker's labour hire record before submitting. Worker's labour hire record can be changed by clicking on Yes or No to ensure the correct answer is indicated.

Instructions: *Please review the current labour hire selection before submitting.*

Re-engage Worker Engagement
✕

**Instructions**

Prior to re-engaging a worker, please refer to the OCG Guidance Material .

Re-engage Date \*

**Instructions**

Please review the current labour hire selection before submitting.

Is this worker engaged from a labour hire agency? \*

Yes  No

Cancel
Submit

Click Submit.

Engagement status section is updated with Engaged Status and new re-engage date. The previously recorded end date has been removed.

Clicking Cancel returns to the Worker record screen and no data is saved.

**Worker record ( RRW-172 ) ( Statutory Care services )**

**Teresa Grape**

Agency Ref: 125

**Personal Details**

First name	Teresa
Middle name	—
Last name	Grape
Gender	Female
Date of birth	07/05/1986
Identifies as Aboriginal and/or Torres Strait Islander	No

**Engagement Status** End date

Status	Engaged
Labour hire	Yes
Start date	17/11/2022
End date	—

[Engagement details](#)

Email notifications will be sent to any other agencies who have a current association with the worker (via their general alerts email) advising that the individual has been re-engaged.



**Individual Re-Engagement**

To Belle Beauty

This email is to notify you that Teresa Grape has been re-engaged as a residential care worker with Statutory Care services.

If information relevant to the safety, welfare or wellbeing of children and young people arises during the engagement of this worker, you are permitted to exchange information under *Chapter 16A of the Children & Young Person's (Care and Protection) Act 1998*.

You will be notified if this engagement is end dated in the future.

Note: This is a system generated email - please do not reply.

## Engagement details

Engagement details field within the Engagement status box is drillable.

When clicking on Engagement details, the screen will display all engagement details within the last 12 months – Start date, End date, Status and labour hire record for that engagement.

Clicking Close returns to the Worker record screen.

**Engagement details** ✕

Worker reference no	Start date	End date	Status	Labour hire
RRW-172	29/09/2020	02/11/2022	End dated	No

[Close](#)

## Activity Log

Activity log will display record of activity related to the re-engagement:

- WWCC verified

- Worker re-engaged
- Labour hire record changed at re-engagement

Reportable Allegations	All Agency Associations	Attachments	Activity log	WWCC verification history	Em
					1 2 3
Created on	Case ID	Description		User name	
18/11/2022 02:17 PM	RRW-172	Labour hire changed at re-engagement from No to Yes		Andy Callum	
18/11/2022 02:17 PM	RRW-172	Worker was re-engaged		Andy Callum	
18/11/2022 02:10 PM	RRW-172	Worker WWCC verified		Andy Callum	

## 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)