

Residential Care Workers Register

Worker record management – mark worker as deceased

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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 – mark as deceased 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's users to:

1. View records of deceased workers
2. Record and manage records for deceased workers (Primary Administrators only)

Mark worker as deceased

An agency should record that an individual is deceased on the Residential Register if the agency is provided with this information. This function has been designed to avoid any unintended workflow against a deceased person.

User roles

Only the Primary Administrator within an agency can mark an individual worker as deceased or remove the deceased record if entered in error. Other agency users can only view the record.

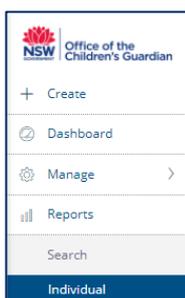
Engaged and End dated workers can be marked as deceased on the worker record.

For Not Engaged (Restore within 12 months) contact the Registration Systems Team to discuss.

Steps to mark a worker as deceased

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

Click on Search in the menu on the agency dashboard 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).

Click Search.

The screenshot shows the 'Individual Search' form. On the left is a navigation menu with options: Create, Dashboard, Manage, Reports, Search, and Individual (highlighted). The main form area has the following fields: Name (text input), Date of birth (text input with a calendar icon), WWCC number (text input), and Worker reference # (text input). At the bottom are 'Clear' and 'Search' buttons.

Individuals matching entered details are displayed.

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

The screenshot shows the search results page. On the left is the search form with 'Grape' entered in the Name field. The search results table is as follows:

Full name	DOB	WWCC number	Worker reference #	Engagement status	Agency name
Teresa Grape	07/05/1986	APP0051881	RRW-172	Engaged	Statutory Care services

Worker record screen is displayed.

The screenshot shows the 'Worker record (RRW-172) (Statutory Care services)' page for Teresa Grape. The page includes a profile card with 'TG' initials and 'Agency Ref: 125'. Below are 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: Labour hire, End dated: No, Start date: 29/09/2020, End date: 02/11/2020, Contact agency: Yes. Includes an 'Engagement details' button.
- WWCC Verification:** WWCC number: APP0051881, Verification status: APPLICATION IN PROGRESS, Expiry date: 10/12/2020 04:04 PM. Includes a 'Verify' button.
- Agency Associations:** Lists four agencies: Foster only, Belle Beauty, Zulu Care Test, and Raga2, all marked as 'Engaged'.
- Reportable Allegations:** Shows a count of 5.
- Probity Checks:** Section header with a table below.

Prior to marking the worker as deceased the following needs to be considered:

- **Reportable Allegations**

The agency should review the worker's record to ensure that any current reportable allegations are finalised.

Where a worker is deceased, in the first instance the agency should liaise with the OCG Reportable Conduct Directorate (RCD) team to discuss their reporting and investigation obligations.

In terms of the Residential Register, it would be best practice to record any current records as

finalised no record as the individual is deceased and therefore will not be engaged with another agency.

If there are any new reportable allegations sent to the HRE prior to learning the individual was deceased, the HRE should action this in the same way as any other matter. The agency should then contact the RCD to discuss appropriate action in relation to any investigation obligations and then finalise the matter.

○ End engagement

Prior to marking an individual as deceased, the agency needs to record an end date on the worker record. Once the end date is recorded, an automatically generated email will advise other agencies the individual has a current association with of the ended engagement.

○ Other current agencies

Check if there are current agency associations to this individual by viewing the Agency Associations section of the worker record screen or by clicking the All Agency Associations tab.

If there are current agencies associated to this individual, they will receive an alert email advising your agency has information that the individual is now deceased and has entered the deceased record.

It is best practice to contact any agencies with a current association with the individual prior to marking the individual as deceased as it may be a shock for the other agency to receive the alert email. Contact details for the agency are located on the All Agency Associations tab on the worker record.

The screenshot shows the 'Worker record (RRW-172) (Statutory Care services)' interface. It includes sections for Personal Details (Teresa Grape, Female, DOB 07/05/1986), Engagement Status (End dated 02/11/2020), Reportable Allegations (5), Probity Checks (Nationwide Criminal Record Check (NPC) and Other Agency Check), and Agency Associations (Belle Beauty, Zulu Care Test, Raga2, Omni Care). A table at the bottom lists all agency associations with columns for Agency name, Start date, End date, Engagement status, Email address, and Phone number.

Agency name	Start date	End date	Engagement status	Email address	Phone number
Foster only	15/08/2022		Engaged	hemanya.rogan@kidsguardian.nsw.gov.au	0324444444
Belle Beauty	15/08/2022		Engaged	eunice.tal@kidsguardian.nsw.gov.au	5555555555
Zulu Care Test	14/07/2022		Engaged	sarah.clancy@kidsguardian.nsw.gov.au	3333333334
Raga2	09/11/2021		Engaged	Bhargavi.sama@areteanstech.com	0470655865
Omni Care	01/11/2021		Engaged	tes@tesc.com	9876757776
Statutory Care services	29/09/2020	02/11/2020	End dated	hemanya.rogan@kidsguardian.nsw.gov.au	0266667777

To mark the worker as deceased, click on the Actions drop down on the right-hand side of the worker record.

The screenshot shows the 'Worker record (RRW-172) (Statutory Care services)' interface with the 'Actions' dropdown menu open, highlighting the 'Mark as deceased' option. The worker's name is Teresa Grape.

New deceased screen is displayed. The following message is displayed.

Instructions: Please contact other currently associated agencies before marking this individual as deceased. Please also finalise all records including reportable allegations and end date the engagement

with your agency.

Deceased [X]

Instructions
Please contact other currently associated agencies before marking this individual as deceased. Please also finalise all records including reportable allegations and end date the engagement with your agency.

Name
Teresa Grape

Deceased date *

[]

Value cannot be blank

Cancel [Mark as deceased]

The date cannot be prior to the engagement date or a future date. Error messages will display.

The following message is displayed.

You are about to mark this person as deceased. Please finalise all records including reportable allegations and end date the engagement. Please also ensure you contact other currently associated agencies to discuss this matter.

Deceased [X]

Instructions
Please contact other currently associated agencies before marking this individual as deceased. Please also finalise all records including reportable allegations and end date the engagement with your agency.

Name
Teresa Grape

Deceased date *

2/11/2020

You are about to mark this person as deceased. Please finalise all records including reportable allegations and end date the engagement. Please also ensure you contact other currently associated agencies to discuss this matter.

Cancel [Mark as deceased]

To cancel and return to the Worker record screen click Cancel or close the screen by clicking X. No data is saved.

Personal details section on the worker record will now display an additional field of deceased date and will record the date the individual was deceased as recorded by the agency.

TG **Teresa Grape**
Agency Ref: Grape

Personal Details

First name	Teresa
Middle name	---
Last name	Grape
Gender	Female
Date of birth	07/05/1986
Deceased date	02/11/2020

End date worker engagement

Note: This step is not required for an individual who has already been end dated on the Residential Register.

For currently engaged workers the agency should also end date the worker's engagement. This can be completed prior to or after marking the individual as deceased. If the agency does not end date the worker's engagement, agency reports will display the worker as engaged.

Steps to end date a worker's engagement:

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

TG Teresa Grape
Agency Ref: Grape

Personal Details		Engagement Status	
First name	Teresa	Status	Engaged
Middle name	---	Start date	29/09/2020
Last name	Grape	End date	---
Gender	Female	Engagement details	

The End date Worker Engagement screen is displayed. The following message is displayed:

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

Contact Agency is defaulted to No and cannot be changed (as the individual is deceased and there will be nothing further to share).

Deceased date is displayed and cannot be changed (as entered when marking the individual as deceased). If the deceased date recorded is incorrect contact the Registration Systems Team to discuss.

Enter the End date of the worker engagement.

The date cannot be prior to the start date of the worker engagement, a future date or after the deceased date. Error messages will display.

Best practice would be to enter the end date the same as the deceased date (deceased date is recorded on the End date Worker engagement screen).

Click Cancel or X to return to the worker record screen. No data will be saved.

Click Submit.

End date Worker Engagement

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

Contact Agency: Yes No
Deceased date: 01/10/2020
End date:

End date is recorded on Engagement Status page and Contact Agency flag is set to no

TG Teresa Grape
Agency Ref: Grape

Personal Details		Engagement Status	
First name	Teresa	Status	End dated
Middle name	---	Start date	29/09/2020
Last name	Grape	End date	02/11/2020
Gender	Female	Contact agency	No

Activity Log

The Activity log will display the deceased record and any subsequent end dates if not end dated prior to marking individual as deceased.

24/11/2020 02:25 PM	RRW-172	Worker engagement was end dated	margaret.tant
24/11/2020 02:21 PM	RRW-172	Worker marked as deceased	margaret.tant

Print

The PDF will be updated to record the individual as deceased.



Residential Care Workers Register – PDF

Worker Record (RRW-172) - Statutory Care services

Personal details

First name Teresa	Middle name
Last name Grape	Date of birth 07/05/1986
Working With Children Check Number APP0051881	Agency reference 125
Gender Female	Deceased date 02/11/2020

Other associated agencies action required

Any currently associated agencies will receive an email notification to the general alerts email address advising the individual has been marked as deceased by another agency.



Individual deceased

To Foxy Loxy

This email is to advise that Hank Hygge has been marked as deceased on the **Residential Care Workers Register** by Happy agency.

Please finalise all records including reportable allegations and end date the engagement with your agency.

If required, please contact the above-named agency to discuss further.

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

The deceased flag will be displayed on the other agency's worker record as the deceased flag belongs to an individual and not an agency.

Where the agency receives advice from another agency that the worker has been marked as deceased the agency should review the worker record and finalise any reportable allegations and record an end date for the worker.

Actions after marking as deceased

After marking an individual as deceased the following actions are still available to all agencies with an association to the individual:

- Edit personal details
- Engagement end date
- Verify WWCC – see WWCC Verification guide
- Print
- Finalise Reportable Allegations (contact Registration Systems Team to discuss)

- Edit engagement dates – see Edit Engagement details guide
- Remove deceased flag

Removing a deceased flag

Agencies (PA only) can remove a deceased flag against an engaged or end dated individual if it was entered in error. It can be done by any agency with an association to the individual.

Steps to remove a deceased flag:

Search for the Individual using the Individual Search function.

The screenshot shows the 'Individual Search' form. On the left is a navigation menu with options: Create, Dashboard, Manage, Reports, Search, and Individual (highlighted). The search form has the following fields: Name (text input), Date of birth (calendar icon), WWCC number (text input), and Worker reference # (text input). At the bottom are 'Clear' and 'Search' buttons.

Individuals matching entered details are displayed.

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

The screenshot shows the search results table with the following data:

Full name	DOB	WWCC number	Worker reference #	Engagement status	Agency name
Teresa Grape	07/05/1986	AP90051881	RRW-172	Engaged	Statutory Care services

The Worker record is displayed.

Click on Actions and select remove deceased from the drop-down menu.

The screenshot shows the worker record for Teresa Grape. It includes a profile picture with initials 'TG' and the text 'Teresa Grape' and 'Agency Ref: Grape'. There are two main sections: 'Personal Details' and 'Engagement Status'. The 'Engagement Status' section shows: Status (Engaged), End dated (29/09/2020), Start date (29/09/2020), End date (02/11/2020), and Contact agency (No). On the right, an 'Actions' dropdown menu is open, showing options: Edit, Remove deceased, and Print.

The Remove deceased screen is displayed.

The following message is displayed:

Instructions: You are removing the deceased flag on this individual, click on submit to confirm this flag should be removed

Click Submit to remove the deceased flag.

Remove Deceased
✕

Instructions

You are removing the deceased flag on this individual, click on submit to confirm this flag should be removed.

Cancel
Submit

The deceased date is removed from the Person details screen on worker record.

End date reverts to original end date if changed after deceased date was recorded.

Contact Agency flag reverts to previous record if end date was changed after deceased date was recorded.

Click Cancel or X to return to the Worker record screen. No data will be saved.

Activity log

The activity log records the deceased flag has been removed.

Records	Other names	Reportable Allegations	All Agency Associations	Attachments	Activity log
Created on	Case ID	Description			User name
24/11/2020 02:52 PM	RRW-172	Deceased flag removed			margaret.tant

Email notifications

No email notifications are sent to other currently associated agencies.

If a deceased flag was entered in error the agency should contact any other currently associated agency or the agency that had recorded the flag incorrectly (details can be retrieved from the email notification or from the All Agency Associations tab) to advise the deceased flag will be removed as it was entered in error.

Print

PDF will no longer record the deceased flag.

Other agency view

Deceased flag is removed from the other agency records as it belongs to an individual's personal 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