

Office of the
Children's Guardian

Residential Care Workers Register

Worker record management – print function

November 2022

www.ocg.nsw.gov.au

Contents

- What is the Residential Care Workers Register?3
- Purpose of this guide.....3
- Print function.....3
- Reportable allegations3
- User roles and print function3
- Using the print function4
- Attachments tab.....6
- Print section options.....6
- Personal details7
- Engagement status.....7
- WWCC details7
- Probity checks.....7
- Records.....8
- Other names8
- All agency associations.....8
- WWCC verification history9
- Activity log9
- Contact us.....9

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 print function 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](#).

Print function

Engaged and End dated worker records can be printed to PDF.

The sections of the Worker record to be printed to PDF can be selected from the Print menu. See Print menu selections section for further details.

The PDF is saved in the Attachments Tab in the Worker's record and can be downloaded, saved and/or printed.

Not engaged (restore worker within 12 months) record can be printed to PDF and is retrievable in the Attachments Tab.

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

Reportable allegations

If an individual has a reportable allegation recorded against them, the Activity Log and Records tab should NOT be printed as part of providing information to the worker.

The Children's Guardian Act 2019 restricts information about reportable allegations recorded on the Residential Register to be provided to the worker, and the Activity Log and Records Tab will list actions by the agency including if this is related to a reportable allegation.

See [Reportable allegations business rules](#) for details of information that cannot be provided to workers.

User roles and print function

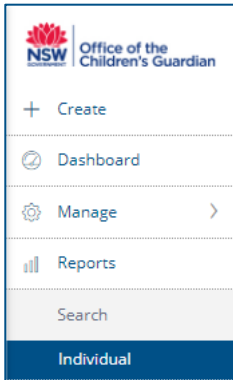
Primary administrators, general administrators and general users have access to the Print function on the Residential Register.

Using the print function

Log in to the Residential Register.

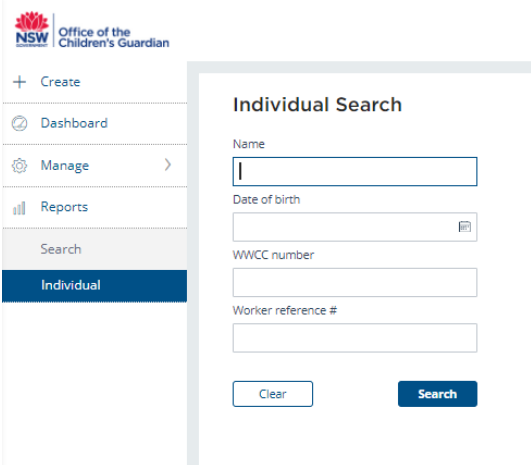
The agency dashboard will be displayed.

Click Search in the Menu and Individual.



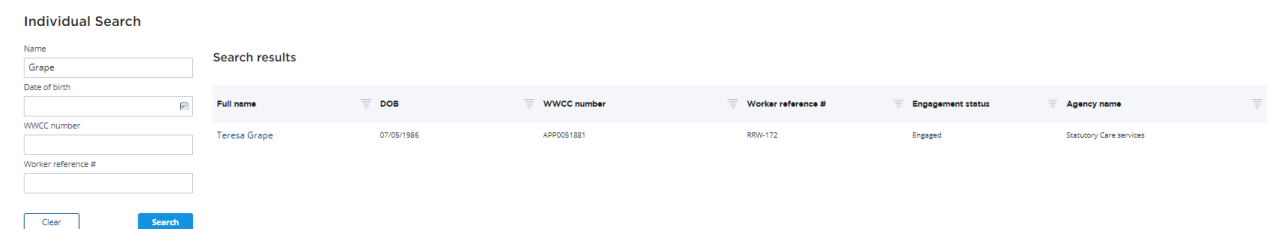
The Search individual screen is displayed.

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

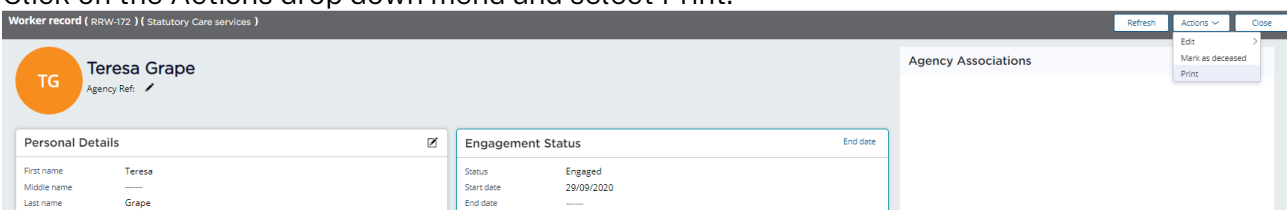


Individuals matching entered details are displayed.

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



Click on the Actions drop down menu and select Print.



The Print menu is displayed.

Click worker record sections to be included in the PDF.

Agency users can tick or untick any of the boxes to select sections for printing.

All boxes except for personal details can be unticked. Personal details is ticked by default, greyed out and cannot be unselected.

Activity log is unticked by default as this record could be large and not always required, especially if the PDF is for the individual worker. It is recommended to print this separately. User can tick Activity log to print if required.

See Reportable allegations section above for further details about information that cannot be provided to workers.

Click Print.

Cancel or X returns to the Worker management screen. No data is saved.

Section Name	Checked
Personal details	<input checked="" type="checkbox"/>
Engagement status	<input checked="" type="checkbox"/>
WWCC details	<input checked="" type="checkbox"/>
Probity checks	<input checked="" type="checkbox"/>
Records	<input type="checkbox"/>
Other names	<input type="checkbox"/>
All agency associations	<input type="checkbox"/>
WWCC verification history	<input type="checkbox"/>
Activity log	<input type="checkbox"/>

Buttons: Cancel, Print

PDF of selected worker record is available via the Attachment Tab.

Click on the Attachment name.

Created on	Case ID	Attachment Name	Description	Updated by
25/11/2020 11:42 AM	RMNG-293	25112020-Residential Care Workers Register-Worker Record of RRW-172.pdf	Print	margaret.tanc

PDF is available to click and open.

Created on	Case ID	Attachment Name	Description	Updated by
25/11/2020 11:42 AM	RMNG-293	25112020-Residential Care Workers Register-Worker Record of RRW-172.pdf	Print	margaret.tanc

25112020-Residen...pdf

PDF is displayed and can be downloaded and saved in agency records or printed and provided to the worker.

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	
Identifies as Aboriginal and/or Torres Strait Islander Yes	Aboriginal

Engagement status

Status	Start date	End date	Contact agency
Engaged	29/09/2020		

WWCC verification

WWCC number	Expiry date	Status	Last verified on
APP0051881	24/12/2020	APPLICATION IN PROGRESS	10/12/2020 04:04 PM

Probity checks

Assessment name	Assessment date	Outcome
Nationwide Criminal Record Check (NPC)	28/09/2020	Satisfactory
Other Agency Check		
Community Services Check	29/09/2020	Satisfactory

PDF records date and time stamp of when PDF was downloaded at the end of each page.

Created on: 12:14PM 20 January 2021

Page 1 of 1

Attachments tab

The attachments tab holds a record of the PDF's generated each time an agency user prints a worker record.

- Created on: when the PDF was generated
- Case ID: Register manage (RMNG) case ID is assigned to any PDF
- Attachment name: date printed and worker reference ID
- Description: Print is recorded as this is the function
- Updated by: name of agency user who printed the record

Print section options

The sections available to be printed to PDF are Personal details, Engagement status, WWCC details, Probity checks, Records, Other names, All agency associations, WWCC verification history and Activity log.

Apart from the Person details section, all other printable sections are ticked by default and

can be unticked and not printed.

Note: Although agencies will be able to view the Reportable Allegations tab, this will not be available for agency users to print. See Reportable allegations section above for further details about information that cannot be provided to workers.

Personal details

This prints Personal Details section of the worker record. It is always selected and cannot be unselected – tick is greyed out.

- First name
- Middle name
- Last name
- Date of birth
- Working With Children Check number
- Agency reference
- Gender
- Deceased and deceased date (where applicable)
- Identifies as Aboriginal and/or Torres Strait Islander

Engagement status

This prints Engagement Status section of the worker record.

- Status: (either end dated or engaged)
- Start date: start of engagement
- End date: records end date if worker has had engagement end dated
- Contact Agency: records whether the individual has a Contact Agency flag of Yes or No

WWCC details

This prints WWCC Verification section of the worker record and records the last verification by the agency completed via the Residential Register.

- WWCC number: as recorded on application and any subsequent verifications
- Expiry date: WWCC expiry date
- Status: WWCC status
- Last verified on: when agency last verified either at engagement or on the worker record

Probity checks

This prints Probity Checks section of the worker record.

- Assessment name: name of check (Nationwide Criminal Record Check (NPC), Other Agency Check and Community Services Check)
- Assessment date: date of check
- Outcome: Outcome of check

Note: data will be blank if not required e.g. a new application and there is no other agency association

Records

This prints Records tab of the worker record.

Records tab has two sections:

- Open: details any open cases such as reportable allegations that have not been finalised
- Resolved: all resolved cases such as completed worker engagement record

Note: Where there is an Open or Closed Reportable allegation, the Records Tab cannot be printed. See Reportable allegations section above for further details about information that cannot be provided to workers.

Other names

This prints Other names tab of the worker record.

It includes any other name recorded by another agency as other name belongs to the individual.

Note: PDF will not detail which agency recorded the other name, only that there has been another name recorded.

- Single name only
- First name
- Middle name
- Last name

All agency associations

This prints All agency associations tab of the worker record.

- Agency name: name of agency with association
- Start date: start date of the association
- End date: if end dated, end date of this association or will be blank
- Phone number: Information exchange contact phone number of other agencies
- Email address: Information exchange contact email address of other agencies

WWCC verification history

This prints data recorded in the WWCC verification tab of the worker record.

- Records the history of the verifications conducted by the agency
- WWCC number: WWCC number of worker
- Status: WWCC status of worker – will record history of any changes
- Expiry date: Expiry date of WWCC and will record history of expiry
- Last verified on: Date verify button selected at engagement and on worker record
- Last verified by: agency user who clicked on the verify button

Activity log

Activity Log records all activity against a worker record. As this record could be large it is advisable this be printed separately however can be selected with other sections.

To print the activity log in the Print menu, click on Activity log section and untick all other boxes.

Click Print.

PDF will display with worker personal details and Activity log.

- Created on: date of activity
- Case ID: relevant case ID
- Description: type of activity
- Username: name of agency user

Note: If an individual has a reportable allegation recorded against them, the Activity Log should never be printed as part of providing information to the worker. See Reportable allegations section above for further details about information that cannot be provided to workers.

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