

Office of the  
Children's Guardian

# Residential Care Workers Register

Worker record management – reportable allegations

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 – reportable allegations 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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## Reportable Allegations

The Children’s Guardian Regulation 2022 requires the entry of a reportable allegation onto the Residential Register within 7 business days of the agency becoming aware of this<sup>1</sup>.

The Residential Register requires an agency who has a current engagement with an individual to enter any reportable allegations made against a worker including:

- that an allegation has been made
- date the agency became aware of the allegation
- type of allegation (must always be reportable to Children’s Guardian)
- date and outcome of completed investigations

The requirement to enter the above information on the Residential Register is in addition to existing agency responsibilities to notify the Children’s Guardian of an allegation and the outcome of the corresponding investigation as part of the reportable conduct scheme more broadly.

This guide should be read in conjunction with the [Reportable Allegations Business rules](#) and the [Residential Care Workers Register Guidance notes](#) on the OCG website.

The training videos for this topic are located on the [OCG website](#), refer to **Module 9.1 – 9.4 which relate to lodging, approving and finalising reportable allegations**.

Note: The Register includes the allegation type Class or Kind as this was previously an option within the scheme. From 1 September 2022, Class or Kind arrangements are no longer in place so this allegation type should not be selected on the Residential Care Workers Register.

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<sup>1</sup> Section 12 of the Children’s Guardian Regulation 2022

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## User Roles and Reportable Allegations

All agency user roles can view reportable allegations recorded on the Residential Register for those individuals who have an association with the agency.

Primary Administrators (PA), General Administrators (GA) and Reportable Allegations Officers (RAO) can:

- add a new reportable allegation
- finalise a reportable allegation
- change a finalised outcome

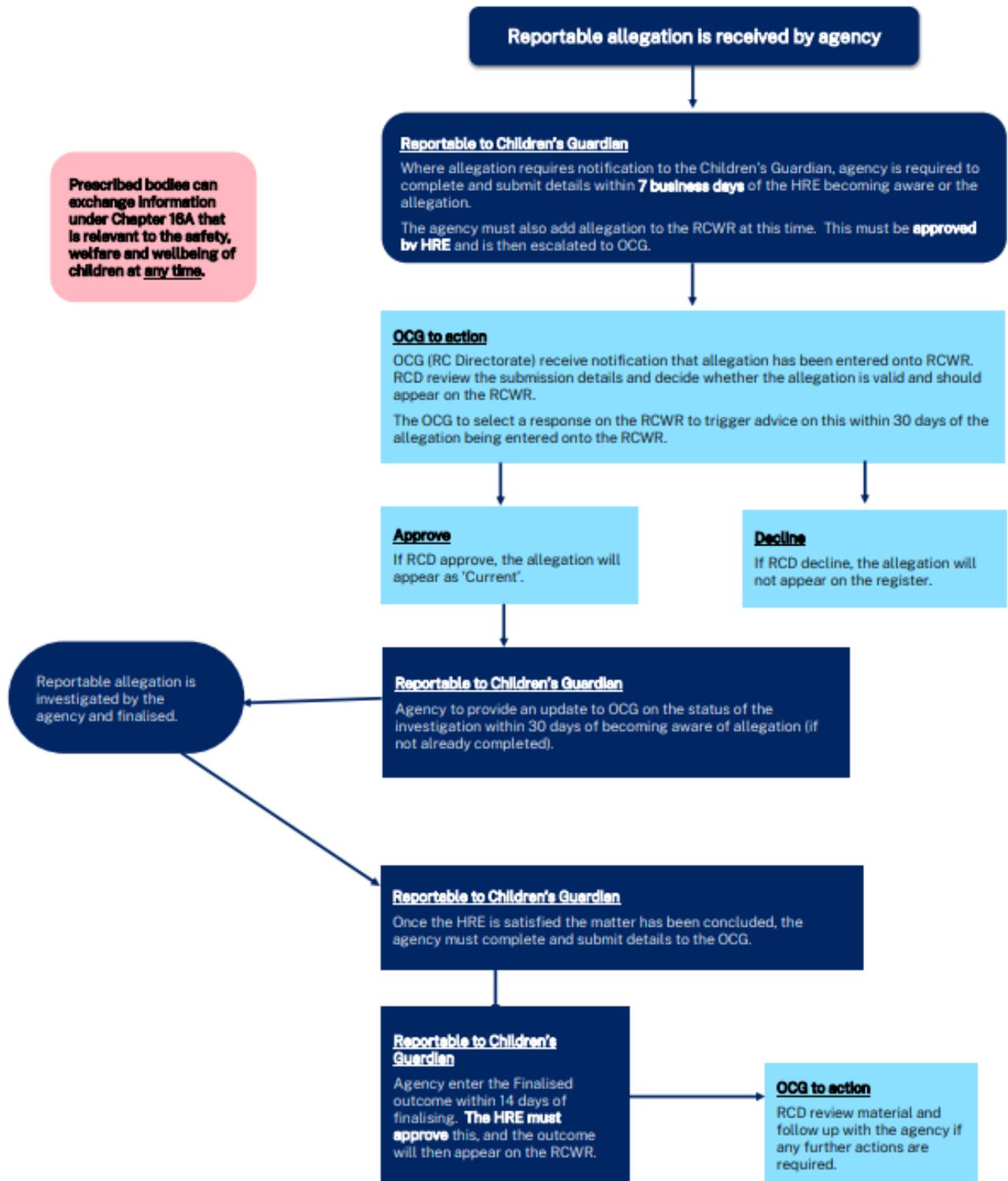
The Head of Relevant Entity (HRE) role can:

- approve a new reportable allegation
- approve a finalised reportable allegation
- approve a changed finalised outcome

Note: The Primary Administrator can view the work queue for the HRE, however only the HRE can enter the decision about a matter.

Until the HRE role is created, the system will not allow reportable allegations to be entered. The HRE role must remain active and current so allegation records can progress in the system. If the HRE user is on leave and allegations are to be progressed, the agency will need to end date the current HRE user role and create a new HRE role to cover that period of time. Once the HRE returns, their role can be reinstated.

# Overview of Reportable Allegation process



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<sup>2</sup> For an accessible text alternative version of this flowchart, see Appendix 1

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## Entering a Current RA on the Residential Register

Designated agencies must enter reportable allegations onto the Residential Register within 7 business days of becoming aware of the allegation.

Agencies are to select allegation type as 'Reportable to the Children's Guardian'.

Note: The Residential Register includes the option to enter a Class or Kind allegation record however from 1 September 2022, Class or Kind arrangements are no longer in place so this allegation type should not be selected on the Residential Care Workers Register.

All allegations selected must be Reportable to the Children's Guardian.

A notification about the reportable allegation is sent to the agency's Head of Relevant Entity (HRE) to approve or decline the matter. Once approved by the HRE, this will be escalated to the Reportable Conduct Directorate within the OCG for approval. If approved by OCG, this will appear as 'Current' on the Residential Register.

Agencies are only able to add a reportable allegation for their own currently engaged workers.

Where a worker has been end dated and the agency identifies that a reportable allegation was not entered at the time of engagement, the agency's Primary Administrator should contact the Registration Systems Team (RST) within the OCG to discuss.

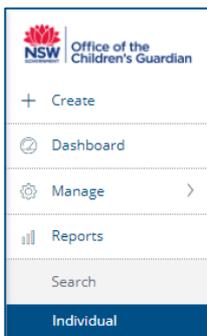
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## Steps to enter a current reportable allegation

Log into 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 for individuals associated with their agency.

NSW Office of the Children's Guardian

- + Create
- Dashboard
- Manage
- Reports
- Search
- Individual**

### Individual Search

Name:

Date of birth:

WWCC number:

Worker reference #:

Individuals matching the entered details are displayed.

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

### Individual Search

Name:

Date of birth:

WWCC number:

Worker reference #:

### Search results

Full name	DOB	WWCC number	Worker reference #	Engagement status
Fisher Harmon	13/05/1960	APP0051654	RRW-175	Engaged

The Worker record screen will be displayed.

Reportable allegations box will display the count of the number of Current **and** Finalised - contact agency reportable allegations recorded for the individual, by any agency. Details of these reportable allegations are viewable via the Reportable Allegations tab at the bottom of the worker record screen.

**Worker record ( RRW-175 ) ( Statutory Care services )**

FH

## Fisher Harmon

Agency Ref: Harmon\_001 ✎

#### Personal Details ✎

First name	Fisher
Middle name	---
Last name	Harmon
Gender	Male
Date of birth	13/05/1960

Identifies as Aboriginal and/or Torres Strait Islander Yes Both

#### Engagement Status End date

Status	Engaged
Labour hire	Yes
Start date	15/12/2020
End date	---

#### WWCC Verification

WWCC number	APP0051654
Verification status	APPLICATION IN PROGRESS
Expiry date	
Last verified on	22/11/2022 01:10 PM

### Reportable Allegations

2
+ Add Allegation

## Add reportable allegation on worker record screen

Click + Add Allegation in the reportable allegations section of the worker record to add an allegation. Capture reportable allegations details screen displays with the following message:

**Instructions:** Please ensure before submitting:

- The Head of Relevant Entity (HRE) account is created and current
- The labour hire record against the worker is correct
- The allegation type is Reportable to the Children's Guardian\*

\*Effective 1 September 2022, Class or Kind arrangements are no longer in place. All reportable allegations must be lodged as Reportable to the Children's Guardian.

To view the Residential Care Workers Register reportable allegations business rules, [click here](#).

Questions relating to the business rules should be directed to the Reportable Conduct Directorate enquiry line on (02) 8219 3800.

Note: If the HRE user account has not been set up the reportable allegation cannot be lodged, and an error message will be displayed.

See Primary Administrator and General Administrator user guide for details on setting up the HRE user role.

Answer the screening questions:

*Was the individual still engaged with your agency when the allegation was raised?*

If the answer is **No**: Clicking No automatically excludes this from being a reportable allegation.

The following message is displayed: *Based on your response, this matter does not fall within the reportable conduct scheme. This entry will not be progressed any further.*

Click Exit to return to the Worker record screen.

**Capture reportable allegation details**

**Instructions**

Please ensure before submitting:

- The Head of Relevant Entity (HRE) account is created and current
- The labour hire record against the worker is correct
- The allegation type is Reportable to the Children's Guardian\*

\*Effective 1 September 2022, Class or Kind arrangements are no longer in place. All reportable allegations must be lodged as Reportable to the Children's Guardian.

To view the Residential Care Workers Register reportable allegations business rules, click [here](#).  
 Questions relating to the business rules should be directed to the Reportable Conduct Directorate enquiry line on (02 8219 3800)

You are about to add a new reportable allegation for **Fisher Harmon** (DOB: 13/05/1960 ) (WWCC Number: APP0051654) (Labour hire at Allegation: Yes)

Was the individual still engaged with your agency when the allegation was raised? \*

Yes  No

Based on your response, this matter does not fall within the reportable conduct scheme. This entry will not be progressed any further.

**Exit**

If the answer is **Yes**: Click Yes and an additional question is displayed:  
*Was the alleged victim under 18 years at the time of the alleged conduct?*

**Capture reportable allegation details**

**Instructions**

Please ensure before submitting:

- The Head of Relevant Entity (HRE) account is created and current
- The labour hire record against the worker is correct
- The allegation type is Reportable to the Children's Guardian\*

\*Effective 1 September 2022, Class or Kind arrangements are no longer in place. All reportable allegations must be lodged as Reportable to the Children's Guardian.

To view the Residential Care Workers Register reportable allegations business rules, click [here](#).  
 Questions relating to the business rules should be directed to the Reportable Conduct Directorate enquiry line on (02 8219 3800)

You are about to add a new reportable allegation for **Fisher Harmon** (DOB: 13/05/1960 ) (WWCC Number: APP0051654) (Labour hire at Allegation: Yes)

Was the individual still engaged with your agency when the allegation was raised? \*

Yes  No

Was the alleged victim under 18 years at the time of the alleged conduct? \*

Yes  No

If the answer is **No**: Clicking No automatically excludes this from being a reportable allegation. The following message is displayed: *Based on your response, this matter does not fall within the reportable conduct scheme. This entry will not be progressed any further.*  
 Click Exit to return to the Worker record screen.

Based on your response, this matter does not fall within the reportable conduct scheme. This entry will not be progressed any further.

Exit

If the answer is **Yes**: Click Yes and a further details section of the screen is revealed.

Complete allegation details – date and type.

Enter the date the Head of Relevant Entity became aware of the Reportable Allegation – this cannot be a future date.

Click the Type of Reportable Allegation - Reportable to the Children’s Guardian.

Note: As of 1 September 2022, Class or Kind arrangements are no longer in place. All reportable allegations should be lodged with type = Reportable to the Children’s Guardian

When Reportable to the Children’s Guardian is selected a declaration is displayed and the user must tick the checkbox, or the reportable allegation cannot be lodged, and an error message will display.

*The agency is required to submit the 7-day notification form to the Children’s Guardian. Please select Check box to confirm the agency will complete this within the necessary timeframe.*

#### Capture reportable allegation details

##### Instructions

Please ensure before submitting:

- The Head of Relevant Entity (HRE) account is created and current
- The labour hire record against the worker is correct
- The allegation type is Reportable to the Children’s Guardian\*

\*Effective 1 September 2022, Class or Kind arrangements are no longer in place. All reportable allegations must be lodged as Reportable to the Children’s Guardian.

To view the Residential Care Workers Register reportable allegations business rules, [click here](#).

Questions relating to the business rules should be directed to the Reportable Conduct Directorate enquiry line on (02 8219 3800)

You are about to add a new reportable allegation for **Fisher Harmon** (DOB: 13/05/1960 ) (WWCC Number: APP0051654) (Labour hire at Allegation: Yes)

Was the individual still engaged with your agency when the allegation was raised? \*

Yes  No

Was the alleged victim under 18 years at the time of the alleged conduct? \*

Yes  No

Date Head of Relevant Entity became aware of the Reportable Allegation \*

29/11/2022



Type \*

Class or Kind  Reportable to the Children’s Guardian

The agency is required to submit the 7-day notification form to the Children’s Guardian. Please select checkbox to confirm the agency will complete this within the necessary timeframe.

Add Record

Click Add record

A reportable allegation notification is automatically sent to the HRE for approval.

The following message is displayed: *This reportable allegation has been created and requires approval by the Head of the Relevant Entity. Once this occurs, it will then be escalated to the Reportable Conduct Directorate at the Office of the Children's Guardian for assessment.*

**Reportable Allegation (RRRA-337) PENDING-HRE APPROVAL**

✓✕

This reportable allegation has been created and requires approval by the Head of the Relevant Entity. Once this occurs, it will then be escalated to the Reportable Conduct Directorate at the Office of the Children's Guardian for assessment.

Click x to return to the Worker record screen.

Note: In the Reportable Allegations section in the Worker record, the count will not change until both the HRE and Reportable Conduct Directorate has approved the entry.

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## Head of Relevant Entity approval/decline (new reportable allegation)

Once the reportable allegation has been entered the HRE will receive an automated email advising of this, the name of the worker it relates to and that the HRE is required to review the details and either Approve or Decline the matter.

**Note:** A reminder email is sent to the HRE at 3 days and then again at 5 days and every 5 days thereafter until the HRE enters a decision on the reportable allegation. The Primary Administrator is able to view this via the HRE Work queue however cannot enter a decision.

All emails and reminder emails are saved in the emails tab on the worker record screen.



### Allegation approval required

To TestingHRE HREtestStatcare

A reportable allegation record has been added to the **Residential Care Workers Register** in relation to:

Name: Fisher Harmon  
WWCC number: APP0051654  
Labour hire at Allegation: Yes  
Allegation date: 29 November 2022  
Allegation type: Reportable to the Children's Guardian  
Lodged by: Andy Callum

Effective 1 September 2022, Class or Kind arrangements are no longer in place and should be declined. All reportable allegations must be lodged as Reportable to the Children's Guardian.

Please review the details and Approve or Decline the matter. Upon Approval, the matter will escalate to the Reportable Conduct Directorate within the NSW Office of the Children's Guardian for assessment.

Where the Reportable Conduct Directorate confirms that the matter meets the criteria for a reportable allegation, it will then appear as Current on the Residential Care Workers Register. Please login to the Register using this [link](#) to Approve or Decline the task.

The HRE is required to log into the Residential Register.

The HRE agency dashboard will display and work queue HRE Approval is displayed.

**Residential Care Workers Register Dashboard**

**Agency Details**

Agency name: Statutory Care services  
 ABN: 43 304 920 597  
 WWCC employer Id: REG0001067  
 Residential Register #: RRA0189  
 Accreditation period: 3  
 Accreditation expiry date: 28/08/2023

**Work queues**

HRE Approval 5

[See all](#)

Click on the HRE Approval work queue which will open under agency Key Statistics.

**Work queue: HRE Approval**

[Refresh](#)

Case ID	Worker name	Case status	Created on	Last updated by	Last updated on
RRRA-329	Fisher Harmon	Pending-Final HRE Approval	18/11/2022	System	23/11/2022
RRRA-330	Fisher Harmon	Pending-HRE Approval	23/11/2022	System	28/11/2022
RRRA-337	Fisher Harmon	Pending-HRE Approval	01/12/2022	System	01/12/2022

Click on the drillable Case ID on the work queue.

The following message is displayed.

**Instructions:** Please review the allegation details below. If any of the details are not correct, the record must be declined, and a new record needs to be created. An email will be sent to the agency user who lodged the record advising of the decision.

**Note:** Effective 1 September 2022, Class or Kind arrangements are no longer in place. All reportable allegations must be lodged as Reportable to the Children’s Guardian.

Please click here to view the Residential Care Workers Register Reportable allegations business rules.

**Reportable Allegation (RRRA-337) PENDING-HRE APPROVAL**

**HRE Approval**  
DUE IN ABOUT A MINUTE AGO

**Instructions**

Please review the allegation details below. If any of the details are not correct, the record must be declined, and a new record needs to be created. An email will be sent to the agency user who lodged the record advising of the decision.

**Note:** Effective 1 September 2022, Class or Kind arrangements are no longer in place. All reportable allegations must be lodged as Reportable to the Children’s Guardian.

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: Yes)

Residential Care Workers Register Allegation Reference  
RRRA-337

Date Head of Relevant Entity became aware of the Reportable Allegation  
29/11/2022

Type  
Reportable to the Children’s Guardian

Lodged by: Andy Callum      Lodged date: 01/12/2022

Status for approval or decline  
New

The agency is required to submit the 7-day notification form to the Children’s Guardian. Please select checkbox to confirm the agency will complete this within the necessary timeframe.

[Decline](#) [Approve](#)

**Agency details**

Agency name: Statutory Care services  
 Trading as name: Stat care  
 ABN: 43 304 920 597  
 WWCC employer ID: REG0001067  
 ORIC ICN: 1234  
 Accreditation expiry date: 28/08/2023

**Worker details**

Name: Fisher Harmon  
 Working With Children Check number: APP0051654  
 Worker reference number: RRW-175

**Activity Log**

Created on	Description	User name
01/12/2022 06:17 PM	New Allegation Reportable to the Children’s Guardian sent to HRE for approval	Andy Callum

HRE reviews all details and either Declines or Approves.

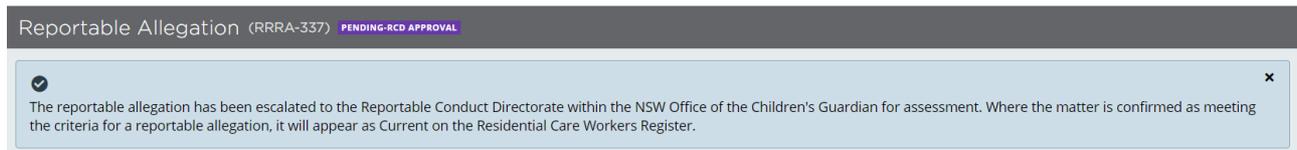
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## Approve allegation

Click Approve.

For Reportable to Children's Guardian allegation type, the following message is displayed:

*The reportable allegation has been escalated to the Reportable Conduct Directorate within the NSW Office of the Children's Guardian for assessment. Where the matter is confirmed as meeting the criteria for a reportable allegation it will appear as Current on the Residential Care Workers Register.*



The agency user lodging the reportable allegation will receive an email confirming the allegation has been approved by the HRE and the matter has now escalated to the Reportable Conduct Directorate (RCD) within the NSW Office of the Children's Guardian.



### Current allegation approved

To Andy Callum

The following reportable allegation details have been approved by the Head of Relevant Entity on the **Residential Care Workers Register**.

The details are listed below:

Name: Fisher Harmon  
WWCC number: APP0051654  
Labour hire at Allegation: Yes  
Allegation date: 29 November 2022  
Allegation type: Reportable to the Children's Guardian  
HRE approval date: 01 December 2022

Effective 1 September 2022, Class or Kind arrangements are no longer in place. All reportable allegations must be lodged as Reportable to the Children's Guardian. The matter has now escalated to the Reportable Conduct Directorate within the NSW Office of the Children's Guardian.

Where the Reportable Conduct Directorate confirms that the matter meets the criteria for a reportable allegation, it will then appear as Current on the Residential Care Workers Register.

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

See below for the process followed by the Reportable Conduct Directorate within the OCG.

**Note:** The worker record screen will not display a change in the existing count in the reportable allegation section as the RCD has yet to approve the allegation.

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## Decline Allegation

Where the HRE makes a decision to decline the allegation entered, the HRE clicks Decline on the HRE Approval screen.



**Instructions**

Please review the allegation details below. If any of the details are not correct, the record must be declined, and a new record needs to be created. An email will be sent to the agency user who lodged the record advising of the decision.

**Note:** Effective 1 September 2022, Class or Kind arrangements are no longer in place. All reportable allegations must be lodged as Reportable to the Children's Guardian.

Please click [here](#) to view the Residential Care Workers Register Reportable allegations business rules.

Reportable Allegation Record for **Teresa Grape** (DOB: 07/05/1986) (WWCC Number: APP0051881) (Labour hire at Allegation: No)

Residential Care Workers Register Allegation Reference

RRRA-126

Date Head of Relevant Entity became aware of the Reportable Allegation

03/12/2020

Type

Reportable to the Children's Guardian

Lodged by

Genevieve Lowe

Lodged date

04/12/2020

Status for approval or decline

New

The agency is required to submit the 7-day notification form to the Children's Guardian. Please select checkbox to confirm the agency will complete this within the necessary timeframe.

Decline

Approve

The following message is displayed:

*As this matter has been declined, the entry will be closed and will not appear on the Residential Care Workers Register against the named worker. If discussion within the agency indicates that this matter is in fact a reportable matter, this will need to be re-entered and the approval process initiated again.*

Reportable Allegation (RRRA-126) **RESOLVED-REJECTED**



As this matter has been declined, the entry will be closed and will not appear on the Residential Care Workers Register against the named worker. If discussion within the agency indicates that this matter is in fact a reportable matter, this will need to be re-entered and the approval process initiated again.

An email is sent to the user who lodged the reportable allegation advising that the allegation has been declined and this will not appear against the worker record.



**Allegation declined**

To Genevieve Lowe

The following reportable allegation details have been declined by the Head of Relevant Entity:

Name: Teresa Grape  
WWCC number: APP0051881  
Labour hire at Allegation: No  
Allegation date: 03 December 2020  
Allegation type: Reportable to the Children's Guardian

As this matter has been declined, the entry will be closed and will not appear on the **Residential Care Workers Register** against the named worker.

If discussion within the agency indicates that this matter is in fact a reportable matter, this will need to be re-entered and the approval process initiated again.

Effective 1 September 2022, Class or Kind arrangements are no longer in place. All reportable allegations must be lodged as Reportable to the Children's Guardian.

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

## Approval / Decline by OCG Reportable Conduct Directorate (RCD)

The reportable allegation has a status of Pending-RCD Approval and is viewable via

- Records tab
- Reportable Allegations tab
- Activity log

### Records tab view

The reportable allegation is recorded in the Open section in the Records tab on the Worker record screen as the allegation is pending approval by the OCG Reportable Conduct Directorate.

Created on	Case ID	Case description	Status	Last updated by	Last updated on
1/12/2022 6:10 PM	RRRA-337	Reportable Allegation	Pending-RCD Approval	System	1/12/2022 6:31 PM

The drillable Case ID displays the Assignments screen however no further action can be taken until approved by the RCD.

### Reportable Allegations tab view

The Reportable Allegations tab will record the allegation as New and Pending-RCD Approval.

Register allegation reference	Allegation date	Allegation type	Allegation status	Case status	Agency name	Last updated by	Allegation created on	Last updated on
RRRA-337	29/11/2022	Reportable to the Children's Guardian	New	Pending-RCD Approval	Statutory Care services	testinghre hrettestatcare	01/12/2022	01/12/2022

### Activity log view

Activity log will record that a reportable allegation has been created and, in this case, approved by the HRE and sent to the OCG for assessment.

Created on	Case ID	Description	User name
01/12/2022 06:26 PM	RRRA-337	New Allegation Reportable to Children's Guardian sent to OCG for assessment	testinghre hrettestatcare

## RCD Approves reportable allegation

When the RCD approves the reportable allegation, a confirmation email is sent to the agency user that lodged the allegation as well as a copy to the HRE. The allegation will then appear as Current on the Residential Register.

Where the individual is currently engaged by other agencies, an email notification will be sent to the other agency's reportable allegations email alert. This will notify them of the reportable allegation and promote the exchange of relevant information between agencies and the management of potential risks.

### Allegation record approved by OCG

To Andy Callum

The Reportable Conduct Directorate at the NSW Office of the Children's Guardian has approved the reportable allegation record, and this will appear as Current on the **Residential Care Workers Register** for:

Name: Fisher Harmon  
WWCC number: APP0051654  
Labour hire at Allegation: Yes  
Allegation date: 29 November 2022  
Allegation type: Reportable to the Children's Guardian  
RC Directorate approval date: 01 December 2022

Note: An email will be sent to any other agency with a current associated to this individual on the Residential Care Workers Register.

This is a system generated email – please do not reply.

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## RCD Declines reportable allegation

When the RCD declines the reportable allegation, an email is sent to the HRE and the user who lodged the allegation record to notify of this. The email includes the date the RCD declined the record. The agency will then need to make contact with the OCG's Reportable Conduct Directorate to discuss this further.

### Allegation record declined by OCG

To Eunice-RSSuper rs-super-tai

The Reportable Conduct Directorate at the NSW Office of the Children's Guardian has declined the reportable allegation record for:

Name: Cross Word  
Worker number: WWC0051218V  
Labour hire at Allegation: No  
Allegation date: 01 December 2022  
Allegation type: Reportable to the Children's Guardian  
RC Directorate decline date: 01 December 2022

Please contact the Reportable Conduct Directorate at the NSW Office of the Children's Guardian to discuss this matter. Depending on the outcome of this discussion, the matter will need to be resent for approval or declined if it is not a reportable matter.

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

The status changes to Pending-HRE Approval.

The declined case will display in the HRE Approval queue for the HRE to review again and discuss with the OCG's Reportable Conduct Directorate.

HRE can then either approve again or decline.

See Head of Relevant Entity approval/decline (new reportable allegation) section above for details.

---

## Finalise Reportable Allegation

Once the HRE is satisfied that the matter has been concluded, the agency must enter the finalised outcome onto the Residential Register within 14 business days. Once approved by the HRE, the finalised outcome will then appear on the Residential Register.

**Note:** Finalising a reportable allegation **does not** require approval by the OCG's Reportable Conduct Directorate.

A reportable allegation can only be finalised from the status of Current. Agencies can only complete a finalised outcome on a current reportable allegation lodged by their agency – they cannot finalise a reportable allegation entered by another agency.

To finalise a Reportable Allegation on the Residential Register the agency user can select one of the following 3 options to navigate to the Finalise Reportable Allegations screen.

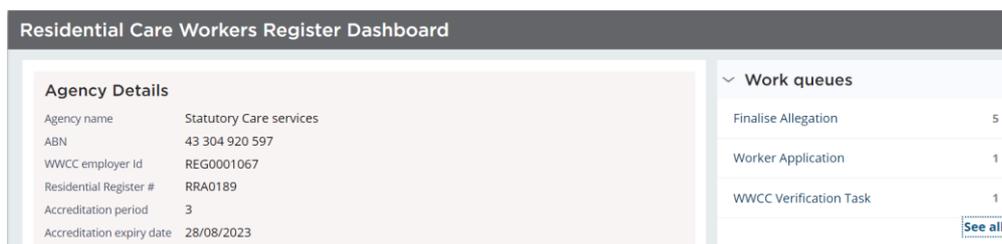
Option 1. Work Queue: Finalise Allegation

Option 2. Worker Record screen: Actions

Option 3. Worker Record screen: Records Tab (Open)

## Option 1. Work queue: Finalise Allegation

Click on the Finalise Allegation work queue.



Dashboard Work queue will be displayed.

Click the drillable Case ID.

**Work queue:** Finalise Allegation



Case ID	Worker name	Case status	Created on	Last updated by	Last updated on
RRRA-120	Teresa Grape	Pending-Finalisation	03/12/2020	margaret tant	03/12/2020
RRRA-125	Teresa Grape	Pending-Finalisation	04/12/2020	Hemanya Rcduser	04/12/2020
RRRA-123	Teresa Grape	Pending-Finalisation	03/12/2020	Heather Bell	03/12/2020
RRRA-337	Fisher Harmon	Pending-Finalisation	01/12/2022	Hemanya Rcduser	01/12/2022

The Finalise Reportable Allegation screen will be displayed.

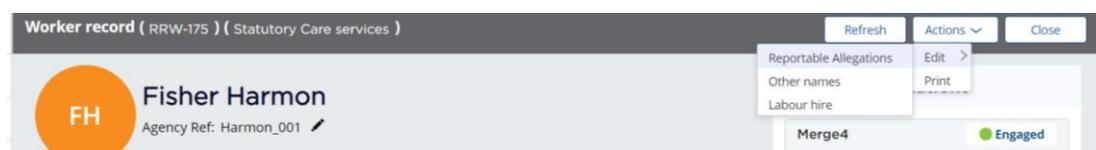
See Select Status for Approval section below for next steps on finalising the reportable allegation.

## Option 2. Worker Record screen: Actions

Use Search function to search and navigate to the Worker record screen.

Click on Actions drop down, move cursor over Edit and click on Reportable allegations.

For Reportable Allegation User role, Reportable Allegations is the only available edit option.



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-337	29/11/2022	Reportable to the Children's Guardian	Current	Pending-Finalisation	Statutory Care services	Hemanya Rcduser	01/12/2022	01/12/2022	Actions

Click Actions drop down and Finalise

See Select Status for Approval section below for next steps on finalising the reportable allegation.

### Option 3. Worker Record screen: Records Tab (Open)

Use Search function to search and navigate to the Worker record screen.

Click on Records Tab (Open)

Created on	Case ID	Case description	Status	Last updated by	Last updated on
1/12/2022 6:10 PM	RRRA-337	Reportable Allegation	Pending-Finalisation	Hemanya Rcduser	1/12/2022 6:46 PM

Click on the drillable Case ID.

The Reportable Allegations assignments screen is displayed.

Click either Begin or Actions drop down and Finalise Reportable Allegations.

Task	Assigned to	Begin
Finalise_Flow (Finalise)	Finalise Allegation	Begin

The Finalise Reportable Allegations screen is displayed with the following message:

*Instructions:*

**Note:** Effective 1 September 2022, Class or Kind arrangements are no longer in place. All reportable allegations must be lodged as Reportable to the Children's Guardian.

Please click [here](#) to view the Residential Care Workers Register Reportable Allegations Business rules.

See Select Status for Approval section below for next steps on finalising the reportable allegation.

### Select Status for Approval

## Finalise – no record

If this finalised outcome is selected, the record is only visible to the lodging agency and indicates that the agency has not identified any potential risks posed by the individual to the safety of children. Other agencies will not be able to see this outcome and the matter will not be included in the allegation count.

## Finalise – contact agency

If this finalised outcome is selected, the record is visible to all agencies who have an association to the individual and indicates that the agency has information to exchange which relates to potential risk posed by the individual.

Where there is a finalised contact agency status at the time the individual is end dated, the system will automatically set the contact agency flag to Yes.

See further details on end date engagement with reportable allegations in Worker management guide – End engagement and re-engage.

## Select finalised outcome

After following Option 1, 2 or 3 above to navigate to the Finalise Reportable Allegation screen, the agency user will be able to select the finalised outcome.

Reportable Allegation (RRRA-337) PENDING-FINALISATION

### Finalise Reportable Allegation

**Instructions**

**Note:** Effective 1 September 2022, Class or Kind arrangements are no longer in place. All reportable allegations must be lodged as Reportable to the Children's Guardian.

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: Yes)

Residential Care Workers Register Allegation Reference  
RRRA-337

Date Head of Relevant Entity became aware of the Reportable Allegation  
29/11/2022

Type  
Reportable to the Children's Guardian

Lodged by	Lodged date
Andy Callum	01/12/2022

Status for approval or decline \*

- Select
- Finalise - No Record**
- Finalise - Contact Agency

Exit Submit

#### Agency details

Agency name  
Statutory Care services

Trading as name  
Stat care

ABN  
43 304 920 597

WWCC employer ID  
REG0001067

ORIC ICN  
1234

Accreditation expiry date  
28/08/2023

#### Worker details

Name  
Fisher Harmon

Working With Children Check number  
APP0051654

Worker reference number  
RRW-175

Select the finalised outcome relevant to the current matter using the dropdown box under Status for approval or decline.

Click Exit to return to the agency dashboard. No data will be saved.

Click Submit to submit the finalised outcome for the Reportable Allegation to the HRE for Approval.

The following message is displayed:

*The status of the reportable allegation is pending Head of Relevant Entity approval. The change in status will only be reflected on the Residential Care Workers Register once approved.*

**Reportable Allegation (RRRA-337) PENDING-FINAL HRE APPROVAL**

✔✕

The status of this reportable allegation is pending Head of Relevant Entity approval. The change in status will only be reflected on the Residential Care Workers Register once approved.

Click X to return to the worker record screen.

An email is sent to the HRE of the agency to approve or decline the finalised outcome and will include the selected status.

The email will also detail the worker name, allegation date and type – see below.

---

## Head of Relevant Entity approve/decline (finalised reportable allegation)

The HRE will receive an automated email advising that a current reportable allegation record has been updated to indicate a finalised status on the Residential Register and requires the HRE to review the details and either Approve or Decline the matter.



### Finalised allegation approval required

To TestingHRE HREtestStatcare

A current reportable allegation status has been updated to finalised on the **Residential Care Workers Register** in relation to the following individual:

Name: Fisher Harmon  
WWCC number: APP0051654  
Labour hire at Allegation: Yes  
Allegation date: 29 November 2022  
Allegation type: Reportable to the Children's Guardian  
Finalised status: Finalise - No Record  
Finalised by: Andy Callum

Review the details to Approve or Decline the finalised outcome. If you approve, the status of the allegation will be updated to record the finalised outcome against the individual.

**Note:** Effective 1 September 2022, Class or Kind arrangements are no longer in place. All reportable allegations must be lodged as Reportable to the Children's Guardian.

For further information regarding Residential Care Workers Register Reportable Allegation business rules, click on this [link](#).

Please login to the Register using this [link](#) to Approve or Decline the task.

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

The HRE is required to log into the Residential Register using the link contained in the email with their username and password.

**Note:** A reminder email is sent to the HRE after 3 days and then again at 5 days and every 5 days thereafter until the HRE records a decision on the reportable allegation. The Primary Administrator is able to view via the HRE Work queue however cannot approve.

All emails and reminder emails are also sent to the user lodging the reportable allegation and are located in the emails tab on the worker record screen.

HRE logs in and clicks on the HRE Approval work queue.

Click the drillable case ID on the work queue.

Work queue: HRE Approval



Case ID	Worker name	Case status	Created on	Last updated by	Last updated on
<a href="#">RRRA-329</a>	Fisher Harmon	Pending-Final HRE Approval	18/11/2022	System	23/11/2022
<a href="#">RRRA-330</a>	Fisher Harmon	Pending-HRE Approval	23/11/2022	System	28/11/2022
<a href="#">RRRA-119</a>	Teresa Grape	Pending-Final HRE Approval	15/12/2020	margaret tant	15/12/2020
<a href="#">RRRA-108</a>	Teresa Grape	Pending-Final HRE Approval	04/12/2020	Hemanya Rogan	10/05/2021
<a href="#">RRRA-337</a>	Fisher Harmon	Pending-Final HRE Approval	01/12/2022	System	01/12/2022

The Reportable Allegation Finalisation – Head of Relevant Entity Approval screen is displayed.

The following message is displayed:

**Instructions:** Please review the allegation details below. If any of the details are not correct, the record must be declined, and a new record needs to be created. An email will be sent to the agency user who lodged the record advising of the decision.

**Note:** Effective 1 September 2022, Class or Kind arrangements are no longer in place. All reportable allegations must be lodged as Reportable to the Children's Guardian.

Please click [here](#) to view the Residential Care Workers Register reportable allegations business rules.

**Reportable Allegation Finalisation - Head of Relevant Entity Approval**  
DUE IN 2 MINUTES AGO

**Instructions**

Please review the allegation details below. If any of the details are not correct, the record must be declined, and a new record needs to be created. An email will be sent to the agency user who lodged the record advising of the decision.

**Note:** Effective 1 September 2022, Class or Kind arrangements are no longer in place. All reportable allegations must be lodged as Reportable to the Children's Guardian.

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: Yes)

Residential Care Workers Register Allegation Reference  
RRRA-337  
Date Head of Relevant Entity became aware of the Reportable Allegation  
29/11/2022  
Type  
Reportable to the Children's Guardian

Lodged by	Lodged date
Andy Callum	01/12/2022
Finalised by	Finalised date
Andy Callum	01/12/2022

Status for approval or decline  
Finalise - No Record

[Decline](#) [Approve](#)

**Agency details**

Agency name  
Statutory Care services  
Trading as name  
Stat care  
ABN  
43 304 920 597  
WWCC employer ID  
REG0001067  
ORIC ICN  
1234  
Accreditation expiry date  
28/08/2023

**Worker details**

Name  
Fisher Harmon  
Working With Children Check number  
APP0051654  
Worker reference number  
RRW-175

---

## Approve finalised outcome

Where the HRE makes a decision to approve the finalised outcome on the Reportable Allegation Finalisation – Head of Relevant Entity Approval screen, the HRE clicks Approve.

Confirmation message is displayed.

*The finalised outcome for the reportable allegation has been approved. Finalised - No Record outcome will be viewable by your agency only. Finalised - Contact Agency outcome will be viewable by all agencies with an association to the individual.*



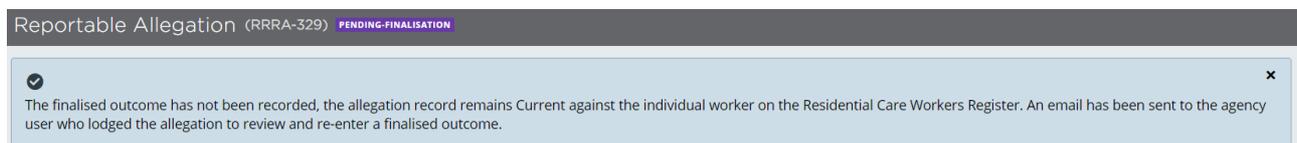
---

## Decline finalised outcome

Where the HRE makes a decision to decline the finalised outcome on the Reportable Allegation Finalisation – Head of Relevant Entity Approval screen, the HRE clicks Decline.

The following message is displayed.

*The finalised outcome has not been recorded, the allegation record remains Current against the individual worker on the Residential Care Workers Register. An email has been sent to the agency user who lodged the allegation to review and re-enter the finalised outcome.*



An email is sent to the user who lodged the reportable allegation advising that the allegation has been declined and that the matter will continue to appear as Current. The user should discuss this further within the agency to determine the next step.



### Finalised allegation outcome declined

To Andy Callum

The finalisation status of the reportable allegation for the below individual has been declined by the Head of Relevant Entity:

Name: Fisher Harmon  
WWCC number: APP0051654  
Labour hire at Allegation: No  
Allegation date: 13 November 2022  
Allegation type: Reportable to the Children's Guardian  
Finalised status: Finalise - Contact Agency

As this matter has been declined, the reportable allegation record remains Current on the **Residential Care Workers Register**.

Please discuss further within the agency and resubmit the outcome as required.

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

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## Viewing Reportable Allegations

## Lodging agency

The lodging agency can view all reportable allegations entered including all statuses such as:

- Pending- HRE Approval – new allegation lodged by agency user awaiting HRE to approve/decline
- Pending-RCD Approval – new allegation approved by HRE and is with the OCG Reportable Conduct Directorate to approve/decline
- Pending-Finalisation – allegation has been approved and is now Current on the Register and can be finalised
- Pending-Final HRE Approval – finalised outcome has been lodged against the Current allegation and has been sent to the HRE for approval
- Resolved-Complete – HRE has approved the finalised outcome (either as Finalise no record or Finalise contact agency)

The above can be viewed on the worker record screen on the following tabs:

- Actions drop down menu
- Reportable allegations tab
- Records tab
- Activity log

Emails tab holds all emails generated for the reportable allegations including reminder emails.

Current reportable allegations with a status of pending-finalisation will also be counted in the agency's Key statistics – Current Reportable allegations section. Once finalised and approved by the HRE, the finalised record will no longer be visible in the Key Statistics.

---

## Other associated agencies

Other associated agencies (past and current) will be able to view reportable allegations lodged by another agency once the HRE and OCG Reportable Conduct Directorate has approved this and the status has been changed to **Current** or where the status is **Finalise – contact agency**.

Where the individual has a current association with another agency at the time of the allegation status changing to Current, an automatic email notification will be sent to the other agency's reportable allegations email alert.

These will be visible on the worker record screen for the other agency:

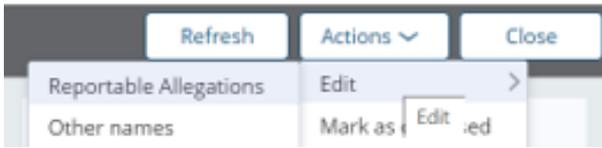
- Reportable Allegations tab
- Actions drop down menu

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## How to view reportable allegations

### 1. Actions drop down menu

On the worker record screen for the individual, click on Actions drop down, move cursor over Edit and click on Reportable allegations.



Allegation Status menu is displayed.

The Actions button is unavailable until the allegation has been approved by the HRE.

Click x Close to return to the worker record screen.

Reportable Allegations										Refresh
Allegation Status										
Register allegation reference	Allegation date	Allegation type	Allegation status	Case status	Agency name	Last updated by	Allegation created on	Last updated on		
RRRA-329	13/11/2022	Reportable to the Children's Guardian	Finalise - Contact Agency	Pending-Finalisation	Statutory Care services	testinghre hrettestatcare	18/11/2022	01/12/2022		Actions
RRRA-337	29/11/2022	Reportable to the Children's Guardian	Finalise - No Record	Resolved-Completed	Statutory Care services	testinghre hrettestatcare	01/12/2022	01/12/2022		Actions
RRRA-330	20/11/2022	Reportable to the Children's Guardian	New	Pending-HRE Approval	Statutory Care services	Andy Callum	23/11/2022	23/11/2022		Actions

## 2. Viewing via Reportable allegations tab

On the worker record screen for the individual, click on the Reportable allegations Tab.

Entered details are displayed.

Records	Other names	Reportable Allegations	All Agency Associations	Attachments	Activity log			
Register allegation reference	Allegation date	Allegation type	Allegation status	Case status	Agency name	Last updated by	Allegation created on	Last updated on
RRRA-329	13/11/2022	Reportable to the Children's Guardian	Finalise - Contact Agency	Pending-Finalisation	Statutory Care services	testinghre hrettestatcare	18/11/2022	01/12/2022
RRRA-337	29/11/2022	Reportable to the Children's Guardian	Finalise - No Record	Resolved-Completed	Statutory Care services	testinghre hrettestatcare	01/12/2022	01/12/2022
RRRA-330	20/11/2022	Reportable to the Children's Guardian	New	Pending-HRE Approval	Statutory Care services	Andy Callum	23/11/2022	23/11/2022

## 3. Viewing via Records tab (lodging agency only)

On the worker record screen for the individual, click on the Records tab. Entered details are displayed.

Where a case is pending approval, the matter will be an Open record. Once a matter is finalised, this will be a Resolved record.

Records	Other names	Reportable Allegations	All Agency Associations	Attachments	Activity log
Created on	Case ID	Case description	Status	Last updated by	Last updated on
18/11/2022 1:39 PM	RRRA-329	Reportable Allegation	Pending-Finalisation	testinghre hrettestatcare	1/12/2022 7:24 PM
23/11/2022 2:59 PM	RRRA-330	Reportable Allegation	Pending-HRE Approval	System	28/11/2022 3:14 PM

The Case ID is drillable and displays information which is also available via the Activity log.

## 4. Viewing via Activity log (lodging agency only)

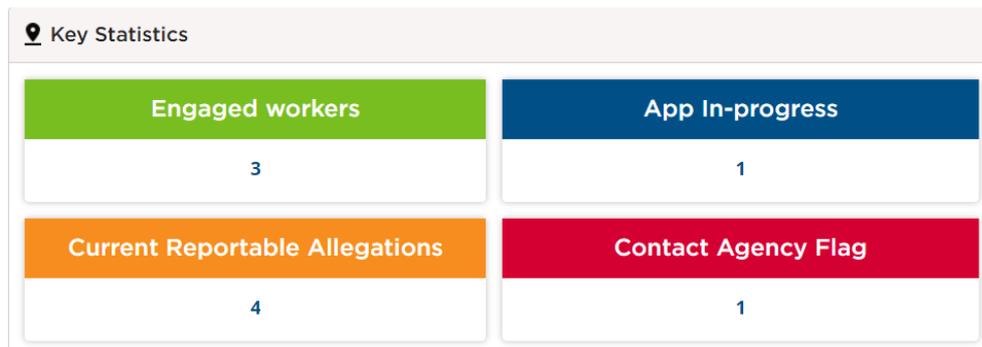
On the worker record screen for the individual, click on the Activity log tab. Entered details are displayed.

Records	Other names	Reportable Allegations	All Agency Associations	Attachments	Activity log
					1 2 3
Created on	Case ID	Description	User name		
01/12/2022 07:23 PM	RRRA-329	Current Allegation Reportable to the Children's Guardian finalised record declined by HRE: Finalise - Contact Agency	testinghre hreteststatcare		
01/12/2022 07:20 PM	RRRA-337	Current Allegation Reportable to the Children's Guardian finalised record approved by HRE: Finalise - No Record	testinghre hreteststatcare		
01/12/2022 07:12 PM	RRRA-337	Current Allegation Reportable to the Children's Guardian finalised record sent to HRE for approval: Finalise - No Record	Andy Callum		

## 5. Key statistics (lodging agency only)

The agency dashboard will display various Key Statistics. To view the number of current reportable allegations, click on the drillable number under the Current Reportable Allegations section.

Note: only current reportable allegations that have been approved by the HRE and RCD are included in the count.



The Current allegations screen is displayed with current reportable allegations which have been approved by the HRE and RCD. The report can be downloaded in either excel or PDF by clicking on the Actions drop down menu.

### Current Allegations

Generated on 02/12/2022

Record Count: 4

Worker full name	Register allegation ref	Allegation date	Allegation type	Allegation status	Case status	Allegation created on
Teresa Grape	RRRA-125	02/12/2020	Reportable to the Children's Guardian	Current	Pending-Finalisation	04/12/2020

## Changing a finalised outcome

At any stage the lodging agency can make a change to the finalised outcome of a reportable allegation, however this is subject to HRE approval. When a change in the outcome is actioned by an agency user, the reportable allegation reverts to a status of Current as approval to finalise the reportable allegation is required by the HRE.

Log in to the Residential Register.

Use Search function to navigate to worker record screen.

Click on Actions drop down, hover over edit and click Reportable Allegations.



Allegation status screen is displayed.

Reportable Allegations										Refresh
Register allegation reference	Allegation date	Allegation type	Allegation status	Case status	Agency name	Last updated by	Allegation created on	Last updated on		Action
RRRA-329	13/11/2022	Reportable to the Children's Guardian	Current	Pending-Final HRE Approval	Statutory Care services	Andy Callum	18/11/2022	02/12/2022		Action
RRRA-337	29/11/2022	Reportable to the Children's Guardian	Finalise - No Record	Resolved-Completed	Statutory Care services	testinghre hrettestatcare	01/12/2022	01/12/2022		Action
		Reportable to								Edit

Click Actions – Edit.

Edit Allegation screen is displayed.

The following message is displayed:

*Instructions: **Note:** Effective 1 September 2022, Class or Kind arrangements are no longer in place. All reportable allegations must be lodged as Reportable to the Children's Guardian.*

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

### Edit Allegation

**Instructions**

**Note:** Effective 1 September 2022, Class or Kind arrangements are no longer in place. All reportable allegations must be lodged as Reportable to the Children's Guardian.

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: Yes)

Residential Care Workers Register Allegation Reference  
RRRA-337

Date Head of Relevant Entity became aware of the Reportable Allegation  
29/11/2022

Type  
Reportable to the Children's Guardian

Lodged by  
Andy Callum

Lodged date  
01/12/2022

Status for approval or decline \*

Select

Select

Finalise - Contact Agency

Exit

Submit

Select the other finalised outcome and Click Submit.

Allegation status screen is displayed.

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

RRRA-329	13/11/2022	Reportable to the Children's Guardian	Current	Pending-Final HRE Approval	Statutory Care services	Andy Callum	18/11/2022	02/12/2022	Actions ▾
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Note: Actions button is now greyed out and cannot be used as no further action can be taken on this record until the HRE approves or declines.

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



### Finalised allegation approval required

To TestingHRE HREtestStatcare

A current reportable allegation status has been updated to finalised on the Residential Care Workers Register in relation to the following individual:

Name: Fisher Harmon  
 WWCC number: APP0051654  
 Labour hire at Allegation: Yes  
 Allegation date: 29 November 2022  
 Allegation type: Reportable to the Children's Guardian  
 Finalised status: Finalise - Contact Agency  
 Finalised by: Andy Callum

Review the details to Approve or Decline the finalised outcome. If you approve, the status of the allegation will be updated to record the finalised outcome against the individual.

**Note:** Effective 1 September 2022, Class or Kind arrangements are no longer in place. All reportable allegations must be lodged as Reportable to the Children's Guardian.

For further information regarding Residential Care Workers Register Reportable Allegation business rules, click on this [link](#).

Please login to the Register using this [link](#) to Approve or Decline the task.

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

## Head of Relevant Entity approval or decline – changed finalised outcome

The HRE is required to follow the instructions above under Head of Relevant Entity approve/decline (finalised reportable allegation) section to action this change.

## Email tab

The email tab within the individual worker record screen will include all emails automatically generated as a result of a reportable allegation. This includes emails to the HRE requesting approval, emails advising the agency user the reportable allegation has been approved or declined by the HRE, emails to the RCD advising the reportable allegation has been lodged and emails from the RCD advising the reportable allegation has been approved or declined.

## 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)

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# Appendix 1: Reportable Allegations on Residential Care Workers Register

## Reportable allegation is received by agency

The category selected should be:

Reportable to Children's Guardian

Prescribed bodies can exchange information under Chapter 16A that is relevant to the safety, welfare and wellbeing of children at any time.

### Reportable to Children's Guardian

Where allegation requires notification to the Children's Guardian, agency is required to complete and submit details within 7 business days of the HRE becoming aware of the allegation.

The agency must also add allegation to the RCWR at this time. This must be approved by HRE and is then escalated to OCG.

### OCG to action

OCG (RC Directorate) receive notification that allegation has been entered onto RCWR. RCD review the submission details and decide whether the allegation is valid and should appear on the RCWR.

The OCG to select a response on the RCWR to trigger advice on this within 30 days of the allegation being entered onto the RCWR.

Two OCG responses:

#### Approve

If RCD approve, the allegation will appear as 'Current'.

#### Decline

If RCD decline, the allegation will not appear on the register.

The Approve response moves onto the following:

### Reportable to Children's Guardian

Agency to provide an update to OCG on the status of the investigation within 30 days of becoming aware of allegation (if not already completed).

### Reportable Allegation

Reportable allegation is investigated by the agency and finalised.

### Reportable to Children's Guardian

Once the HRE is satisfied the matter has been concluded, the agency must complete and submit details to the OCG. This moves onto the next step.

### Reportable to Children's Guardian

Agency enter the Finalised outcome within 14 days of finalising. The HRE must approve this and the outcome will then appear on the RCWR.

From here it moves onto the OCG.

### OCG to action

RCD review material and follow up with the agency if any further actions are required.