

Office of the
Children's Guardian

Residential Care Workers Register

Worker record management – update worker details

November 2022

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.

Purpose of this guide

This worker record management – update personal details 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](#).

Updating worker information on the Residential Register

All agency users can view engaged, end-dated and not engaged worker records associated to their agency.

Primary Administrators, General Administrators and General Users can edit an individual's

- Gender
- Aboriginal and/or Torres Strait Islander identity
- Or add, edit and delete an individual's
- Other names
- Agency reference
- Labour hire record

Note: First, middle and last name and date of birth are not editable as they are retrieved from the WWCC system.

An individual can update their primary name on their WWCC record by attending a NSW Service centre. When the agency re-verifies via the Residential Register the primary name will automatically update. The previous primary name will be added to the Other Name tab in the Residential Register and will not be editable or able to be deleted as it is a verified other name.

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

Engaged and end-dated workers

The Search function enables a user to search for any worker records created by the agency.

Click on Search in the menu and Individual.

The Individual Search screen is displayed.

NSW Office of the Children's Guardian

- Create
- Dashboard
- Manage
- Reports
- Search
- Individual

Individual Search

Name:

Date of birth:

WWCC number:

Worker reference #:

An individual can be searched either by:

- Entering the individual's details, or
- Clicking Search – all individuals will be listed.

Entering the individual's details

To update an individual's information on the Residential Register, click on Search in the menu on the left of the screen.

Enter individuals name - minimum required is last name or first name or partial first name / last name.

Click Search.

Individuals matching entered details are displayed.

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

To commence a new Search, click Clear.

Individual Search

Name:

Date of birth:

WWCC number:

Worker reference #:

Search results

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

Clicking Search

By clicking Search, with no details entered, all individuals will be listed.

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 |
| Florence Fernandes Do Carmo | 03/08/1982 | APP0050050 | RWBC-107 | Engaged |
| Teresa Grape | 07/05/1986 | APP0051881 | RRW-172 | End dated |

Filtering returned results

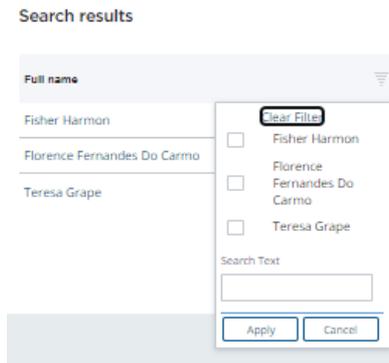
Individuals can be filtered by name, DOB, WWCC number, Worker reference # or engagement status.

Click the box to select one or multiple records or use the Search text box or select date range (for DOB) to narrow the Search.

Click Apply.

Cancel will close the filter bar and will return user to search screen.

Example - Filtering by individual name:



Details of the individual are displayed.

Click into the drillable Full name.

Search results

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

Worker record management screen will be displayed.

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

Fisher Harmon
Agency Ref: Harmon

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 | Unknown |

Engagement Status

| | |
|-------------|------------|
| Status | Engaged |
| Labour hire | No |
| 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

Probity Checks

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

Agency Associations

Merge4 Engaged

| | |
|-----------------|------------------------------|
| Engagement date | 09/11/2021 |
| Contact number | 9989989981 |
| Email | neha.katjar@areteanstech.com |

Trust Engaged

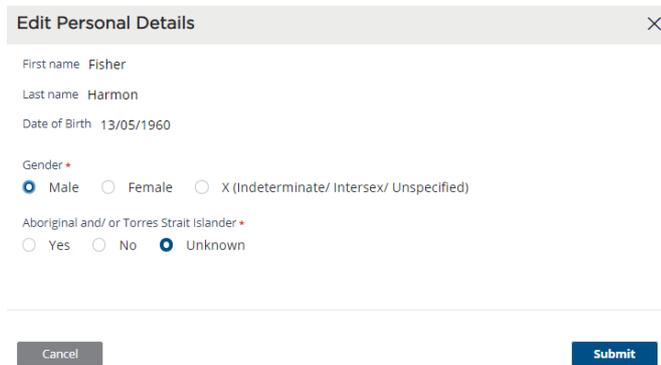
| | |
|-----------------|---------------|
| Engagement date | 02/11/2021 |
| Contact number | 0470655865 |
| Email | test@test.com |

Edit Gender or Aboriginal and/or Torres Strait Islander identity

From the Worker record screen in Personal details section, click the pencil.



The Edit Personal Details screen is displayed.



Update by clicking on relevant option.

Note: where Aboriginal and/or Torres Strait Islander is changed from No or Unknown to Yes, the user is prompted to select Aboriginal or Torres Strait Islander or Both.

Where an update has been made to Aboriginal or Torres Strait Islander identity an image that represents that the individual identifies as being of Aboriginal heritage is displayed.

Cancel or clicking on x returns to the Worker record screen. No data is saved.

Click Submit to save any changes made and update the worker record.

The worker record screen is updated.



All updates are recorded in the Worker record Activity log on the Worker record screen.

| Records | Other names | Reportable Allegations | All Agency Associations | Attachments |
|---------------------|-------------|--|-------------------------|-------------|
| Created on | Case ID | Description | User name | |
| 23/11/2022 12:16 PM | RRW-175 | Worker identity changed from Unknown to Yes-Both | Andy Callum | |

Change to engaged worker email will be sent to the General alerts email of any other agencies that have a current association with the individual.

Record of emails sent is located in Email tab on the Worker record screen.



Change to Engaged Worker Details

To Merge4

This email is to advise that Statutory Care services has made a change to the individual details for Fisher Harmon on the **Residential Care Workers Register**. The Register indicates that your agency has a current engagement with this individual.

You are not required to take any action however you may wish to review the Worker Record for this individual. Should you require further information, please contact the agency listed above to discuss.

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

Adding, editing or deleting Other name/s

Users can only delete or edit Other names entered by their own agency.

Note: no alert email is sent to other agencies with an association.

To view an individual's Other names click on the Other name Tab on the Worker record screen.

| Other names | Reportable Allegations | All Agency Associations | Attachments | Activity log | WWCC verification his | |
|-------------------------------------|------------------------|-------------------------|-------------|--------------|-----------------------|-----------------|
| Single name only | First name | Middle name | Last name | Agency name | Last updated by | Last updated on |
| <input checked="" type="checkbox"/> | | | harmie | Merge4 | Sowmya Thota | 09/11/2021 |
| <input checked="" type="checkbox"/> | | | Salmon | Merge4 | Sowmya Thota | 09/11/2021 |

To add, edit or delete an Other name click on the Actions drop-down on the Worker record screen.

Move mouse over Edit to display edit options and click Other names.



The Edit other names screen is displayed.

Edit other names ✕

| Single name only | First name | Middle name | Last name | Agency name | Last updated by | Last updated on |
|-------------------------------------|------------|-------------|-----------|-------------|----------------------|-----------------|
| <input checked="" type="checkbox"/> | | | harmie | Merge4 | hemanya paresiarriel | 09/11/2021 |
| <input checked="" type="checkbox"/> | | | Salmon | Merge4 | euince paresibelle | 09/11/2021 |

[⊕Add](#)

Cancel Submit

To add Other name, Click Add.
New fields are displayed.

Edit other names ✕

| Single name only | First name | Middle name | Last name | Agency name | Last updated by | Last updated on |
|-------------------------------------|----------------------|----------------------|----------------------|-------------------------|----------------------|-----------------|
| <input checked="" type="checkbox"/> | | | harmie | Merge4 | hemanya paresiarriel | 09/11/2021 |
| <input type="checkbox"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> | Statutory Care services | | |
| <input checked="" type="checkbox"/> | | | Salmon | Merge4 | euince paresibelle | 09/11/2021 |

[⊕Add](#)

Cancel Submit

Enter other name.
Note 1: To add single name, click on single name only field and enter name.
Note 2: Other name cannot be the Primary name or a duplicate other name.
Click Submit.

Cancel returns the user to the Worker record screen. No data is saved.
All updates are recorded in the Worker record Other names Tab.

| Records | Other names | Reportable Allegations | All Agency Associations | Attachments | Activity log | |
|-------------------------------------|-------------|------------------------|-------------------------|-------------------------|--------------|------------|
| <input type="checkbox"/> | Freddy | Fischer | Harmony | Statutory Care services | Andy Callum | 23/11/2022 |
| <input checked="" type="checkbox"/> | | | harmie | Merge4 | Sowmya Thota | 09/11/2021 |
| <input checked="" type="checkbox"/> | | | Salmon | Merge4 | Sowmya Thota | 09/11/2021 |

All updates are recorded in the Worker record Activity log.

| Records | Other names | Reportable Allegations | All Agency Associations | Attachments | Activity |
|---------------------|-------------|---|-------------------------|-------------|-------------|
| Created on | Case ID | Description | | | User name |
| 23/11/2022 12:23 PM | RRW-175 | Other Name Freddy Fischer Harmony added | | | Andy Callum |

Edit agency reference

Agencies can add an agency reference to a worker record to assist with its own record keeping.

The agency reference can be added directly on the new worker application form, or via the worker record screen.

Editing an agency reference via worker record screen

After logging into the Residential Register navigate to the Worker record screen by using the Search function.

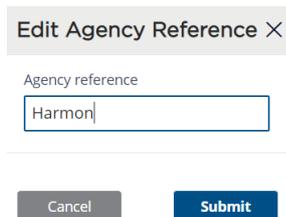
On the Worker record screen under the worker's name, Agency ref: displays.

Note: if an agency reference was entered during the application process, this will be displayed here and can be edited or removed using the steps detailed below.

Click on the pencil icon to edit.



The Edit Agency Reference screen will be displayed.

A screenshot of the 'Edit Agency Reference' screen. It has a grey header with 'Edit Agency Reference' and a close 'X' icon. Below the header is a text input field with the label 'Agency reference' and the text 'Harmon' inside. At the bottom, there are two buttons: a grey 'Cancel' button and a blue 'Submit' button.

Enter, update or remove the Agency reference - character limit is 50, including special characters.

Clicking Cancel or X will return to the Worker record screen and no data will be saved.

Click Submit.

Updated Agency reference will display or if removed will not display.



Edit labour hire record

When a decision has been made on a worker application or back capture record, the labour hire record selected at the time of decision will be displayed on the worker record screen in the Engagement Status section.

All agency users will be able to view the labour hire record for their own workers.

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



Fisher Harmon

Agency Ref: Harmon_001 

| Personal Details  | | Engagement Status End date | |
|--|--|---|------------|
| First name | Fisher | Status | Engaged |
| Middle name | --- | Labour hire | No |
| Last name | Harmon | Start date | 15/12/2020 |
| Gender | Male | End date | --- |
| Date of birth | 13/05/1960  | Engagement details | |
| Identifies as Aboriginal and/or Torres Strait Islander | Yes Both | WWCC Verification Verify | |

Edit labour hire record via worker record screen

The labour hire record can be edited after engagement for engaged or end dated workers. Click on Actions on the worker record screen. Select Edit - labour hire from the options list.

| | | |
|-------------------------|--|-----------------------|
| Refresh | Actions  | Close |
| Reportable Allegations | <ul style="list-style-type: none"> <li style="padding: 5px;">Edit  <li style="padding: 5px;">Mark as deceased <li style="padding: 5px;">Print | |
| Other names | | |
| Engagement dates | | |
| Labour hire |  Engaged | |

Edit labour hire screen displays

Edit labour hire 

Is this worker engaged from a labour hire agency? *

Yes No

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

The Edit labour hire screen will display the labour hire record recorded on the worker record screen; this can be edited.

Where the labour hire record is No, no message displays as the worker is not sourced from a labour hire agency.

Where the labour hire record is Yes or edited to Yes, the message 'Where staff are sourced from a labour hire agency, designated agencies are required to have a written service agreement with that agency' displays.

Edit labour hire
✕

Is this worker engaged from a labour hire agency? *

Yes No

Where staff are sourced from a labour hire agency, designated agencies are required to have a written service agreement with that agency.

Cancel
Submit

Submit saves the edit.

The worker record screen will display the latest edited labour hire record.

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

FH

Fisher Harmon

Agency Ref: Harmon ✎

| Personal Details | | Engagement Status | |
|--|------------|--|------------|
| First name | Fisher | Status | Engaged |
| Middle name | --- | Labour hire | Yes |
| Last name | Harmon | Start date | 15/12/2020 |
| Gender | Male | End date | --- |
| Date of birth | 13/05/1960 | <div style="background-color: #0056b3; color: white; padding: 2px 5px; display: inline-block;">Engagement details</div> | |
| Identifies as Aboriginal and/or Torres Strait Islander | Yes Both | <div style="display: flex; justify-content: center; align-items: center;"> WWCC Verification <div style="background-color: #0056b3; color: white; padding: 2px 5px; margin-left: 10px;">Verify</div> </div> | |

The worker's activity log tab is updated to reflect the edit made.

| Records | Other names | Reportable Allegations | All Agency Associations | Attachments |
|---------------------|-------------|------------------------------------|-------------------------|-------------|
| Created on | Case ID | Description | User name | |
| 23/11/2022 12:40 PM | RRW-175 | Labour hire changed from No to Yes | Andy Callum | |

Where a worker's engagement status is printed via Print action, the latest labour hire record will be printed.

Note: the PDF generated at the time of engagement will not be changed as it holds the record of what was entered at time of engagement.

Not Engaged workers

Any updates or edits to a Not engaged worker's record cannot be updated via Worker Record Management. The agency's Primary Administrator should contact the Registration Systems Team (RST) within the OCG to discuss.

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