

Office of the  
Children's Guardian

# Residential Care Workers Register

Worker record management – WWCC verification

November 2022

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# Contents

What is the Residential Care Workers Register? .....	3
Purpose of this guide.....	3
WWCC verification.....	3
Prior to engagement.....	3
After engagement .....	3
User roles and WWCC verification.....	4
Completing a WWCC verification after engagement.....	4
Steps to complete a WWCC verification.....	4
Unsuccessful verification.....	7
Changes to identity and re-verify .....	8
Name change .....	8
Date of birth error .....	8
Re-verify changes to identity .....	9
Engaged workers .....	9
Other current associated agencies .....	9
Agency with end dated association.....	9
Re-engaged worker .....	9
Applicants or not engaged .....	9
Verification tasks .....	10
Types of verification tasks.....	10
WWCC expiring in 6 weeks.....	10
Completing the verification task.....	11
Expired WWCC .....	12
Completing the verification task.....	13
Change in WWCC status.....	14
Application in progress – over 2 months.....	15
Completing the verification task.....	15
WWCC verification records .....	16
WWCC verification history tab.....	16
Print .....	16
Activity log .....	17
Records tab.....	17
Emails .....	17
Contact us.....	17

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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 – WWCC verification 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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## WWCC verification

The Residential Care Workers Register (Residential Register) sends real time requests to the OCG WWCC database resulting in verification of an individual's WWCC status via the Residential Register. This satisfies the WWCC verification requirement and there is no need to also verify via the OCG website.

A record of WWCC verifications is available via the WWCC verification history tab and can be printed for the agency's file. See Print section below for further details.

In addition, on verification, a WWCC receipt will be sent to the agency's nominated WWCC database email address. This email address is the email address your agency nominated when it registered as an employer on the WWCC database.

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## Prior to engagement

Prior to entering a worker applicant on the Residential Register, the agency must first validate the worker's WWCC. An individual must hold a clearance for the record to be progressed and the individual engaged.

Prior to the engagement of a new worker, the Residential Register requires the agency to verify the worker's WWCC prior to the engagement being finalised.

See New worker application guide for further details.

The training video for this topic is located on the [OCG website](#), refer to Module 7: New worker application.

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## After engagement

The Residential Register creates WWCC verification tasks for an agency. These are where:

- a WWCC is expiring in 6 weeks

- a WWCC has expired
- there is a change in the WWCC status for an individual (no longer holds a valid WWCC)
- a WWCC application has been in progress for over 2 months.

This guide's focus is WWCC verification after engagement of a worker.

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

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## User roles and WWCC verification

All agency user roles can view WWCC details recorded on the Residential Register.

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

- validate WWCC prior to entering on the Residential Register
- verify WWCC prior to engagement
- verify WWCC at any time during the worker's engagement

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## Completing a WWCC verification after engagement

WWCC verification can be completed by the agency against the worker record at any time during a worker's engagement.

Users can only verify a WWCC of their own agency worker records.

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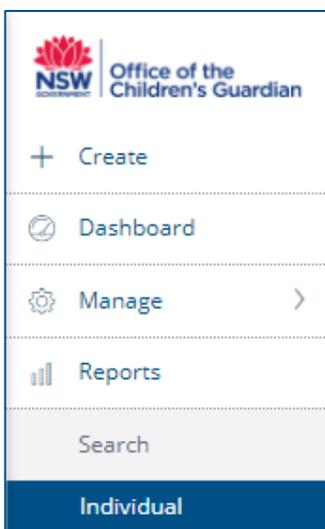
## Steps to complete a WWCC verification

Log in to the Residential Register.

The agency dashboard will be displayed.

Search for the individual.

Click Search in the Menu and Individual.



The Search individual screen is displayed.

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

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

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 is titled 'Individual Search' and contains four input fields: 'Name', 'Date of birth', 'WWCC number', and 'Worker reference #'. Below these fields are 'Clear' and 'Search' buttons.

Individuals matching 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	Agency name
Fisher Harmon	13/05/1960	APP0051654	RRW-175	Engaged	Statutory Care services

The Worker record screen will be displayed.

**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	No
Last name	Harmon	Start date	15/12/2020
Gender	Male	End date	---
Date of birth	13/05/1960	<a href="#">Engagement details</a>	
Identifies as Aboriginal and/or Torres Strait Islander		Unknown	

Reportable Allegations	
2	<a href="#">+ Add Allegation</a>

WWCC Verification	
WWCC number	APP0051654
Verification status	APPLICATION IN PROGRESS
Expiry date	
Last verified on	11/11/2022 09:38 AM

On the Worker record screen, the latest verification record will display in the WWCC verification section.

Click Verify.

**WWCC Verification** [Verify](#)

WWCC number	APP0051654
Verification status	APPLICATION IN PROGRESS
Expiry date	
Last verified on	11/11/2022 09:38 AM

The Verify WWCC screen is displayed.

The following message is displayed:

Instructions: *Only update Last name and/or Date of birth if the person details have been updated with Service NSW.*

Click Validate.

**Verify WWCC** ✕

**Instructions**

Only update Last name and/or Date of birth if the person details have been updated with Service NSW

Last name *	Date of birth *	WWCC number
<input type="text" value="Harmon"/>	<input type="text" value="13/05/1960"/>	APP0051654

[Validate](#)

Where the details match the record in the WWCC database a new section of the screen and the following message is displayed:

Please note: *WWCC number has been validated successfully. Please click Save & Verify to*

confirm.

Clicking X returns to the Worker record screen. No data will be saved.

To verify, click Save & Verify.

Verify WWCC ✕

**Instructions**

Only update Last name and/or Date of birth if the person details have been updated with Service NSW

Last name \*  Date of birth \*   WWCC number

**Save & Verify**

**Please note**

WWCC number has been validated successfully. Please click Save & Verify to confirm

WWCC Verification section on the worker record has been updated including Verification status, Expiry date and the last verified date and time.

WWCC Verification		Verify
WWCC number	APP0051654	
Verification status	APPLICATION IN PROGRESS	
Expiry date	06/12/2022	
Last verified on	22/11/2022 11:48 AM	

## Unsuccessful verification

In some instances, when an agency verifies, the verification may be unsuccessful.

This could be because the agency may have changed the worker's details on the verification screen in error OR the worker has changed their details but has not yet attended Service NSW to certify their identity and therefore the OCG WWCC database has not been updated.

After clicking Validate on the Verify WWCC screen the following message is displayed.

Please note: *The individual record was Not Found using the details entered by the agency. Please review individual's details before commencing the process again.*

Click X to return to the Worker record screen.

No data will be saved.

The last verification undertaken prior to the unsuccessful validation will display.

### Verify WWCC

**Instructions**  
Only update Last name and/or Date of birth if the person details have been updated with Service NSW

Last name \*  Date of birth \*  WWCC number

**Validate**

**Please note** The individual record was Not Found using the details entered by the agency. Please review individual's details before commencing the process again.

Agency must now investigate further as to why the WWCC could not be verified by:

- checking the validation screen to ensure an error was not made by the agency user i.e. incorrect Last name/Date of birth entered
- contacting the worker to confirm the identity changes and that the worker has attended Service NSW to certify.

Where verification is still unsuccessful the agency should advise the worker to contact the WWCC Customer Service Team via the online enquiry form or call (02) 8219 3777.

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## Changes to identity and re-verify

Where a worker changes their name during their engagement, or the agency identifies an error with the name or date of birth for an individual, this must be updated in the WWCC system before being updated, by re-verifying, on the Residential Register.

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### Name change

The individual will need to update their details on the [WWCC online form](#) on the OCG website available and attend Service NSW to have their identity documents certified. Details of required identity documents are available on the [OCG website](#).

The verify WWCC section can then be updated with the new details and the WWCC verified. See section above for process.

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 and will not be editable or able to be deleted as it is a verified Other Name.

See Re-verify changes to identity section below for further details.

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### Date of birth error

If an error is identified with the entered date of birth, the individual will need to attend Service NSW to request an update to their record. Check with Service NSW for required identity

documents.

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## Re-verify changes to identity

### Engaged workers

Where a worker has updated their details, the agency needs to complete the re-verification on the Residential Register. Personal details will update to match the WWCC database record.

On the Verify WWCC screen update last name or date of birth if required (if first or middle name have changed update will occur automatically once verified).

See Steps to complete a WWCC verification section above for details.

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### Other current associated agencies

When an individual's name has been changed via WWCC verification (as detailed above), agencies with current (engaged) associations to the individual will receive an email advising there has been a change in worker details and to log into the Residential Register to verify the changes.

The email will detail the new name of the worker and is sent to the General Alert email address for that agency. Any previous names will be recorded in the Other name tab.

The other agency can search the individual using the updated name as the system will automatically update the worker record for all agencies. The agency can also search using the previous primary name as the system searches both Primary and Other names.

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### Agency with end dated association

Where the individual has an end dated association with another agency the name of the individual will be updated in the other agency's search record.

The other agency can still search using the previous name and a result will be returned as the system searches on both Primary and Other name (previous name is record in Other name record tab).

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### Re-engaged worker

Where a worker is re-engaged, the agency must re-verify the individual's WWCC upon re-engagement. Where a re-engaged worker has changed their name the agency should re-verify using the updated name.

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### Applicants or not engaged

If the individual is in application stage or if their application is being restored within 12 months, WWCC verification will need to be completed on the individual's application or restore application form by clicking on the Verify button on the screen and the update will display.

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## Verification tasks

The Residential Register creates WWCC verification tasks for an agency.

A task is created in the WWCC Verification work queue. An agency's PA, GA and General user can access the task from the work queue.



The screenshot shows the 'Residential Care Workers Register Dashboard'. On the left, under 'Agency Details', the following information is displayed: 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. Below this is a field for 'Primary administrator/s'. On the right, under 'Work queues', a table lists the following items and their counts: Current Back Capture (0), Finalise Allegation (3), HRE Approval (3), Worker Application (2), and WWCC Verification Task (2). A 'See all' link is visible at the bottom right of the work queues section.

When a WWCC verification task is created, an email is sent to the agency's WWCC email alert address. A copy of the email is saved in the worker's record in the Email tab.

A copy of the task is also saved on the Worker record – Records Tab in the Open section.

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## Types of verification tasks

- WWCC expiring in 6 weeks
- Expired WWCC
- Change in WWCC status (no longer holds a valid WWCC)
- Application in progress over 2 months

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## WWCC expiring in 6 weeks

When a worker's WWCC is due to expire, the Residential Register sends an alert email to the agency's WWCC alert email 6 weeks prior to the expiry and the task will sit in the WWCC Verification Work queue until finalised.

The system will send reminder emails 10 days after the task was created and then every 5 days until the task is completed.



### WWCC due to expire

To Statutory Care services

This is to advise that the WWCC for **Florence Fernandes Do Carmo**, DOB 03/08/1982 will expire on 14 October 2020. The agency must verify the individual's renewed WWCC prior to expiry to ensure they hold a clearance to work in child related work. If the individual does not hold a valid WWCC they are not permitted to be engaged in child related work and the agency must take **immediate** action to remove them from such a position.

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

## Completing the verification task

WWCC verification tasks are in the agency's WWCC verification tasks work queue.

The screenshot shows the 'Residential Care Workers Register Dashboard'. On the left, 'Agency Details' are listed: Agency name (Statutory Care services), ABN (43 304 920 597), WWCC employer Id (REG0001067), Residential Register # (RRA0189), Accreditation period (3), and Accreditation expiry date (28/08/2023). Below this is a section for 'Primary administrator/s'. On the right, a 'Work queues' table is displayed:

Work queue	Count
Current Back Capture	0
Finalise Allegation	3
HRE Approval	3
Worker Application	2
WWCC Verification Task	2

Click on WWCC Verification task. The Dashboard work queue is displayed.

Click the drillable Case ID (RMNG number).

The screenshot shows the 'Work queue: WWCC Verification Task' table. The table has columns for Case ID, Worker name, Case status, Created on, Last updated by, and Last updated on. Two rows are visible:

Case ID	Worker name	Case status	Created on	Last updated by	Last updated on
RMNG-213	Fisher Harmon	Pending-Verification	29/09/2020	System	29/09/2020
RMNG-222	Florence Fernandes Do Carmo	Pending-Verification	30/09/2020	System	30/09/2020

The WWCC verification screen is displayed.

The following message is displayed.

Instructions: *The WWCC status will reflect the most recent verification results as performed by ANY agency. If the individual is associated with more than one agency, this will reflect the result and date of the most recent verification, which may not be your agency.*

*This task has been created as your agency is required to verify the individual's WWCC.*

*Click on the Verify button to confirm the latest verification on this task. The verification will also be recorded on the individual's worker record.*

*Once verified, please select an outcome from the drop down below. If end date worker is selected, this will need to be completed on the individual worker record first.*

The screenshot shows the 'WWCC verification' screen. At the top, it says 'DUE IN 2 MONTHS 11 DAYS AGO'. Below this is an 'Instructions' section with the same text as in the previous block. The 'Personal details' section shows: First name (Fisher), Middle name (---), Last name (Harmon), and Date of birth (13/05/1960). The 'WWCC Verification' section shows: Working With Children Check number (APP0051654), Expiry date (13/10/2020), Verification status (APPLICATION IN PROGRESS), and Last verified on (---). There is a 'Verify' button, an 'Outcome' dropdown menu (currently showing 'Select'), and 'Cancel', 'Save', and 'Confirm' buttons at the bottom. On the right, there are two panels: 'Agency details' (with the same information as in the dashboard) and 'Worker details' showing: Name (Fisher Harmon), Worker reference no (RRW-175), Engagement status (Engaged), and Engagement start date (29/09/2020).

Click Verify.

The system will check the individual holds a WWCC clearance or Application in Progress and that the WWCC expiry date has been updated.

The updated clearance or application in progress will display.

WWCC Verification	Verification status
Working With Children Check number APP0051654	APPLICATION IN PROGRESS
Expiry date 06/12/2022	Last verified on 22/11/2022 01:05PM

Where the Verification status is Cleared or Application in Progress, select Reverify WWCC from the dropdown outcome menu.

The screenshot shows the WWCC Verification form with the following details:

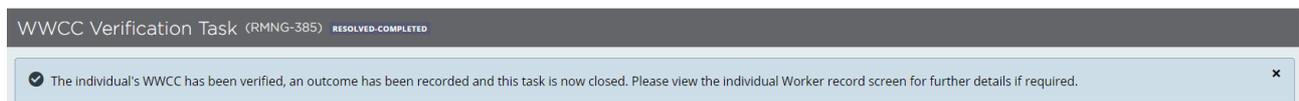
WWCC Verification	Verification status
Working With Children Check number APP0051654	APPLICATION IN PROGRESS
Expiry date 06/12/2022	Last verified on 22/11/2022 01:05PM

Buttons: Verify, Save, Confirm

Outcome \*  
Select (dropdown menu)  
Reverify WWCC (selected)  
End-date Worker  
Cancel

Click Confirm.

The following message is displayed: *The individual's WWCC has been verified, an outcome has been recorded and this task is now closed. Please view the Individual Worker record screen for further details if required.*



The WWCC has been reverified and the individual can continue to be engaged in a child related role.

See End-date worker section below where the updated verification status indicates an individual no longer holds a clearance to work in a child related role.

## Expired WWCC

Where a worker has not renewed their WWCC or the agency has not completed a re-verification of the renewed WWCC, the Residential Register will send an email to the agency's WWCC alerts email and the Primary Administrator regarding the WWCC task deadline breach.



### WWCC verification task deadline breached

This email is to advise Happy agency that the WWCC verification task has not been actioned for **Mason Laurent**, DOB 09/06/1952. The task in the agency's WWCC Verification Work Queue must be actioned immediately.

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

## Completing the verification task

Click on WWCC Verification task in the work queue.

The Dashboard work queue is displayed.

Click the drillable Case ID.

The WWCC Verification task screen will display the verification status as Expired.

WWCC Verification Task (RMNG-248) **PENDING-VERIFICATION**

WWCC verification  
DUE IN 29 DAYS AGO

**Instructions**

The WWCC status will reflect the most recent verification results as performed by ANY agency. If the individual is associated with more than one agency, this will reflect the result and date of the most recent verification, which may not be your agency.

This task has been created as your agency is required to verify the individual's WWCC.

Click on the Verify button to confirm the latest verification on this task. The verification will also be recorded on the individual's worker record.

Once verified, please select an outcome from the drop down below. If end date worker is selected, this will need to be completed on the individual worker record first.

**Personal details**

First name	Mason	Middle name	—
Last name	Laurent	Date of birth	09/06/1952

**WWCC Verification**

Working With Children Check number	WWCC050277E	Verification status	Expired
Expiry date	04/11/2020	Last verified on	21/10/2020 10:12AM

**Verify**

Outcome \*

End-date Worker

Cancel Save **Confirm**

Note: Where a WWCC has expired, the system will auto populate the outcome as End-date worker as this is the only option for the agency as the worker is no longer cleared to work with children and must be removed immediately from child related work.

Clicking Verify results in an error message advising that the individual does not have a clearance or application in progress, and re-verification is not allowed on the form.

Click Confirm.

Note: The system will check whether the agency has first end dated the worker on the worker record. If the worker is still showing as engaged on the worker record, the system will display an error message and the agency is required to end date the worker first before completing the task. The agency must end date worker via Worker record.

See End engagement user guide for further details.

The following message is displayed: *The individual's WWCC has been verified, an outcome has been recorded and this task is now closed. Please view the individual Worker record screen for further details if required.*

WWCC Verification Task (RMNG-248) **RESOLVED-COMPLETED**

✓ The individual's WWCC has been verified, an outcome has been recorded and this task is now closed. Please view the individual Worker record screen for further details if required.

The WWCC verification task is closed and is removed from the WWCC Verification work queue.

## Change in WWCC status

Where an individual has a change in WWCC status from cleared or application in progress to a status that does not permit them to work with children (Barred, Interim Barred, Not Found, Closed or Expired) the agency must re-verify the WWCC on the Worker record.

An agency may be advised by the OCG WWCC team of such changes or may receive an email alert to the WWCC alert email when another associated agency has verified and returned the changed status.

### Notified agency actions

Search the individual on the Residential Register and click Verify.

**Worker record** ( RWBC-107 ) ( Statutory Care services )

**FF** Florence Fernandes Do Carmo  
Agency Ref: Fernandes ✎

Personal Details	
First name	Florence
Middle name	---
Last name	Fernandes Do Carmo
Gender	Female
Date of birth	03/08/1982
Identifies as Aboriginal and/or Torres Strait Islander	No

Engagement Status		End date
Status	Engaged	
Labour hire	No	
Start date	19/11/2022	
End date	---	

**Reportable Allegations**

0 [+ Add Allegation](#)

WWCC Verification		Verify
WWCC number	APP0050050	
Verification status	BARRED	
Expiry date		
Last verified on	22/11/2022 01:22 PM	

A WWCC Verification task is created, and an email is sent to the agency's WWCC alert email address.

An email is sent to any other agencies the individual has an association with and a WWCC verification task is created for that agency to action.



### WWCC verification required

The WWCC for **Mason Laurent**, DOB 09/06/1952 was verified and returned a status that does not permit the individual to be engaged in child related work. The agency is required to **immediately** ensure the individual has a valid WWCC and if not, they must be removed from any child related work position, including that of a residential care worker.

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

Click on the task in the WWCC verification work queue.

Work queue will open on the dashboard.

Click into the drillable Case ID.

The WWCC Verification task screen will display the verification status e.g., Barred.

The outcome will be End date as a worker cannot continue to be engaged if they do not hold a

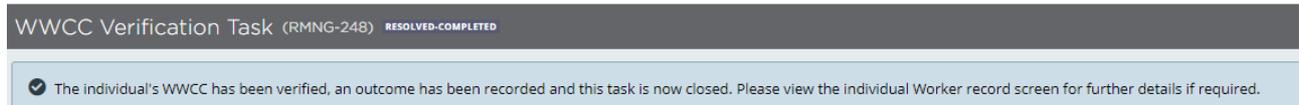
clearance to work with children.

Note: The system will check whether the agency has first end dated the worker on the worker record. If the worker is still showing as engaged on the worker record, the system will display an error message and the agency is required to end date the worker first before completing the task. The agency must end date worker via the worker record end date function.

See End engagement user guide for further details.

Click Confirm.

The following message is displayed: *The individual's WWCC has been verified, an outcome has been recorded and this task is now closed. Please view the individual Worker record screen for further details if required.*



The WWCC verification task is closed and is removed from the WWCC Verification work queue.

### Other associated agencies actions

Where another agency has a current association to the individual, an email will be sent to their WWCC alerts email address advising that the individual does not have a valid WWCC.

A WWCC verification task will also be created in the other agency's WWCC Verification work queue.

Reminder emails will also be sent to the other agency if the task has not been actioned.

The other agency must also complete the WWCC Verification task. See Notified agency actions section above for details.

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## Application in progress – over 2 months

Where a worker has been engaged with a WWCC APP number and a status of Application in Progress, and an agency has not re-verified for 2 months, the system will create a task for the agency and assign it to the WWCC Verification work queue.

The agency will also receive an email to the WWCC alert email advising they are required to re-verify. Reminder emails will be sent to the agency until the task is actioned.



### WWCC verification required

This email is to advise that the WWCC for **John Casefour**, DOB 10/10/1977 has held the status of *Application in Progress* for a 2-month period, without any further verification. The agency is required to verify the individual's WWCC to ascertain the current status. A task has been created in the WWCC Verification Work Queue.

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

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## Completing the verification task

Access the task by clicking on the WWCC verification task in the work queue and drilling into

the Case ID on the dashboard work queue.

Click Verify. Last verified on date will update.

Select Outcome from drop-down menu Reverify WWCC.

Click Confirm.

Confirmation message is displayed: *The individual's WWCC has been verified, an outcome has been recorded and this task is now closed. Please view the individual Worker record screen for further details if required.*

WWCC verification on Worker record is updated.

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## WWCC verification records

### WWCC verification history tab

The WWCC verification history tab contains the record of every verification an agency has conducted for the worker including the verifications conducted during the worker application or back capture record.

Other names	Reportable Allegations	All Agency Associations	Attachments	Activity log	WWCC verification history
WWCC number	Status	Expiry date	Last verified on	Last verified by	
APP0051881	APPLICATION IN PROGRESS	24/12/2020	10/12/2020 04:04 PM	margaret.tant	
APP0051881	APPLICATION IN PROGRESS	24/12/2020	10/12/2020 03:18 PM	margaret.tant	

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## Print

Agency users can print the WWCC details and WWCC verification history for an engaged or end dated worker.

Click Actions drop down menu and Print.

Print menu will be displayed.

Agency users can select the sections to print by ticking or unticking the check boxes.

Print ×

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

Cancel Print

Click on Print and a PDF is generated for the worker.

For more details on the Print function see Worker record management – print function guide.

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## Activity log

The Activity log tab contains WWCC actions completed by agency users.

Records	Other names	Reportable Allegations	All Agency Associations	Attachments	Activity log
					1 2 3 4 5
Created on	Case ID	Description	User name		
10/12/2020 04:04 PM	RRW-172	Worker WWCC verified	margaret tant		
10/12/2020 03:18 PM	RRW-172	Worker WWCC verified	margaret tant		

---

## Records tab

The Records tab contains WWCC actions completed by agency users (Resolved) and those requiring action (Open).

Records	Other names	Reportable Allegations	All Agency Associations	Attachments	Activity log
Open Resolved					
Created on	Case ID	Case description	Status	Last updated by	Last updated on
29/09/2020 11:55 PM	RMNG-213	WWCC Verification Task	Resolved-Completed	margaret tant	11/12/2020 3:48 PM

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## Emails

All emails generated by the Residential Register are in the Emails Tab.

Reportable Allegations	All Agency Associations	Attachments	Activity log	WWCC verification history	Emails
Created on	Case ID	Email name	Description	Updated by	
29/09/2020 11:55 PM	RMNG-213	Residential Care Workers Register - WWCC due to expire (Referenc	WWCC Verification Task	System	

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## 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)