

Residential Care Workers Register

Provision of register information to a residential care
worker

July 2025

What information is recorded on the RCWR?

The following information is entered onto the Residential Register about an individual:

- Full name (and any other, or previous names), date of birth, gender (if disclosed)
- Whether an individual identifies as Aboriginal or Torres Strait Islander (if disclosed)
- Mandatory probity checks (*the Register will only record the date conducted and whether the outcome of these are Satisfactory or Unsatisfactory*):
 - WWCC (including the number and expiry date)
 - Nationwide Criminal Record Check
 - Other Agency Check
 - Community Services Check - to be phased in at a future date
- Decision about whether to engage or not engage an individual

Where a decision is made to engage an individual, the employing agency will also enter:

- The commencement and end dates of an individual's engagement
- The date of any current reportable allegations and any finalised outcomes, but not the details of the allegation.
- If a determination is made at any time following engagement that the agency holds relevant information about the individual, an indication of this on the register.

Key legislation and entitlement to information

Section 87 of the *Children's Guardian Act 2019* outlines that a person whose details are included on a register is entitled to all the information that is included on the register about them. Section 87(4) states that information included on a register in relation to the person must **not** be provided if:

- a) the information is about a reportable allegation or reportable conviction, or
- b) a reportable conduct flag is on the register in relation to the person.

The person may ask the Children's Guardian or the residential care provider who has recorded the person on the register for a copy of the information recorded and the Children's Guardian or residential care provider must comply with the request as soon as is practicable.

If a request is made direct to the Children's Guardian, the individual will be advised that the quickest way to access the information is to contact the agency who recorded them on the Residential Register. This is because the agency will have already verified the individual's identity. This will avoid the individual having to complete an application or provide proof of identity documents, which can be a timely and burdensome process.

Provision of information – at time of engagement

As part of recruitment, agencies are encouraged to routinely provide their employees with a copy of their record on the Residential Register.

When a decision is made to **engage** an individual on the register, a PDF engagement summary is created. This is stored under the Attachments Tab of the worker's record. This can be printed and provided to the individual.

Provision of information – during engagement or end dating

An individual may make a request for information recorded on the register at any time during their engagement with an agency or after they have ceased in the role as a residential care worker.

A print function is built into the Residential Register to make this easy for an agency to respond to a worker's request. A detailed guide on the print function is available on the [OCG website](https://www.ocg.nsw.gov.au).

There are several sections within the Residential Register which may include detail on reportable allegations. As it is a legal requirement to exclude these records, the print function by default has unselected those Tabs which could hold such information. This means the agency can now take the action to print, and the correct sections will be the default selection. No additional boxes should be ticked by the agency as part of printing a worker a copy of their record.

Office of the Children's Guardian

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