

Identifying relevant information

and recording a Contact Agency (CA) flag on the Residential Care Workers Register (RCWR)

This process should be followed by designated agencies if any information is identified about a residential care worker that indicates they may pose a risk to the safety, welfare or wellbeing of children.

This could be in relation to a reportable allegation or arise from other sources such as performance management of a worker.

The key is for the agency to make a determination about whether the information related to a worker meets the threshold of being relevant to the safety, welfare or wellbeing of children. If yes, the Contact Agency flag must be recorded as **Yes**.

This only applies to people employed as residential care workers – for other employees, follow general agency processes.

Step 1

Information is identified about a residential care worker that indicates they may pose a risk to the safety, welfare or wellbeing of children.

Determine whether the information meets the threshold for a reportable allegation.

If yes, record the allegation on the RCWR and immediately proceed to step 2.

If no, proceed to step 2.

Step 2

Determine whether the information received meets the threshold of being relevant to the safety, welfare or wellbeing of children.

If yes, this information should be documented on the Other Agency Check (OAC) Part 2 form and proceed to Step 3.

If no, manage the information as per the agency's general process and stop following this flowchart.

Step 3

Update the RCWR to record the Contact Agency flag as **Yes** on the worker record.

Step 4

Inform other agencies where the worker has a Current Engagement.

The agency must review the RCWR to identify any other agencies the individual is currently engaged with and proactively share the relevant information with them so they can assess and manage potential risk.

Step 5

Track and monitor.

The agency must have a system to monitor workers it holds relevant information about, including to track agencies it has shared information with.

If new information arises at any time to indicate the risk is reduced or removed, the agency must consider the need to amend the Contact Agency flag. The OAC Part 2 form should also be amended as necessary.

Where the Contact Agency flag is changed to No, any agencies that were previously provided with relevant information should be notified of the reason for the change so they can reassess the risk.

Flowchart - recording a CA flag on the RCWR

