

NSW Carers Register

Information session 4

- Carers and Residential Care Workers
Register interface
- Other Agency Check

OCG policy – no AI recording or translation permitted

Stella Cue

2026





Acknowledgement of Country



We acknowledge the Traditional Custodians of the land where we live, learn and young people play. We celebrate the longest living cultures in the world, Aboriginal and Torres Strait Islander peoples.

We pay respect to Elders past and present and commit to respecting the lands we walk on and the communities we walk with. We acknowledge their continuous connection to Country, including the land, waterways and skies.

We reflect on the ongoing impacts of government policies and practices and recognise our responsibility to work together with and for Aboriginal and Torres Strait Islander children, families and communities.

We extend this acknowledgement to all Aboriginal and Torres Strait Islander peoples present today and recognise the unique and vital contributions they provide in keeping their children safe.

Acknowledgement written by the OCG's 2023-24 cohort of First Nations cadets and First Nations staff. Artwork with thanks to Wiradjuri woman, Lua Pellegrini.

Agenda

Housekeeping

CR and RCWR background

CR and RCWR interface

Other Agency Check

Single sign in

Housekeeping



- This session is planned for 90 minutes, depending on questions, we might finish a little earlier
- It's the OCG policy not to record meetings and request any participant not to record or share any recordings
- All session will be uploaded to the OCG website
- There are 5 session in total, each session will be run twice – it's the same content
- We will continue to run sessions until we are confident the sector is well informed
- Please keep your microphone on **mute** unless you are speaking
- Feel free to submit questions via the **chat** or **hands up** during planned question time



Royal Commission into Institutional Responses to Child Sexual Abuse



Carers registers Recommendation 8.17

State and territory governments should introduce legislation to establish carers registers in their respective jurisdictions, with national consistency in relation to:

- a. the inclusion of the following carer types on the carers register:
 - i. foster carers
 - ii. relative/kinship carers
 - iii. residential care staff
- b. the types of information which, at a minimum, should be recorded on the register
- c. the types of information which, at a minimum, must be made available to agencies or bodies with responsibility for assessing, authorising or supervising carers, or other responsibilities related to carer suitability and safety of children in out-of-home care.

Difference between the CR and RCWR

The **Carers Register** records carers that are authorised in a private capacity: foster, relative or kinship care.



The **Residential Care Workers Register** is a separate register which captures residential care workers, or those providing care in residential care.



The Carers Register

The **Carers Register** commenced – 15 June 2015 (11+ years)

All agencies accreditation for **foster care** must record:

- Carer applicants
- Authorised carers
- Household information including:
 - household members
 - address and home safety check outcome
- Authorisation decision outcomes
- Reportable allegation notifications and outcomes



The Residential Care Workers Register

The Residential Care Workers Register commenced - 18 July 2022

(4+ years)

Agencies accredited for **residential care** OR **foster care** must record workers who:

- provide direct care and supervision to a child or young person (or group of children and young people) in a residential setting
- provide security services in a residential setting
- spend 60% or more of the time employed by a designated agency within a residential setting, as part of fulfilling their role in



Some statistics

Overall, across both Register there are approximately 1,250 individuals that have or had a role as a:

- Carer applicant
- Authorised carer
- Adult household member
- Who also has or had a role as a residential carer worker

Carers Register
A total of
6.6%

Resi Register
A total of
1.4%

CR and RCWR Interface

- The Resi Register and Carers Register will operate on a shared platform, allowing relevant information about an individual to be recognised across both registers.
- While information is recognised and shared across the registers, each register retains its own purpose, functions and records.
- Detailed records for both carer and worker cohort must be retained in each agency's own records.
- The Other Agency Check process must be used to then share relevant information that informs the authorisation or engagement decision.

Resi Register >>>>>>>>>>>>>>> Carers Register	
OAC required	Check declaration / Contact agency YES

- Current associations
- Contact Agency YES
- Information to be considered

Questions

Record an application: Other agency check



1. Identify associated agencies

Selecting the **Check** button to the right of the **Other Designated Agency Check** field to displays the individual's current and previous agency associations.

OOHC Application

Probity and Suitability Checks

Assessment Name	Completed On	Outcome	
Identification Check		Select ▼	
WWCC Requirements Met		Select ▼	
National Police Check (NPC)		Select ▼	
Community Services Check		Select ▼	
Other Designated Agency Check		Select ▼	Check

Associations



Carers Register Associations

Juan Carlos Tennis

Household Number	Authorisation Number	Role	Status	Start Date	End Date
CRH0070148		Household Member	End Dated - Contact Agency No	03/08/2026	04/08/2026

Information Exchange Details

Location	Phone Number	Email Address
Info Exchange Glebe	0222222222	hemanya.rogan@ocg.nsw.gov.au
HR	0477777777	eunice.tai@ocg.nsw.gov.au

Residential Care Workers Register Associations

HopeBridge Care

Worker Number	Status	Start Date
RRW-63	End dated	15/06/2020
Worker Number	Status	Start Date
RRW-68	End dated	16/06/2020

Information Exchange Details

Phone Number	Email
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Carers Register Associations

Apple						Check Declaration
Household Number	Authorisation Number	Role	Status	Start Date	End Date	
APPH0001539	APPC0001272	Applicant	In Progress	06/07/2026	—	☒

Record an application: Other agency check

Juan Carlos Tennis					
Household Number	Authorisation Number	Role	Status	Start Date	End Date
CRH0070148		Household Member	End Dated - Contact Agency No	03/08/2026	04/08/2026
Information Exchange Details					
Location	Phone Number		Email Address		
Info Exchange Glebe	0222222222		hemanya.rogan@ocg.nsw.gov.au		
HR	0477777777		eunice.tai@ocg.nsw.gov.au		



2. Request information

Contact identified agencies via the nominated Information Exchange contact information to request relevant information about the applicant(s) and household member(s).



3. Review received information

Review and consider information received from associated agencies.

Record an application: Other agency check



4. Confirm completion

Select the **Check declaration** checkbox next to an associated agency's name to confirm the completion of the exchange and review process.

OOHC Application

Other Agency Check

Personal Details

Full Name
Min Neethling

Date of Birth
07/04/1992

Working With Children Check Number
WWC0050032E

Carers Register Associations

Apple						
Household Number	Authorisation Number	Role	Status	Start Date	End Date	Check Declaration
APPH0001539	APPC0001272	Applicant	In Progress	06/07/2026	—	☒

Information Exchange Details

Phone Number	Email
0760376576	gandloju@omc.com

Record an application: Other agency check



5. Record outcome

Information obtained through the Other Agency Check contributes to the designated agency's assessment of the applicant's capability and suitability, and helps identify any risks presented by household members that may affect the safety, welfare and wellbeing of children placed in the home.

Once all Other Agency Checks have been conducted on an individual, **record the date and outcome (satisfactory or unsatisfactory) of the review.**

OOHC Application

Probity and Suitability Checks

Assessment Name	Completed On	Outcome	
Identification Check		Select ▼	
WWCC Requirements Met		Select ▼	
National Police Check (NPC)		Select ▼	
Community Services Check		Select ▼	
Other Designated Agency Check		Select ▼	Check

Questions

Individual 360 – Associations View

Other Agency Associations		Residential Register Assocs
Agency Name	Worker Number	Status
HRTest Agency1	RRW-38498	End dated
OCG Global Solutions	RRW-38479	Engaged
Juan Carlos Tennis	RRW-38478	End dated

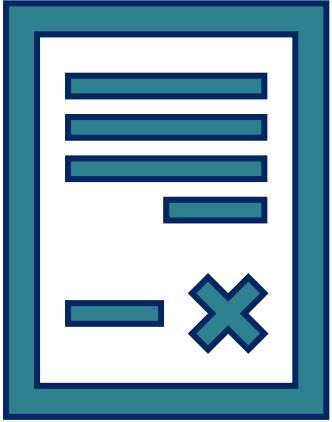
Individual 360 – Associations

Contact Agency Details

Other Agency Associations		Residential Register Assocs	
Agency Name	Household Number	Role	
▼ HopeBridge Care	CRH0070129	Carer	
Location	Phone Number	Email Id	
NSW	8787496972	antaripa.paul@omc.com	

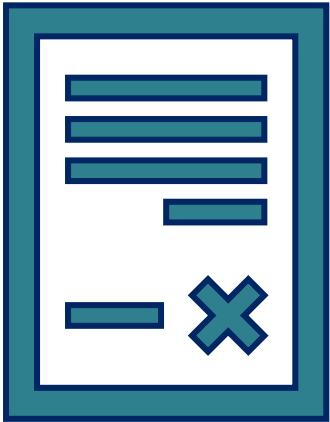
Questions

Chapter 16A and the OAC



- The OAC is underpinned by Chapter 16A
- Information held by a designated agency, where the information relates to the safety, welfare or wellbeing of a child or young person should be shared between the relevant agencies.
- This includes information that may:
 - help the agency to make a decision or undertake an assessment or plan
 - assist an investigation
 - assist the agency in providing a service.

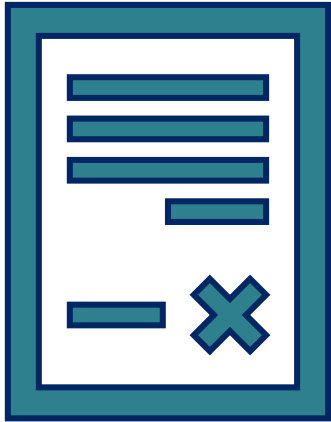
The Other Agency Check Protocol



- Agencies accredited for Residential Care will be familiar with the **RCWR OAC Protocol and Part 1 and 2** as the use is mandated
- Agencies accredited for Foster Care only, may be aware of the **CR Protocol** as it is published and available on the CG website.

Moving forward the OCG is encouraging all agencies to use relevant **Protocol and Form** to create consistencies when sharing information across both carer and worker cohorts.

Other Agency Check – Part 1

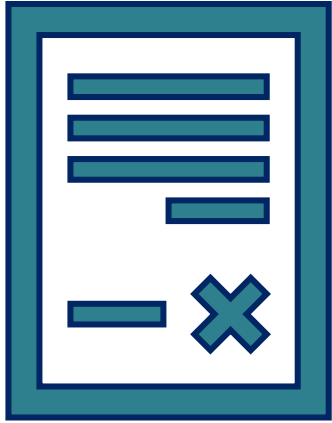


The **OAC request** is completed by the agency when an individual has applied to be an:

- authorised carer, or a
- residential care worker

The responding agency should use **Part 2** to inform what information is shared.

Other Agency Check – Part 2



Part 2 should be:

- completed in readiness by the agency who has an association with the individual (carer applicant, authorised carer, household member OR resi worker)
- provided to another agency to fulfil an OAC request

In readiness means:

- at the time of completing an investigation, where the agency has identified relevant information
- at the time of ending a carer authorisation or worker engagement
- where the agency has identified any relevant information to exchange with another designated agency in the future

OAC relevant information categories

Carers Register

- Carer applications and authorisations
- Carer Code of Conduct and agreement/s
- Carer and household member probity
- Reportable conduct matters



Residential Care Workers Register

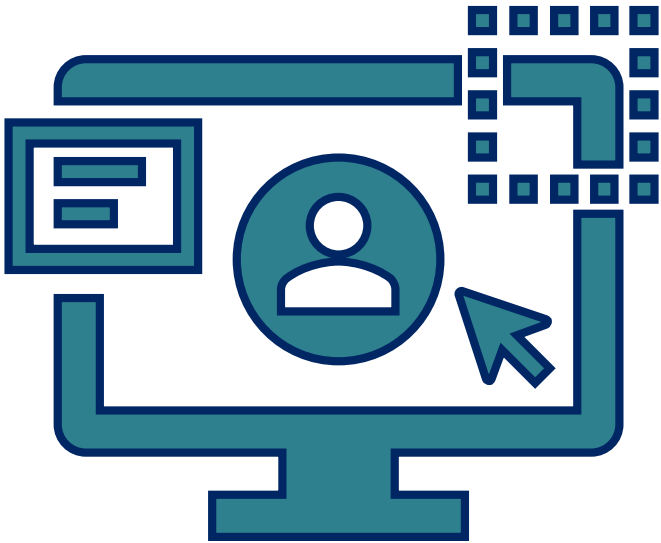
- Workplace misconduct
- Reportable conduct matters
- Performance management issues



Questions

eLearning

Log on and toggling between portals



- Single sign on
- Switching between portals



Questions

Carers Register GO-LIVE and System Outage



The current Carers Register will not be available from
26 August 5pm – 7 September 9am.

During the outage period the OCG will migrate all Carers
Register data over to the updated Carers Register ready for
7 September GO-LIVE.



Resi Register Outage



The **Resi Register** will be unavailable due the planned upgrade from:

- 5pm Friday 4th September –
- 9am Monday 7th September 2026

During this time, the register must not be accessed by any users as the interface between the Resi and Carers Register is be rolled out over the weekend, in readiness for 7 September GO-LIVE.



Thank you

carers-register@ocg.nsw.gov.au