

Checklist

Carers Register sector readiness plan

August 2026

Preparing for the New Carers Register	
OCG activities	Agency action checklist
Facilitate and publish: - information and eLearning sessions - updated User Guides and Fact Sheets - an update when regulatory amendments have progressed (Weblink to be confirmed)	☐ Keep up to date with the project roll out ☐ Determine who should attend information and e-learning sessions ☐ Determine who is responsible for monitoring and managing changes to agency processes
Share information: Primary Administrator's (PA's) will receive email updates, this information will also be visible on the OCG website (Weblink to be confirmed)	☐ Check the agency's Carers Register PA is the most suitable role within the agency ☐ Ensure the PA's contact details are up to date with the OCG
Information sessions	
OCG activities	Agency action checklist
Info session 1 – Carers Register Rebuild Date and time: - Monday 17 August: 10-11:30am - Wednesday 19 August: 10-11:30am Suggested attendees: - PO's and HRE's - Carers Register PA's and GA's - Quality Assurance and Continuous Improvement (QACI) roles	☐ Confirm information session 1 attendance - Only need to attend 1 session, the content is the same on both days. ☐ Review, manage and report on proposed changes and impact to agency's processes
Info session 2 – Agency administration Date and time:	☐ Confirm information session 2 attendance

- Monday 24 August: 10-11:30am - Monday 31 August: 10-11:30am Suggested attendees: - Carers Register PA's and GA's - QACI roles	Only need to attend 1 session, the content is the same on both days. ☐ Review, manage and report on proposed changes and impact to agency's processes
Info session 3 – General functionality Date and time: - Tuesday 25 August: 10-11:30am - Tuesday 1 September: 10-11:30am Suggested attendees: - Carers Register PA's and GA's - General users - QACI roles	☐ Confirm information session 3 attendance Only need to attend 1 session, the content is the same on both days. ☐ Review, manage and report on proposed changes and impact to agency's processes
Info session 4 - Carers and Residential Workers Register interface and the Other Agency Check Date and time: - Wednesday 26 August: 10-11:30am - Wednesday 2 September: 10-11:30am Suggested attendees: - Carers Register PA's and GA's - Residential Care Worker Register PA's and GA's - General users - QACI roles	☐ Confirm information session 4 attendance Only need to attend 1 session, the content is the same on both days. ☐ Review, manage and report on proposed changes and impact to agency's processes
Info session 5 – Recording a Reportable Allegation and Carers Register reports Date and time: - Thursday 27 August: 10-11:30am - Thursday 3 September: 10-11:30am Suggested attendees: - Carers Register PA's and GA's - General users - QACI roles	☐ Confirm information session 5 attendance Only need to attend 1 session, the content is the same on both days. ☐ Review, manage and report on proposed changes and impact to agency's processes
Carers Register and WWCC Interface	
OCG activities	Agency action checklist
Step by Step Guides Update the Carers Register Step by Step instructions to support and demonstrate the	☐ Review and amend agency practice to align with the updated Carers Register WWCC verification function.

interface between the Carers Register and WWCC. (Weblink to be confirmed)	— What needs to be considered? • process change • roles and responsibilities ☐ Review current applicants and their adult household members on the Carers Register to ensure WWCCs have been entered and are accurate.
Carers Register and Residential Care Workers Register interface	
OCG activities	Agency action checklist
Step by Step Guides Update the Carers Register Step by Step instructions to support and demonstrate the interface between the Carers Register and RCWR. (Weblink to be confirmed)	☐ Who is responsible for reviewing and, where applicable, updating or developing policy? ☐ If there are individuals engaged across both roles within your agency – is there an internal information sharing process to manage conflict, suitability, and/or risks. ☐ What is the approval process if an individual is engaged across both roles? ☐ Conduct an audit of individuals who may already be engaged as both an authorised carer and a residential care worker.
Other Agency Check Update the Carers Register Other Agency Check Protocol to reflect the interface between the Carers Register and RCWR. This will be communicated to the sector to inform practice moving forward. <i>Info session 4 will cover OAC in more detail</i> (Weblink to be confirmed)	☐ Who is responsible for considering the Protocol related to the ‘other agency check’ to ensure this is reflected in agency process? ☐ Who will be responsible for recording and/or extracting relevant information to share?
Requirement to record a decision against adult household members	
OCG activities	Agency action checklist
Information for carers The OCG will update and publish: - Fact Sheet 1_Probity and suitability checks for carers and household - Fact Sheet 2_Information for carers and household members What data is recorded - Carers Register presentation for Carers	☐ How will potential carer applicants and their household members be made aware of what will be recorded about them on the Carers Register? ☐ Who will provide current carers and adult household members with the updated information?
Update the Carers Register Guidance Notes and Step by Step guides to include decisions and outcomes relating to adult household members. (Weblink to be confirmed)	☐ Who will review the decision-making tools to ensure adult household members are considered?

	☐ Where will the approval process for recording a flag against an adult household member be recorded in the agency file? ☐ How will adult household members be informed of decisions made about them and the relevant information that has been recorded on the Carers Register? ☐ What will the approval and QACI processes consider to guide consistent practice?
Other Agency Check Protocol Support the sector to understand and implement the Carers Register Other Agency Check Protocol to facilitate sharing information about household members. Information sessions 3 and 4	☐ Who is responsible for considering the use of and implementing the 'other agency check' protocol and forms or equivalent? ☐ Attend information sessions 3 and 4
HRE approval required to progress reportable allegations on the Carers Register	
OCG activities	Agency action checklist
Update Carers Register Guidance Notes and Step by Step Guides to include HRE approval process.	☐ The HRE is aware this change is coming and the Carers Register PA and HRE attend Carers Register reportable allegation information and training sessions
Update and publish the Carers Register Reportable Allegation Business Rules and Carers Register reportable allegation Step by Step Guides	☐ Prepare to update agency policy, procedure and practice
Facilitate Carers Register reportable allegation information and training sessions for PA's and HREs. Information sessions 1 and 3	☐ HRE attends planned OCG information and eLearning session relevant to the HRE role
Reportable conduct matters	
OCG activities	Agency action / checklist
Update the Carers Register Guidance Notes and Step by Step Guides to include how Carers Register flags should be used to inform outcomes and decisions.	☐ Who will review the decision-making tools to ensure adult household members are considered? ☐ Be prepared to review and update the agency's decision-making tools, reports, panel or de-authorisation etc. to prepare for end dating individuals where there is a current or 'finalised allegation – contact agency' flag ☐ Where will the approval process for recording a flag against an adult household member be recorded in the agency file?

	☐ What will the approval and QACI system cover to ensure the agency has consistent practice?
Data cleanse	
OCG activities	Agency action / checklist
Carers Register records The Carers Register data remediation reports highlight where there is missing or incorrect data OR where records appear to be not updated WWCC Review current Carers Register data and send out reports to agencies that identify where existing Carers Register data does not match records in the WWCC system.	☐ Actively manage and respond to the OCG's Carers Register business intelligence and/or WWCC remediation reports — Who is receiving these reports? — Who is responsible for updating the report to note action or completion? — Who is responsible for reviewing agency carer files and identification records? — Who is responsible for obtaining updates to date and correct identification records? — Who is responsible for responding to the OCG? — Who is responsible for correcting the Carers Register where required?
Data migration preparation	
OCG activities	Agency action / checklist
Prepare to migrate data from the current Carers Register to the new Carers Register. Send out Carers Register BI reports to highlight potential data remediation	☐ Keep the Carers Register data up to date and correct any errors ☐ Work with and respond to the OCG regarding Carers Register BI reports and data remediation ☐ Review current Carers Register PA to confirm if this person is still the most appropriate role/person – update the OCG if changes are made ☐ End date any Carers Register 'users' that no longer require access ☐ Prepare to create users in the updated Carers Register ☐ Review Carers Register 'responsible locations' to ensure they are up to date and reflect agency processes and structure (these will be migrated over) ☐ Review the <u>Exchange of Information Contact details</u> to ensure current – search agency name and drill into record to view detail. If not accurate, contact the OCG carers-register@ocg.nsw.gov.au

Information for carer applicants / authorised carers / household members	
OCG activities	Agency action / checklist
Update and publish • Fact Sheet 1 - Probity and suitability checks for carers and household • Fact Sheet 2 - Information for carers and household members What data is recorded • Carers Register: presentation for Carers	☐ Review information for carer resources ☐ Distribute information for carer resources ☐ Embed information for carer into agency practice (Weblink to be confirmed)
System outage and data migration	
26 August 5pm – 7 September 9am	
OCG activities	Agency action / checklist
The current Carers Register will not be available from 26 August – 7 September. During the outage period the OCG will migrate all Carers Register data over to the updated Carers Register ready for 7 September GO-LIVE. In preparation for 7 September, the OCG will run and send each agency a full Carers Register report detailing all: ▪ Individuals including WWCC records ▪ carer applications ▪ carer authorisations ▪ households including addresses ▪ agency users Facilitate sector information sessions Publish eLearning material on the OCG website	☐ During the system outage period, agencies should continue to authorisation and manage carers and their households. ☐ Agencies can use the provided Carers Register report to record any changes to individual records or carer households while the system is down. In readiness for when the updated Carer Register goes live. ☐ Prepare a list of CR users: - GA's - General User - HRE - Reportable allegation ☐ Attend information session ☐ Access and distribute eLearning material on the OCG website ☐ Update agency process to reflect new requirements - WWCC required at application stage - Recording a decision against household members - Carers Register and Residential Care Workers Register interface – the Other Agency Check
7 September – GO LIVE	
OCG activities	Agency action / checklist
Send a broadcast email to PA's on 4 September to confirm 7 September GO-LIVE	☐ PA to log to the updated Carers Register using the provided details ☐ Create users as per the matrix - GA's

Provide Login details to the agency PA's on 7 September 9am, including single sign in instructions. Activate the Login Portal on the OCG website. Be available to provide support, triage issues and respond to agency queries.	- General User - HRE - Reportable allegation ☐ Review Agency Carers Register Dashboard: Key Statistics - In progress applications - In progress roles in a current household - Suspended carers - Count of current households - Count of current reportable allegations - WWCC compliance Work Queues - In progress applications - Current reportable allegations pending finalisation Left hand menu - Manage alerts email – check that detail is correct - Search and update Carers Register records to reflect the changes that occurred during the outage: ▪ Create new applications ▪ Add / edit / end date carer or household member details ▪ Add / finalise reportable allegations - Run and test out reports – to get familiar with the system If any of the records appear to be incorrect, send an email to carers-register@ocg.nsw.gov.au and someone for the OCG carer team will schedule time to work with you. Contact carers-register@ocg.nsw.gov.au for support.
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