

# NSW Carers Register

## Information session 5

- RA and HRE approval
- Current BI report
- Dashboard Key Statistic
- Reports
- Sector Readiness

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

Reportable Allegations and HRE Approval

Legacy CR BI report

Dashboard Key Statistics

Reports

eLearning

# 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

# User Matrix

|                                                                                                                     | Primary Administrator                                                                                    | General Administrator                                                                                    | Head of Relevant Entity                                                                                       | Reportable Allegations Officer                                                                             | General User                                                                                               | Read Only User                                                                                             | Dual HRE and PA                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
|  OOH applications                  |  Write                  |  Write                  |  Read only                  |  Read only              |  Write                  |  Read only              |  Write                           |
|  Work items                        |  Write                  |  Write                  |  Write                      |  Write                  |  Write                  |  Read only              |  Write                           |
|  Alert settings or information     |  Write                  |  Read only              |  Read only                  |  Read only              |  Read only              |  Read only              |  Write                           |
|  Manage users                      |  Write                  |  Write                  |  Read only                  |  Read only              |  Read only              |  Read only              |  Write                           |
|  Agency reports                    |  Read only (can export) |  Read only (can export) |  Read only (can export)     |  Read only (can export) |  Read only (can export) |  Read only (can export) |  Read only (can export)          |
|  Search and view records         |  Yes                  |  Yes                  |  Yes                      |  Yes                  |  Yes                  |  Yes                  |  Yes                           |
|  Manage individuals & households |  Write                |  Write                |  Read only                |  Read only            |  Write                |  Read only            |  Write                         |
|  Reportable allegations          |  Write (view and add) |  Write (view and add) |  Write (view and approve) |  Write (view and add) |  Read only            |  Read only            |  Write (view, add and approve) |

# User Matrix

|                                                                                     |                                 | Primary Administrator                                                               |                        | General Administrator                                                               |                        | Head of Relevant Entity                                                              |                          | Reportable Allegations Officer                                                        |                        | General User                                                                          |                        | Read Only User                                                                        |                        | Dual HRE and PA                                                                       |                               |
|-------------------------------------------------------------------------------------|---------------------------------|-------------------------------------------------------------------------------------|------------------------|-------------------------------------------------------------------------------------|------------------------|--------------------------------------------------------------------------------------|--------------------------|---------------------------------------------------------------------------------------|------------------------|---------------------------------------------------------------------------------------|------------------------|---------------------------------------------------------------------------------------|------------------------|---------------------------------------------------------------------------------------|-------------------------------|
|    | OOHC applications               |    | Write                  |    | Write                  |    | Read only                |    | Read only              |    | Write                  |    | Read only              |    | Write                         |
|    | Work items                      |    | Write                  |    | Write                  |    | Write                    |    | Write                  |    | Write                  |    | Read only              |    | Write                         |
|    | Alert settings or information   |    | Write                  |    | Read only              |    | Read only                |    | Read only              |    | Read only              |    | Read only              |    | Write                         |
|    | Manage users                    |    | Write                  |    | Write                  |    | Read only                |    | Read only              |    | Read only              |    | Read only              |    | Write                         |
|    | Agency reports                  |    | Read only (can export) |    | Read only (can export) |    | Read only (can export)   |    | Read only (can export) |    | Read only (can export) |    | Read only (can export) |    | Read only (can export)        |
|  | Search and view records         |  | Yes                    |  | Yes                    |  | Yes                      |  | Yes                    |  | Yes                    |  | Yes                    |  | Yes                           |
|  | Manage individuals & households |  | Write                  |  | Write                  |  | Read only                |  | Read only              |  | Write                  |  | Read only              |  | Write                         |
|  | Reportable allegations          |  | Write (view and add)   |  | Write (view and add)   |  | Write (view and approve) |  | Write (view and add)   |  | Read only              |  | Read only              |  | Write (view, add and approve) |

# Adding a Reportable Allegation

**Individual Record ( RST Test Agency AAA )**

RefreshActionsClose

RG

Ripe Grape

Personal Details

First Name

Ripe

Middle Name

---

Last Name

Grape

Date of Birth

07/05/1986

Gender

Male

Identifies as Aboriginal and/or Torres Strait Islander

No

WWCC Verification

Verify

WWCC Number

APP0051881

WWCC Status

APPLICATION IN PROGRESS

Expiry Date

18/08/2026

Last Verified On

18/08/2026 11:12 AM

Reportable Allegations

0

+ Add Allegation

# Capture Reportable Allegation (RA) Details

## Capture Reportable Allegation Details

### Instructions

Please ensure before submitting, the Head of Relevant Entity (HRE) account is created and current.  
To view the Carer Register reportable allegations business rules, click here [link].  
Questions relating to the business rules should be directed to the Reportable Conduct Directorate at the OCG.

You are about to add a new reportable allegation for **Ripe Grape** (DOB: 07/05/1986 ) (WWCC Number: APP0051881)

Was the individual associated to your agency when the allegation was raised? \*

☒ Yes ☐ No

Was the alleged victim under 18 years at the time of the alleged conduct? \*

☒ Yes ☐ No

# Date the HRE became aware of the RA

## Capture Reportable Allegation Details

### Instructions

Please ensure before submitting, the Head of Relevant Entity (HRE) account is created and current.  
To view the Carer Register reportable allegations business rules, click here [\[link\]](#).  
Questions relating to the business rules should be directed to the Reportable Conduct Directorate at the OCG.

You are about to add a new reportable allegation for **Ripe Grape** (DOB: 07/05/1986 ) (WWCC Number: APP0051881)

Was the individual associated to your agency when the allegation was raised? \*

☒ Yes ☐ No

Was the alleged victim under 18 years at the time of the alleged conduct? \*

☒ Yes ☐ No

Date Head of Relevant Entity became aware of the Reportable Allegation \*

13/08/2026



Agency Allegation Reference

Grape-2222

Allegation Type \*

☐ Class or Kind ☒ Reportable to the Children's Guardian

☒ The agency is required to submit the 7-day notification form to the Children's Guardian. Please select checkbox to confirm the agency will complete this within the necessary timeframe.

Add Record

# The RA is now visible to the owning agency

RG

Ripe Grape

Personal Details

First Name

Ripe

Middle Name

—

Last Name

Grape

Date of Birth

07/05/1986

Gender

Male

Identifies as Aboriginal and/or Torres No Strait Islander

- At this stage, the pending RA record is visible to all owning agency users – against the individual record.
- It is not yet visible to another agency with a current association, until the HRE has approved

| Other Agency Associations |                 | Residential Register Assocs |                   | Other Names          |                     | Reportable Allegations |                       | WWCC Verification History |  | Activity Logs |  |
|---------------------------|-----------------|-----------------------------|-------------------|----------------------|---------------------|------------------------|-----------------------|---------------------------|--|---------------|--|
| Register Allegation       | Allegation Date | Allegation Type             | Allegation Status | Case Status          | Agency Name         | Last Updated By        | Allegation Created On | Last Updated On           |  |               |  |
| CRRA-36564                | 07/08/2026      | Class or Kind               | New               | Pending-HRE Approval | RST Test Agency AAA | Hemanya Resipa         | 16/08/2026            | 16/08/2026                |  |               |  |
| CRRA-36552                | 14/08/2026      | Class or Kind               | New               | Pending-HRE Approval | RST Test Agency AAA | New newCRWMSuperuserHR | 14/08/2026            | 14/08/2026                |  |               |  |

# HRE Approval Work Queue

**Work Queue:** CR HRE Approval





| Case ID                     | Individual Name | Allegation Agency Ref | Case Status          | Created On        | Last Updated By | Last Updated On   |
|-----------------------------|-----------------|-----------------------|----------------------|-------------------|-----------------|-------------------|
| <a href="#">CRRRA-36598</a> | Ripe Grape      | Grape-2222            | Pending-HRE Approval | 26/08/26 12:41 PM | Hemanya Resipa  | 26/08/26 12:41 PM |
| <a href="#">CRRRA-36564</a> | Ripe Grape      |                       | Pending-HRE Approval | 16/08/26 11:09 AM | System          | 21/08/26 11:09 AM |
| <a href="#">CRRRA-36552</a> | Ripe Grape      |                       | Pending-HRE Approval | 14/08/26 3:09 PM  | System          | 19/08/26 3:09 PM  |



- HRE receives the email and it sit in the work queues pending approval
- This it the HRE Approval Work Queue - pending approval
- Only the HRE and PA can view the HRE Approval Work Queue
- HRE drills into the blue hyperlink for the relevant RA matter to review

# HRE Approval page – to progress RA



## HRE Approval

DUE IN 4 DAYS FROM NOW



### Instructions

Please review the allegation details below. If any of the details are not correct, the record must be declined, and a new record needs to be created. An email will be sent to the agency user who lodged the record advising of the decision. Please refer to the Carers Register Reportable allegations business rules here [\[link\]](#)

Reportable Allegation Record for **Ripe Grape** (DOB: 07/05/1986) (WWCC Number: APP0051881)

Date Head of Relevant Entity became aware of the Reportable Allegation

13/08/2026

Agency Allegation Reference

Grape-2222

Allegation Type

Reportable to the Children's Guardian

Lodged by

Hemanya Resipa

Lodged date

26/08/2026

Status for approval or decline

New

Decline

Approve

The HRE is responsible for reviewing the individual record and the RA notification and record and either **Approve OR Decline**.

- If **Declined** the RA record will be closed. However, it will remain against the individual record in the RA tab as a declined record visible to the owning agency only.
- If **Approved**, the RA record will become current - visible to the owning and any other currently associated agencies. Agencies with a current association will receive an email alert.

# If APPROVED by HRE

RG

Ripe Grape

Personal Details

First Name

Ripe

Middle Name

—

Last Name

Grape

Date of Birth

07/05/1986

Gender

Male

Identifies as Aboriginal and/or Torres Strait Islander

No

WWCC Verification

Verify

WWCC Number

APP0051881

WWCC Status

APPLICATION IN PROGRESS

Expiry Date

26/08/2026

Last Verified On

26/08/2026 12:30 PM

Reportable Allegations

1

+ Add Allegation

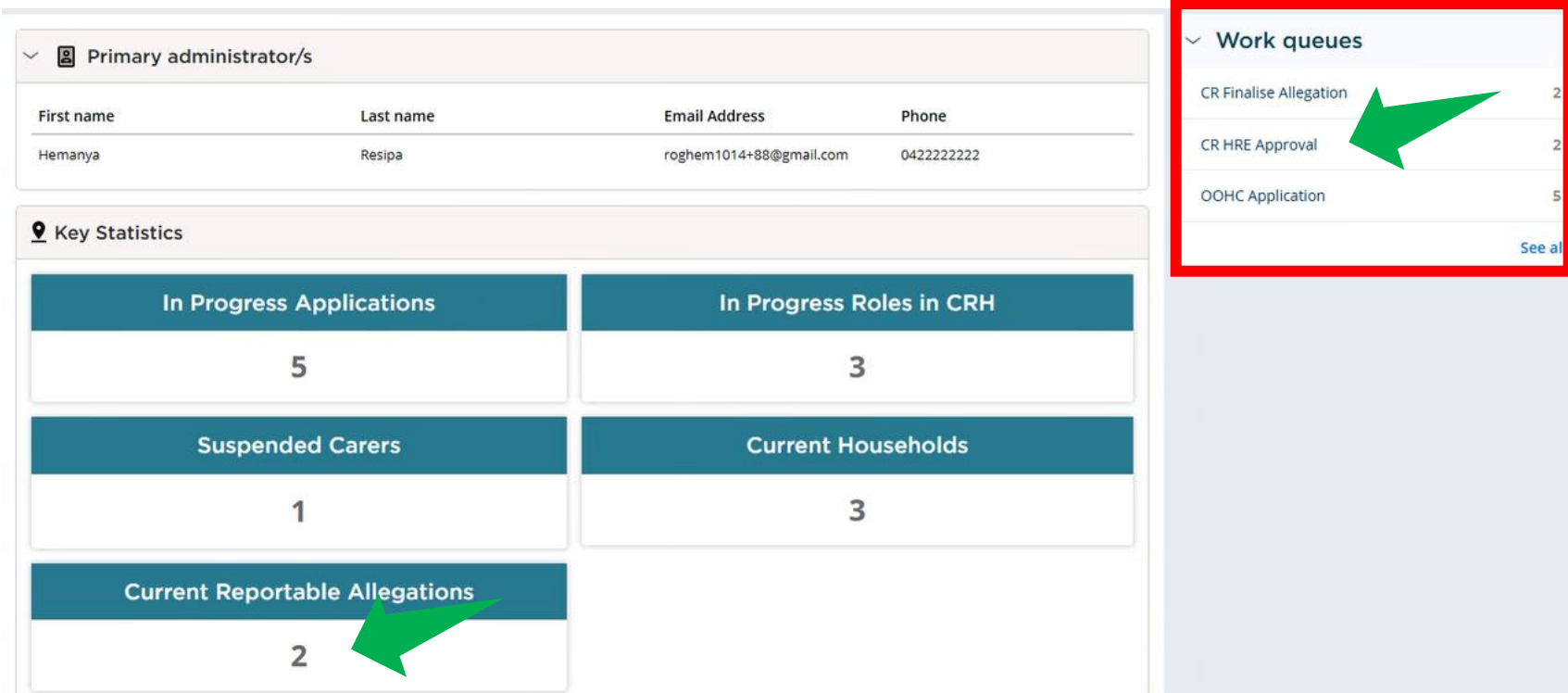
The RA count against the individual now shows as 1

# RA is visible to the owning and currently associated agencies against the individual record

|                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div>RG Ripe Grape</div> <div><b>Personal Details</b></div> <div><div>First Name</div>Ripe</div> <div><div>Middle Name</div>—</div> <div><div>Last Name</div>Grape</div> <div><div>Date of Birth</div>07/05/1986</div> <div><div>Gender</div>Male</div> <div><div>Identifies as Aboriginal and/or Torres No Strait Islander</div></div> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

- The individual record RA Tab now show as Current – Pending Finalisation.
- The owning agency should progress RA investigation as per the RA rules and guidance

# Finalise Allegation Work Queue



The screenshot displays a user interface for the NSW Government. It features a sidebar on the left with a 'Primary administrator/s' section containing a table of user details and a 'Key Statistics' section with five cards. The main content area on the right has a 'Work queues' section highlighted with a red border, containing a list of tasks with counts. Green arrows point to the 'Current Reportable Allegations' card and the 'CR Finalise Allegation' task.

| First name | Last name | Email Address           | Phone      |
|------------|-----------|-------------------------|------------|
| Hemanya    | Resipa    | roghem1014+88@gmail.com | 0422222222 |

**Key Statistics**

|                                       |                                 |
|---------------------------------------|---------------------------------|
| <b>In Progress Applications</b>       | <b>In Progress Roles in CRH</b> |
| 5                                     | 3                               |
| <b>Suspended Carers</b>               | <b>Current Households</b>       |
| 1                                     | 3                               |
| <b>Current Reportable Allegations</b> |                                 |
| 2                                     |                                 |

**Work queues**

|                        |   |
|------------------------|---|
| CR Finalise Allegation | 2 |
| CR HRE Approval        | 2 |
| OOHC Application       | 5 |

[See all](#)

- This is where all current RA records that are pending a final outcome will sit.
- The Work Queues and the ability to finalise RA matters, is as per the user role matrix
- The Key Stats will now be updated to show the matter.

# Finalise an RA



**Work queues**

- CR Finalise Allegation 2
- CR HRE Approval 2
- OOHC Application 5

**Work Queue: CR Finalise Allegation**

| Case ID                    | Individual Name  | Allegation Agency Ref | Case Status          | Created On        | Last Updated By       | Last Updated On |
|----------------------------|------------------|-----------------------|----------------------|-------------------|-----------------------|-----------------|
| <a href="#">CRRA-36598</a> | Ripe Grape       | Grape-2222            | Pending-Finalisation | 26/08/26 12:54 PM | Hemanya Dualhrepahree | 26/08/2026      |
| <a href="#">CRRA-36544</a> | Sigdis Gaudurson |                       | Pending-Finalisation | 13/08/26 4:05 PM  | System                | 13/08/2026      |

- The User Role with permission, should:
  - drill into the Finalise RA Work Queue and
  - drill into the relevant RA number.

# Finalise Allegation

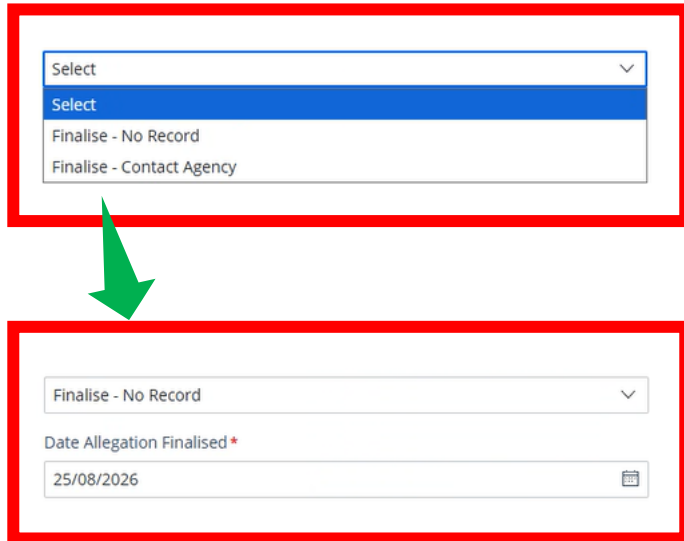


Diagram illustrating the selection of the final outcome and date for the allegation.

Top dropdown menu options:

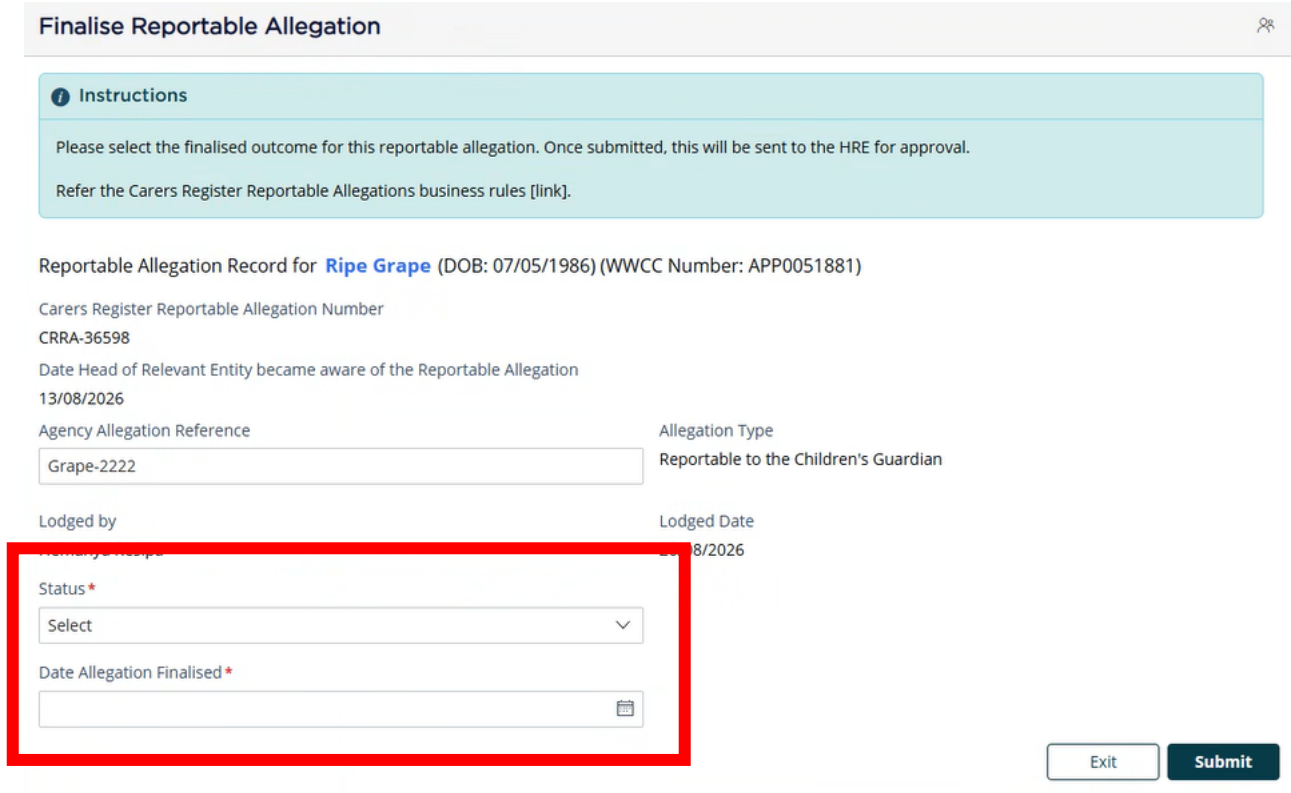
- Select
- Finalise - No Record
- Finalise - Contact Agency

Bottom form fields:

Finalise - No Record

Date Allegation Finalised \*

25/08/2026



**Finalise Reportable Allegation**

**Instructions**

Please select the finalised outcome for this reportable allegation. Once submitted, this will be sent to the HRE for approval.

Refer the Carers Register Reportable Allegations business rules [link].

Reportable Allegation Record for **Ripe Grape** (DOB: 07/05/1986) (WWCC Number: APP0051881)

Carers Register Reportable Allegation Number  
CRRRA-36598

Date Head of Relevant Entity became aware of the Reportable Allegation  
13/08/2026

Agency Allegation Reference  
Grape-2222

Allegation Type  
Reportable to the Children's Guardian

Lodged by  
[Name]

Lodged Date  
13/08/2026

Status \*

Select

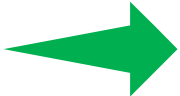
Date Allegation Finalised \*

[Date]

Exit Submit

The User Role with permission, should:

- Select the relevant outcome
- Record the outcome date
- Select submit



HRE receives an Approval email and it sits in the Work Queue Pending Approval

# HRE to review and Approve or Decline



**Reportable Allegation Finalisation - HRE Approval**  
DUE IN 5 DAYS FROM NOW

**Instructions**  
Please review the allegation details below. If finalise outcome is incorrect, the record must be declined and a new finalised outcome needs to be lodged.  
Once a decision is submitted, an email will be sent to the agency user advising of the decision.  
Refer to the Carers Register reportable allegations business rule. [\[link\]](#)

Reportable Allegation Record for **Ripe Grape** (DOB: 07/05/1986) (WWCC Number: APP0051881)

Carers Register Reportable Allegation Number  
CRRRA-36552

Date Head of Relevant Entity became aware of the Reportable Allegation  
14/08/2026

Agency Allegation Reference  
—

Allegation Type  
Class or Kind

Lodged by  
New newCRWMSuperuserHR

Lodged Date  
14/08/2026

Finalised by name  
Hemanya Dualhrepathree

Finalised Date  
27/08/2026

Status  
Finalise - No Record

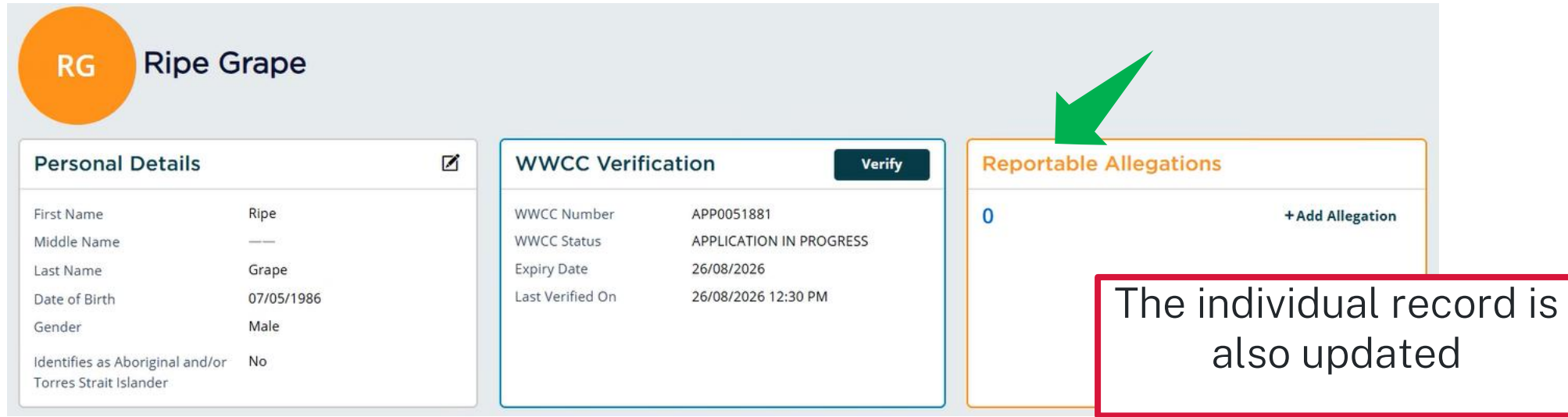
Decline

Approve

## HRE to Review and Approve or Decline:

- Finalise contact agency - No Record
- Finalise contact agency - Contact Agency

# HRE to review and Approve or Decline



**RG** Ripe Grape

**Personal Details** 

|                                                        |            |
|--------------------------------------------------------|------------|
| First Name                                             | Ripe       |
| Middle Name                                            | —          |
| Last Name                                              | Grape      |
| Date of Birth                                          | 07/05/1986 |
| Gender                                                 | Male       |
| Identifies as Aboriginal and/or Torres Strait Islander | No         |

**WWCC Verification** **Verify**

|                  |                         |
|------------------|-------------------------|
| WWCC Number      | APP0051881              |
| WWCC Status      | APPLICATION IN PROGRESS |
| Expiry Date      | 26/08/2026              |
| Last Verified On | 26/08/2026 12:30 PM     |

**Reportable Allegations**

0 [+ Add Allegation](#)

The individual record is also updated

**Finalised - No Record:** the individual view will revert back to '0'

- This record will not be visible to any other currently associated agency

**Finalised - Contact Agency:** the count will remain

- The count will show against the individual, across all agencies who have an association with the individual

# Questions

# Current Carers Register BI report



The OCG will run and provide a comprehensive Carers Register BI report for all designated agencies on **27 August**.

This report will include (by household and individual records):

- All historical data (end dated)
  - Current carer applications
  - All currently authorised carers
  - All currently suspended carers
- Reportable allegations
- CR User Details
- a tab to record new applicant details

Each agency should use this report to record any updates or changes to carer records that must be updated in the new Carers Register – within the relevant time frame frames below.

# Questions

# Agency Dashboard Key Statistics

## 📍 Key Statistics

In Progress Applications

1

In Progress Roles in CRH

0

Suspended Carers

1

Current Households

0

Current Reportable Allegations

1

## 📍 WWCC Compliance

Expired WWCC

4

Expiring WWCC

0

HHM turning 18

1

HHM without WWCC

0

# eLearning

## Dashboard Key stats



# Questions

# User Matrix

|                                                                                                                     | Primary Administrator                                                                                    | General Administrator                                                                                    | Head of Relevant Entity                                                                                       | Reportable Allegations Officer                                                                             | General User                                                                                               | Read Only User                                                                                             | Dual HRE and PA                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
|  OOH applications                  |  Write                  |  Write                  |  Read only                  |  Read only              |  Write                  |  Read only              |  Write                           |
|  Work items                        |  Write                  |  Write                  |  Write                      |  Write                  |  Write                  |  Read only              |  Write                           |
|  Alert settings or information     |  Write                  |  Read only              |  Read only                  |  Read only              |  Read only              |  Read only              |  Write                           |
|  Manage users                      |  Write                  |  Write                  |  Read only                  |  Read only              |  Read only              |  Read only              |  Write                           |
|  Agency reports                    |  Read only (can export) |  Read only (can export) |  Read only (can export)     |  Read only (can export) |  Read only (can export) |  Read only (can export) |  Read only (can export)          |
|  Search and view records         |  Yes                  |  Yes                  |  Yes                      |  Yes                  |  Yes                  |  Yes                  |  Yes                           |
|  Manage individuals & households |  Write                |  Write                |  Read only                |  Read only            |  Write                |  Read only            |  Write                         |
|  Reportable allegations          |  Write (view and add) |  Write (view and add) |  Write (view and approve) |  Write (view and add) |  Read only            |  Read only            |  Write (view, add and approve) |

# Reports



+ Create

Dashboard

Manage >

**Reports**

Search >

## Carers Register Dashboard

Primary administrator/s

| First name | Last name | Email Address             | Phone      |
|------------|-----------|---------------------------|------------|
| Carin      | Neethling | carin.idesign+1@gmail.com | 0480581847 |

Key Statistics

In Progress Applications

1

In Progress Roles in CRH

0

Suspended Carers

4

Current Households

1

Current Reportable Allegations

0

WWCC Compliance

Expired WWCC

3

Expiring WWCC

6

HHM turning 18

5

Individuals without WWCC

0

Work queues

OOHC Application

1

[See all](#)

# Reports

Summary

Individual-Agency Associations

List

Reportable Allegations

List

Applications and Authorisations

List

Empty Households

List

Agency User Accounts

**Individual-Agency Associations** provides information about individuals who are associated with more than one agency in the Carers Register. It enables users to view and monitor an individual's roles and agency associations across different agencies.

# Reports



**Reportable Allegations:** provides users with information about Reportable Allegation cases recorded in the Carers Register. It enables users to monitor allegation details, case status, and key dates for reportable allegations associated with agencies.

# Reports



**Applications and Authorisations:** provides information about Applicants, Carers, and Household Members associated with households in the Carers Register. The report enables users to view application and authorisation details, household information, individual information, and WWCC information for reporting and monitoring purposes.

# Reports



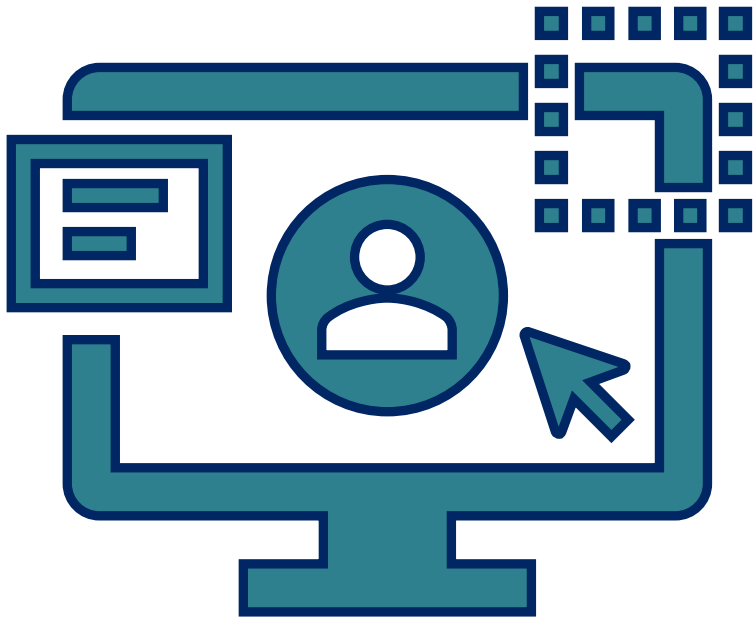
**Empty Household Report:** provides details of households that have no associated Applicants, Carers, or Household Members. It enables users to identify and review household records that do not currently contain any individual associations.

# Reports

|                                |                             |                                 |                             |                             |
|--------------------------------|-----------------------------|---------------------------------|-----------------------------|-----------------------------|
| <div>Summary</div> <div></div> | <div>List</div> <div></div> | <div>List</div> <div></div>     | <div>List</div> <div></div> | <div>List</div> <div></div> |
| Individual-Agency Associations | Reportable Allegations      | Applications and Authorisations | Empty Households            | Agency User Accounts        |

**Agency user accounts:** provides details of user accounts created for agencies in the Carers Register. It enables users to view account information, assigned roles, account status, and audit details for agency users.

# eLearning Reports



- eLearning **will be available prior to 7 September** and uploaded onto the OCG website
- Lets look at a sample

# Questions

# 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.



# Carers Register - Sector readiness plan

## Checklist for designated agencies

| Preparing for the New Carers Register                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| OCG activities                                                                                                                                                                                                                                        | Agency action checklist                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <p>Facilitate and publish:</p> <ul style="list-style-type: none"> <li>• update the sector when regulatory amendments have progressed</li> <li>• planned information and e-learning sessions</li> <li>• updated user guides and fact sheets</li> </ul> | <ul style="list-style-type: none"> <li><input type="checkbox"/> Keep up to date with the project roll out</li> <li><input type="checkbox"/> Determine who should attend information and e-learning sessions</li> <li><input type="checkbox"/> Determine who is responsible for monitoring and managing changes to agency processes</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <p>Share information regarding the Carers Register with Principal Officers and Carers Register Primary Administrators.</p>                                                                                                                            | <ul style="list-style-type: none"> <li><input type="checkbox"/> Check the agency's Carers Register Primary Administrator is the most suitable role within the agency to manage the roles and responsibilities of the changes</li> <li><input type="checkbox"/> Ensure the Primary Administrator's contact details are up to date with the OCG</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p>Data migration from the current Carers Register to the new Carers Register.</p>                                                                                                                                                                    | <ul style="list-style-type: none"> <li><input type="checkbox"/> Keep the Carers Register data up to date and correct any errors</li> <li><input type="checkbox"/> Work with and respond to the OCG regarding Carers Register BI reports and data remediation</li> <li><input type="checkbox"/> Review current Carers Register Primary Administrator to confirm if this person is still the most appropriate role/person – update the OCG if changes are made</li> <li><input type="checkbox"/> End date any Carers Register 'users' that no longer require access</li> <li><input type="checkbox"/> Prepare to create users in the updated Carers Register</li> <li><input type="checkbox"/> Review Carers Register 'responsible locations' to ensure they are up to date and reflect agency processes and structure</li> <li><input type="checkbox"/> Contact <a href="mailto:carers-register@ocg.nsw.gov.au">carers-register@ocg.nsw.gov.au</a> for support with data remediation if required</li> </ul> |

# System outage and data migration



| System outage and data migration                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | 26 August 5pm – 7 September 9am                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| OCG activities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  | Agency action / checklist                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| <p>The current Carers Register will not be available from 26 August – 7 September.</p> <p>During the outage period the OCG will migrate all Carers Register data over to the updated Carers Register ready for 7 September GO-LIVE.</p> <p>In preparation for 7 September, the OCG will run and send each agency a full Carers Register report detailing all:</p> <ul style="list-style-type: none"> <li>▪ Individuals including WWCC records</li> <li>▪ carer applications</li> <li>▪ carer authorisations</li> <li>▪ households including addresses</li> <li>▪ agency users</li> </ul> <p>Facilitate sector information sessions</p> <p>Publish eLearning material on the OCG website</p> |  | <ul style="list-style-type: none"> <li><input type="checkbox"/> During the system outage period, agencies should continue to authorisation and manage carers and their households.</li> <li><input type="checkbox"/> 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.</li> <li><input type="checkbox"/> Prepare a list of CR users: <ul style="list-style-type: none"> <li>- GA's</li> <li>- General User</li> <li>- HRE</li> <li>- Reportable allegation</li> </ul> </li> <li><input type="checkbox"/> Attend information session</li> <li><input type="checkbox"/> Access and distribute eLearning material on the OCG website</li> <li><input type="checkbox"/> Update agency process to reflect new requirements <ul style="list-style-type: none"> <li>- WWCC required at application stage</li> <li>- Recording a decision against household members</li> <li>- Carers Register and Residential Care Workers Register interface – the Other Agency Check</li> </ul> </li> </ul> |  |

# 7 September

## GO\_LIVE



### 7 September - GO\_LIVE

#### OCG activities

Send a broadcast email to PA's on 4 September to confirm 7 September GO-LIVE

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.

# 7 September

## GO\_LIVE



### Agency action / checklist

- ☐ PA to log to the updated Carers Register using the provided details
- ☐ Create users as per the matrix
  - GA's
  - 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

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#### 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](mailto: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](mailto:carers-register@ocg.nsw.gov.au) for support.

# Thank you

[carers-register@ocg.nsw.gov.au](mailto:carers-register@ocg.nsw.gov.au)