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| Office of the Children’s Guardian |  |
| Residential Care Workers Register - Other Agency Check |  |
| Requesting relevant information from another designated agency about a residential care worker applicant |
| November 2022 | A6125714 |
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## Other Agency Check

This document should be read in conjunction with the Other Agency Check [Protocol](https://ocg.nsw.gov.au/sites/default/files/2022-07/P_CR_RCWR__OtherAgencyCheck%20_Protocol.pdf).

Designated agencies arranging residential care are required to exchange relevant information for the purpose of assessing an individual’s suitability to be engaged, or continue to be engaged, as a residential care worker. The provider must undertake this check for applicants who have progressed to the referee check stage of the application process.

Once initially entered, the Residential Register will indicate whether the individual has a current or past association as a residential care worker with another designated agency and whether an Other Agency Check is required as part of the recruitment process. This will be mandatory where the individual is currently engaged by an agency, or where an individual has a past association, and that previous employing agency has indicated they hold relevant information to exchange.

The Other Agency Check is one of the mandatory probity checks for applicants and is a request for and subsequent exchange of any information held by the other designated agency relating to the safety, welfare or wellbeing of children and young people. The purpose of this check is to ensure information relevant to the assessment of an individual to be engaged as a residential care worker is shared between agencies.

A request should only be sent to those agencies where the Residential Register indicates this is a requirement.

### Template email to be used when making a request for relevant information

The below template email should be used to make a request for relevant information from another designated agency. The request should be sent from your agency’s Info Exchange email address, linked to the RCWR.

#### Email recipient: <other agency’s Info Exchange email address>

Email subject: OAC request

To <name of agency request is being sent to>,

This request for information is being made as part of an Other Agency Check which is a mandatory probity requirement for those individuals who have applied for the role of a residential care worker.

<Requesting agency name> is requesting information that relates to the safety, welfare or wellbeing of a class of children or young persons, in accordance with section 245D of the *Children and Young Persons (Care and Protection) Act 1998* and the Children’s Guardian Regulation 2022. That is, information relating to children and young people who may also reside in residential care. This information will assist our agency to either:

* make any decision, assessment or plan or to initiate or conduct any investigation, or to provide any service, relating to the safety, welfare or well-being of a class of children or young persons, or
* manage any risk to a class of children and young persons that might arise in our agency’s capacity as a designated agency

This email is being sent to request any relevant information your agency holds relating the following individual:

Name of individual: <input name>

Previous or other names (if applicable): <input details if applicable or indicate N/A>

WWC/APP number: <input details>

Date of birth: <input details>

Please respond via return email within 5 business days, to confirm what information your agency holds about this worker which is relevant to the safety, welfare or wellbeing of children.

Kind regards,

<requesting agency staff name and position>

<requesting agency name>

### Questions about this process

Any questions about this process should be directed to the Registration Systems Team at the OCG via email residential-register@ocg.nsw.gov.au or via phone on (02)8219 3888.