Release Notes – Head of Department Changes

These enhancements and configuration updates have come from the feedback provided by the 91 Heads of Department that responded to the Use and Barriers of REGIS survey that was distributed in September 2024.
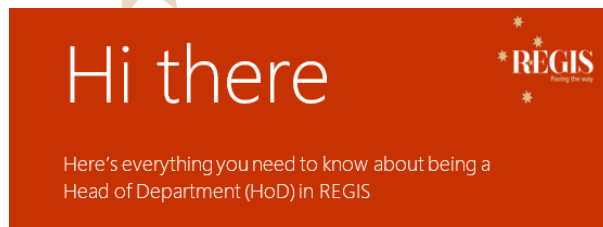
There will be a series of enhancement and configuration changes from 12 December 2024 through early 2025 with the aim of incremental improvements. We encourage all Heads of Department to provide feedback on the changes, to ascertain if they have provided a better experience and what we can do to further improve.

Standard Welcome to REGIS communications from a NSW Health email address.

Addressing the issues of:
- I want to know when an account has been created for me.
- I need/want to know what REGIS is.
- I don't understand what is expected of me.

Introduction of a weekly email to all newly allocated Head of Departments from REGIS@health.nsw.gov.au to help increase confidence in the system generated emails and preparing new users for the system.

The REGIS Team will manage this weekly communication via a Dashboard of all newly created/allocated Head of Departments.

Current Head of Department - Last 7 Days

HOD Email

Select...

LHD

Select...

Legend		Assigned in the last 7 days				
Conditions:		ApplicationIdentifier	ApprovalTypeName	ApprovalCreatedDate (Day-Month-Year)	OrganisationName	Username
Reports for		2023/STE01034	Head of Department Support for Site Specific Assessment	19/11/2024	University of Western Sydney	Louise.Lazic@health.nsw.gov.au
Display all hods assigned to an application for support in the last 7 days, example, if today is monday, all listed hods displayed are the hods assigned from last monday to sunday a week prior.		2023/STE01519	Head of Department Support for Site Specific Assessment	18/11/2024	Melbourne Health	Rob.Turner@health.nsw.gov.au
The purpose of this dashboard is to allow the REGIS team to export the list of email contacts from here to a predefined HOD welcome mail,		2023/STE01792	Head of Department Support for Site Specific Assessment	21/11/2024	University of Sydney	chan.duong@health.nsw.gov.au
detailing what regis is, the purpose of HOD, and what they will need to do, in turn, they will be more inclined to provide support in REGIS.		2023/STE01792	Head of Department Support for Site Specific Assessment	21/11/2024	University of Sydney	christine.fan@health.nsw.gov.au
		2023/STE01792	Head of Department Support for Site Specific Assessment	21/11/2024	University of Sydney	Sue.Colley@health.nsw.gov.au
Statuses		2023/STE03561	Head of Department Support for Site Specific Assessment	21/11/2024	The University of Newcastle	golo.ahlenstiel@health.nsw.gov.au
Completed Pending HOD		2024/STE00680	Head of Department Support for Site Specific Assessment	19/11/2024	University of Sydney	Michael.Hennessy@health.nsw.gov.au
Columns		2024/STE01313	Head od Department Support for Site Specific Assessment	20/11/2024	South Eastern Sydney Local Health District	davidlubowski@sydneycolorectal.com.au
ApplicationIdentifier - Application reference number (STE reference)		2024/STE02066	Head of Department Support for Site Specific Assessment	22/11/2024	University of Sydney	emma.field@health.nsw.gov.au
ApprovalTypeName - Head od Department Support for Site Specific Assessment						
ApprovalCreatedDate - The approval assigned date						

Improving the system generated, for action email, received by Heads of Department when a Site-Specific Assessment is submitted.

Addressing the issues of:

- The request email looks spammy
- I don't feel comfortable clicking the links

The vendor has recently released professional skins to system and user generated emails being sent from REGIS to address the issue of the email appearing to be spam.

Formatting and content updates will be introduced to the Head of Department notification email to improve readability, provided easier access to support and to improve confidence in using the links created to allow the recipient to finalise the decision without logging into REGIS (this is done via clicking the link).

Support for Research in you Department Request - Action REQUIRED 2024/STE01002

> **New subject line to better describe email**

no_reply@regis.uat.omnistar.cloud
To Kylie Becker (eHealth NSW)

This sender no_reply@regis.uat.omnistar.cloud is from outside your organization.

If there are problems with how this message is displayed, click here to view it in a web browser.

> **Vendor released professional skins**

REGIS

Support for Research in you Department Request - Action REQUIRED 2024/STE01002

Request date: 27 Nov 2024
This **decision** link is active for 14 days.

Dear Kylie,

Your action is required to progress this research application for review and authorisation by the Northern Sydney Local Health District (Site) CE/Delegate.

A Researcher has indicated on their Site Specific Application (SSA) that you are a Head of Department or Supporting Department for the following research application.

2024/STE01002: Testing HOD Token in email
Site Name: Northern Sydney Local Health District (Site)
Principal Investigator: Corinne McDonough (corinne.mcdonough@health.nsw.gov.au)

You can view the application and supporting documents and to record your **decision** without needing to log into REGIS.
Use this link to **download documents** as a .zip file.

Department: Cardio Medical Oncology Family Health
Request: PLEASE REFERE TO THE APPLICATION FORM FOR FURTHER INFORAMTION

Record **decision** here

Information for completing a Head of Department decision in REGIS

- What is REGIS and why am I receiving this request?
- What are **my responsibilities as a Head of Department**?
- How do I **complete this action**?
- If the 14 day link has expired you can use **this link** to navigate to the correct area of REGIS, however you will be required to log in. **How to complete the Head of Department Decision when logging into REGIS**

> **Better access to guidance and support**

- Received this request in error? *Your assistance in reporting when details need updating* lists can be updated.
  - Contact the Principal Investigator corinne.mcdonough@health.nsw.gov.au or
  - Your **local Research Office** or
  - **Complete this form**

> **Guidance on what to do if a request is received in error.**

Regards,
Corinne McDonough the Principal Investigator for 2024/STE01002: Testing HOD Token in email **via**
**Research Ethics and Governance Information System (REGIS)**

> **Better indication of who actioned the activity.**

# Improving on screen support and guidance documents.

Addressing the issues of:

- I want to be able to see all of the decision I have previously made
- I don't access the system very often, I want easy access to support materials and instructions

Introduced better access to guidance on how to sort, filter and hide/show columns in REGIS on the Decisions Page. * *REGIS currently auto hides any decisions that have been actioned.*
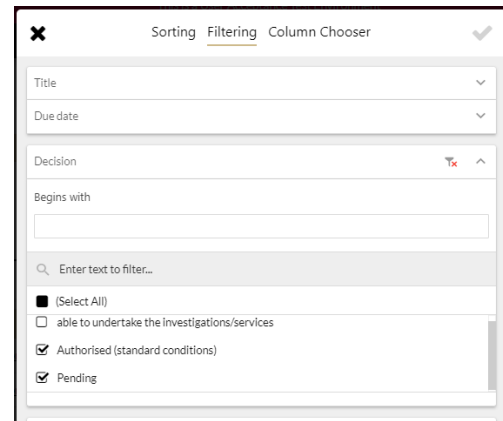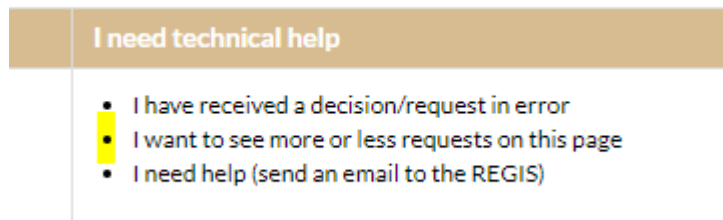
Introduced better access to support materials on REGIS landing pages to assist users and in the system generated request email. Creation of support videos and documents to ensure easy access to the correct information at the time of action.
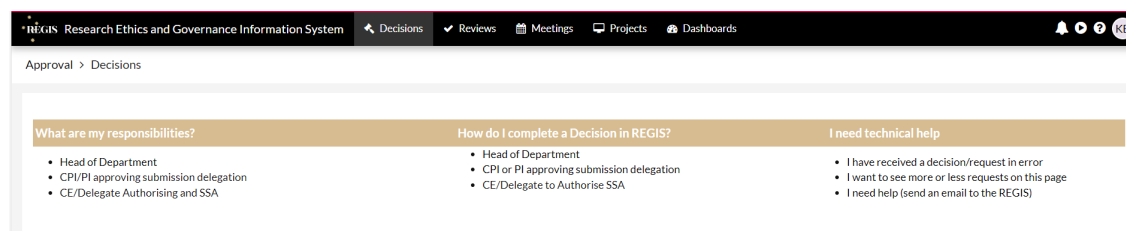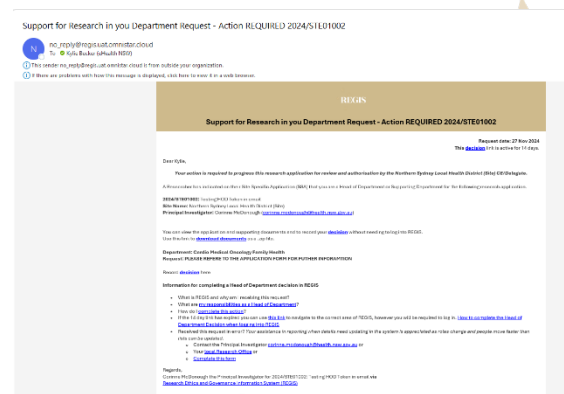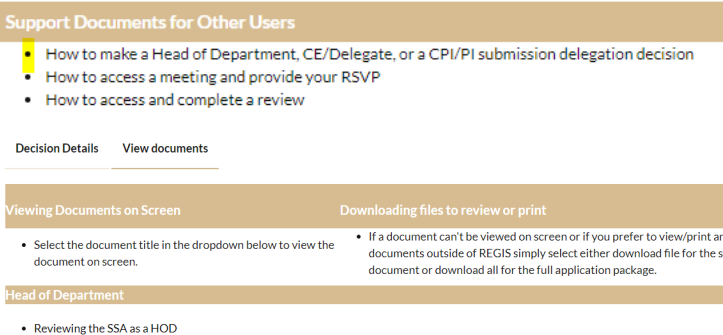
Creating a new webpage on the REGIS website for better guidance

Addressing the issues of:

- I don't access the system very often, I want easy access to support materials and instruction

Introducing a new webpage to be linked to the system generated emails that provides easy to access and clear guidance for all Heads of Department.

This page will replace the link to the written Head of Department Quick Reference Guide in the How To page of REGIS. This will allow for better searchability and more details and easy to access guidance for our Head of Departments.

HEAD OF DEPARTMENT APPROVALS IN REGIS

Public Health Organisations must be satisfied that, based on the information provided in the site specific application, a research project meets the following conditions:

1. The investigators have the necessary skills, training and experience to undertake their role, and where necessary, appropriate training and supervision have been arranged;
2. There are suitable and adequate facilities and resources for the project to be conducted at the site as proposed, and they are available for the duration of the project;
3. The project has been costed appropriately and there are sufficient funds to cover the costs of conducting research at the site;

What are my responsibilities? ⌄

How to provide the HOD response in REGIS? ⌄

I am no longer the HOD and/or have received this ⌄ request in error.

How do I find approvals I have made in the past? ⌄

HOD FAQ's ⌄

Resources Created & Updated to Support these enhancements.

- Created – Welcome to REGIS email, centrally managed by the REGIS Team.
- Created – Microsoft Form that can be completed by the Head of Department if they receive a request in error, centrally managed by the REGIS Team.
- Created – New webpage [Head of Department Approvals in REGIS](#)
- Updated – System generated Head of Department email
- Updated – Video – CPI/PI Delegation Functionality
- Updated – Video – Head of Department Responsibilities
- Created – Video – Providing Head of Department (HOD) Support in REGIS via Email
- Created – Video – Providing Head of Department (HOD) Support in REGIS via Login
- Created – Video – Customising your Decisions section in REGIS