

# 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.

## 12 February 2025 Enhancements and Changes

### Less acronyms in the Site-Specific Application form

Addressing the issue of:

- I need/want less acronyms in the applications so that I understand what I am reading.

The first time an acronym is used on each page of the Site Specific Application form, it will be fully spelled-out for clarity, with the acronym used after that.

Part A: Project-Wide Information	<h3>Part A: Project-Wide Information</h3> <div style="text-align: right; border: 1px solid black; padding: 2px 5px; display: inline-block;">Next →</div> <p>All information contained in Part A has been previously submitted within REGIS - either at the time of Project Registration or in relation to an ethics application. Consequently, changes to the details shown below are discouraged unless advised in the first instance by the <b>Coordinating Principal Investigator (CPI)</b>.</p> <p>Any detail in the Site Specific Assessment (SSA) that is subsequently found to be at odds with the associated ethics application may deem the SSA ineligible for authorisation and returned for correction - potentially delaying any decision. If omissions or errors are identified, please discuss with <b>CPI</b> before making any changes here.</p>
Part B: Site Team	
Site project team members details	
Part C: Departments and	

### Plain English Project Summary

Addressing the issues of:

- I Need/Want Submitters should provide a 'plain English' summary of the project and their expectations of the Department in less than 200 words

Improving the on page instruction text to provide clear guidance on what the functionality of Section C of the SSA is and how to successfully complete it with the aim of helping the Head of Department (HOD) and Research Governance Officer (RGO) receive high quality information to make informed decisions quickly.

Improving the guidance provided to applications in the form as example text to show how to format a quality request for Head of Department support. The information will appear in the textbox and when the applicant begins typing, the text will disappear. Example will also be added into the help text.

## Accessing Documents

Addressing the issues of:

- I Need/Want to be able to preview documents on screen and not download a .zip file

Updating the on-page guidance for the SSA to improve the quality of file uploads and to ensure the Researcher is uploading relevant docs. Current Functionality: Documents that are not in a ZIP file can be previewed on screen (no download).

Iterative improvements to the email received by a Head of Department to help them locate/access application documents easily.

## Document Management Access

Addressing the issues of:

- I Need/Want documents to be presented in an organised and clear way so that I know what I need to look at and what needs my approval.

Improving the guidance provided to applicants at Part C of the SSA as example text to show how to format a quality request for Head of Department support. The information will appear in the textbox and when the applicant begins typing, the text will disappear. Examples will also be added into the help text.

## Future Release

### Head of Department Functionality and User Experience Proposed System Enhancements – User Feedback Needed

Before we commit budget to system enhancements we need your feedback and guidance to the proposed enhancements to address user experience:

- User story 1: Providing better in-form guidance to applicants for quality HOD requests.
- User story 2 and 3: Update HOD details through SSA form.
- User story 4 and 5: Functionality to allow a HOD to elect a delegate as an escalation point and/or while on leave.
- User story 6: Approval functionality enhancement - provide direct email response.

A [short walkthrough video](#) and [PowerPoint](#) are available to step through or read about each suggested enhancement.

Your response is required ASAP but no later than Wednesday 26<sup>th</sup> February. Access the feedback form [here](#)

## 12 December 2024 Enhancements and Changes

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](mailto:REGIS@health.nsw.gov.au) to help increase confidence in the system generated emails and preparing new users for the system.



### How to Provide a Decision via REGIS

For **easy system access**, REGIS will send you an email with a direct link to the decision. Alternatively, you can also log into REGIS directly, then click the 'Decisions' icon to see a list of all your pending decisions.

YouTube video on how to [provide support via Email Link](#)  
 YouTube video on how to [provide support via REGIS login](#)  
 We also have a printable [PDF guide](#)

If you have received a HoD request in error, please [let us know here](#).

### Welcome

Your Local Research Office or a Researcher has indicated that you are the appropriate person to support/sign off on research activity related to your department. As a Head of Department (HoD) in REGIS, you will be required to provide a declaration of support for your designated Site-Specific Assessment(s) through REGIS.

### What is REGIS

The Research Ethics & Governance Information System (REGIS) ([regis.health.nsw.gov.au](https://regis.health.nsw.gov.au)) is used for the online submission & approval of new Ethics & Site-Specific Assessments (SSA/STE) for research projects.

### Your Role

As a HoD you have certain responsibilities in supporting research for your department when an applicant submits a site-specific assessment.

There are two types of Department support:

- > **Required for every SSA:** Clinical Head of Department (for the Principal Investigator)  
 Clinical HoDs are responsible for the operational & financial management of the department, service or site where human research is to be conducted within the NSW Health Organisation. Clinical HoDs are usually Divisional Directors or other nominated authorities.
- > **May be required - Supporting Head of Department**  
 Supporting HoDs are responsible for providing additional support or services to the human research project conducted at the NSW Health Organisation. Examples of supporting departments include pharmacy, medical imaging, medical records & treatment units providing care.

### Sign in

Sign in to see all your pending decisions as a HoD.  
 Once you're signed in, you can download & view submitted files & provide your decision on whether the study can proceed.

Researchers are encouraged to discuss their project with you, prior to the application being submitted in REGIS.

REGIS is free to use & runs best on Google Chrome. You can use any email address you like (preferably a @Health or institution email). Your REGIS username is the email address this email was sent to. You can [reset your REGIS password here](#)

### Feedback

We would love to hear your thoughts!  
 Please share your feedback about your Head of Department experience while using REGIS [anonymously here](#).



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		LHD			
Select...		Select...			
<b>Legend</b>	<b>Assigned in the last 7 days</b>				
<b>Conditions:</b>	ApplicationIdentifier	ApprovalType/Name	ApprovalCreatedDate (Day-Month-Year)	OrganisationName	Username
<b>Reports for:</b> Display all HoDs assigned to an application for support in the last 7 days, exclude 7 HoDs in monthly, all HoDs not assigned are the HoDs assigned from last Monday to Sunday 3 weeks prior. The purpose of this dashboard is to allow the REGIS team to support the list of email contacts from here to a predefined HoD welcome mail, detailing what regis is, the purpose of REGIS, and what they will need to do. In turn, they will be more inclined to provide support in REGIS.	2023/STE01034	Head of Department Support for Site Specific Assessment	19/11/2024	University of Western Sydney	Louise.Lack@health.nsw.gov.au
<b>Statuses:</b> Completed Pending HOOD	2023/STE01919	Head of Department Support for Site Specific Assessment	18/11/2024	Melbourne Health	Rob.Turner@health.nsw.gov.au
<b>Columns:</b> ApplicationIdentifier - Application reference number (STE reference) ApprovalType/Name - Head of Department Support for Site Specific Assessment ApprovalCreatedDate - The approval assigned date	2023/STE01792	Head of Department Support for Site Specific Assessment	21/11/2024	University of Sydney	chen.duong@health.nsw.gov.au
	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.Conley@health.nsw.gov.au
	2023/STE03581	Head of Department Support for Site Specific Assessment	21/11/2024	The University of Newcastle	golan.arnold@health.nsw.gov.au
	2024/STE00880	Head of Department Support for Site Specific Assessment	19/11/2024	University of Sydney	Michael.Hennessy@health.nsw.gov.au
	2024/STE01919	Head of Department Support for Site Specific Assessment	20/11/2024	South Eastern Sydney Local Health District	dan.viboudis@sydneylocalhealth.nsw.gov.au
	2024/STE02088	Head of Department Support for Site Specific Assessment	22/11/2024	University of Sydney	emma.fair@health.nsw.gov.au

## 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

no\_reply@regis.uat.omnistar.cloud  
To: Kylie Becker (eHealth NSW)

① This sender no\_reply@regis.uat.omnistar.cloud is from outside your organization.  
② If there are problems with how this message is displayed, click here to view it in a web browser.

New subject line to better describe email

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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](mailto: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.

Help Family Health  
APPLICATION FORM FOR FURTHER INFORMATION

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](#)
- Received this request in error? Your assistance in reporting when details need updating in the system is appreciated as roles change and people move faster than lists can be updated.
  - Contact the Principal Investigator [corinne.mcdonough@health.nsw.gov.au](mailto:corinne.mcdonough@health.nsw.gov.au) or
  - Your local Research Office or
  - [Complete this form](#)

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

Better access to guidance and support

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

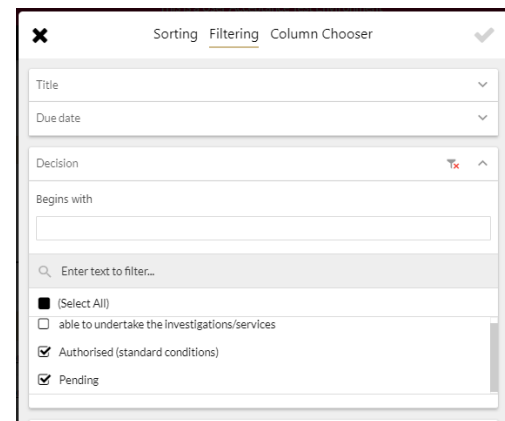
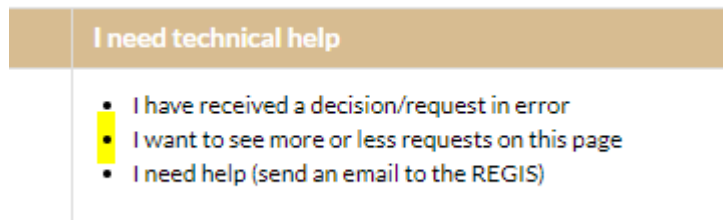
Better indication of who actioned the activity.

## Improving on screen support and guidance documents.

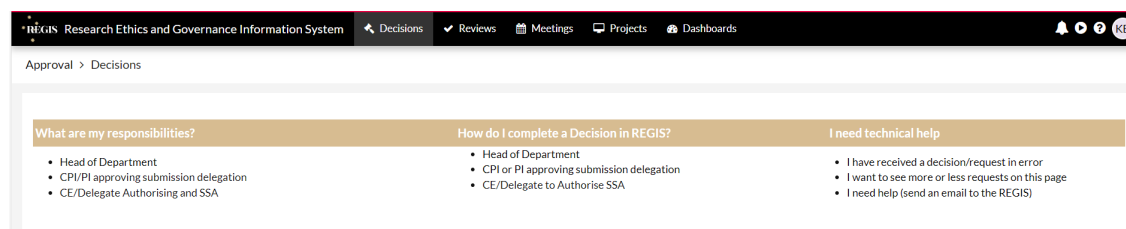
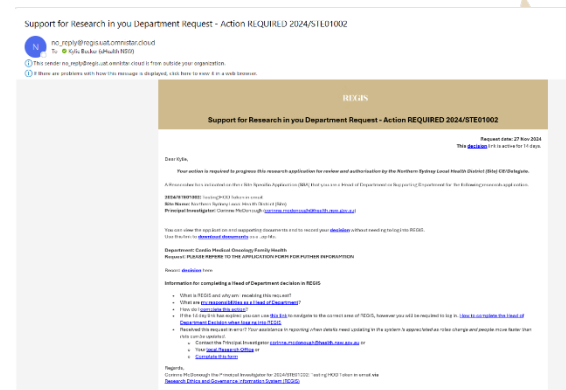
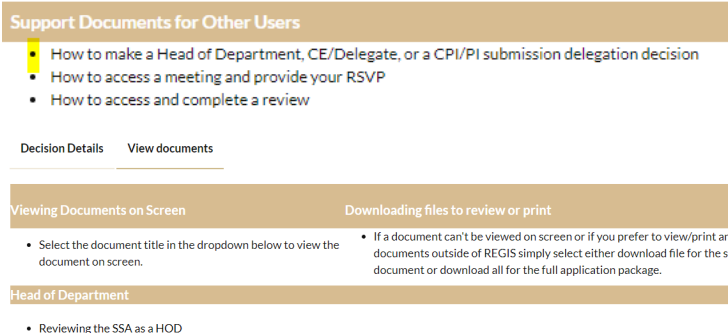
Addressing the issues of:

- 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