



Office of the
Children's Guardian

Accreditation and Monitoring

Accreditation portal
for agency users

Training

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What is the accreditation portal?

- The accreditation portal is a web-based application developed to support the Office of the Children's Guardian and agencies who currently provide or seek accreditation by the Children's Guardian to provide statutory out-of-home care or adoption services in NSW
- Access to the accreditation portal is provided to accredited agencies
- The portal supports our accreditation and monitoring processes

Resources

Refer to the following agency user guides for detailed instructions on using the accreditation portal:

- Agency user guide – general information
- Agency user guide – direct evidence program
- Agency user guide – accreditation renewal
- Agency user guide – monitoring

[These guides are available from our website](#)

Functions of the accreditation portal



1. Lodge notifications



First child placement/ service commencement



Placement of a child under 12 years in residential care



***Note: Do not use.**
Notifications of non-home based emergency care placements are no longer required



Death of a child in care



2. Update program details

prior to direct evidence program assessments or monitoring assessments

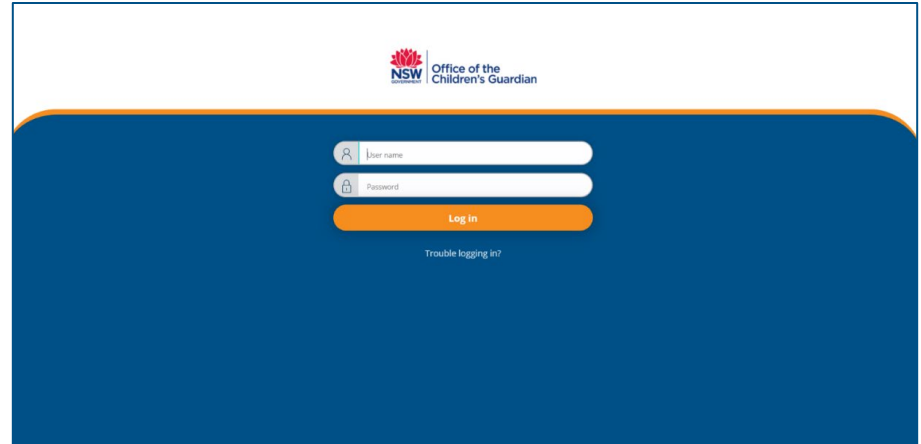


3. Apply for accreditation renewal

Accessing the accreditation portal

Access to the portal login page is via [this link](#)

Log in credentials are provided after the agency is accredited

The screenshot shows the login page for the Office of the Children's Guardian. At the top, there is the NSW Government logo and the text "Office of the Children's Guardian". Below this, there are two input fields: "User name" and "Password". The "User name" field has a magnifying glass icon on the left, and the "Password" field has a lock icon. Below the input fields is an orange "Log In" button. At the bottom of the login area, there is a link that says "Trouble logging in?". The background of the login area is dark blue with an orange curved top edge.

Agency dashboard

Agency details


Includes addresses and agency contacts

Work queues

A list of work items or tasks requiring action by the agency

Menu

Access to submitting notifications, updating agency information and adding agency user accounts

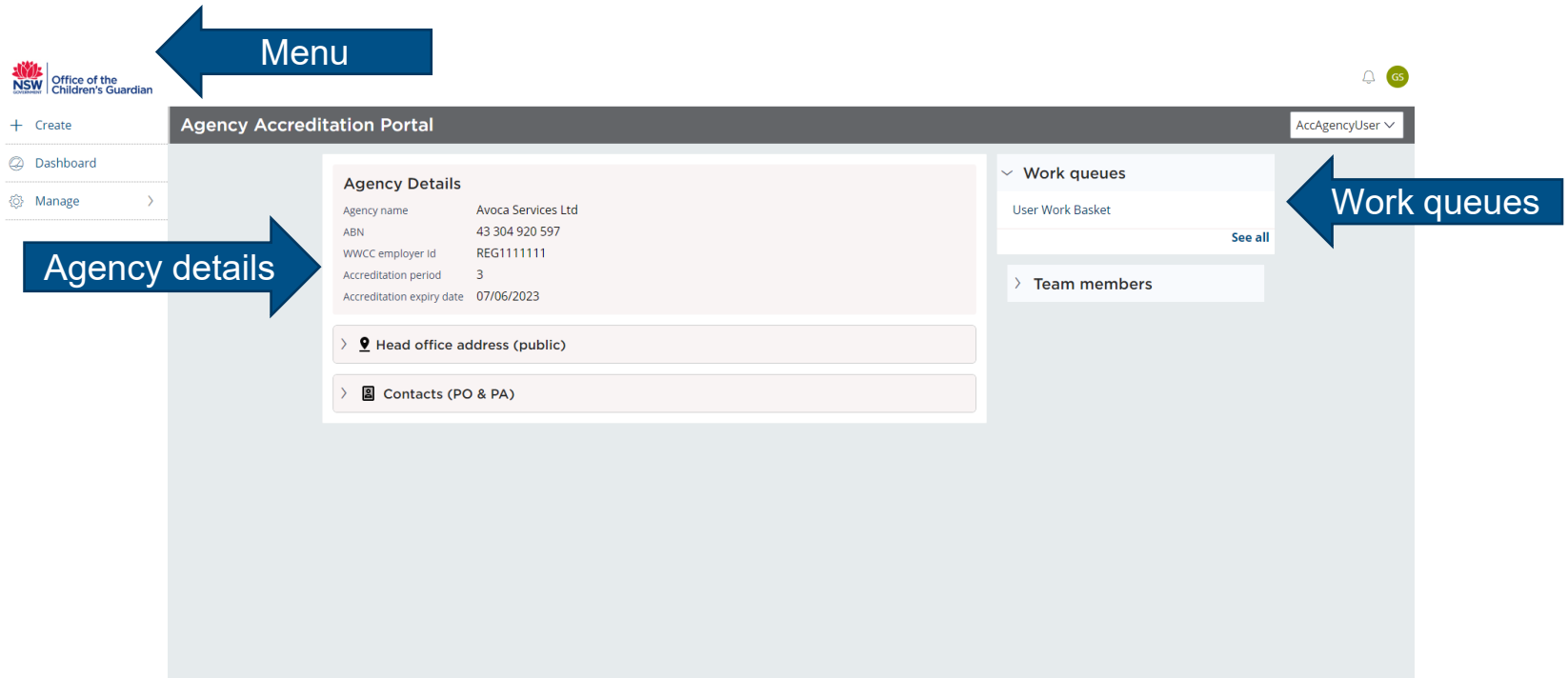


The screenshot shows the 'Agency Accreditation Portal' interface. On the left is a navigation menu with options: '+ Create', 'Dashboard', and 'Manage'. The main content area is titled 'Agency Accreditation Portal' and features a user profile 'AccAgencyUser'. The primary section is 'Agency Details' for 'Avoca Services Ltd', displaying the following information:

Agency name	Avoca Services Ltd
ABN	43 304 920 597
WWCC employer id	WWC1111111V
Accreditation period	3
Accreditation expiry date	07/06/2023

Below the details are two expandable sections: 'Head office address (public)' and 'Contacts (PO & PA)'. On the right side, there is a 'Work queues' section with a 'User Work Basket' and a 'See all' link, and a 'Team members' section.

Agency dashboard preview



The screenshot shows the Agency Accreditation Portal interface. On the left is a navigation menu with options: Create, Dashboard, and Manage. The main content area is titled 'Agency Accreditation Portal' and shows details for 'Avoca Services Ltd'. On the right, there are sections for 'Work queues' (User Work Basket) and 'Team members'. A user profile 'AccAgencyUser' is visible in the top right corner.

Menu

Agency details

Work queues

Agency Details	
Agency name	Avoca Services Ltd
ABN	43 304 920 597
WWCC employer id	REG1111111
Accreditation period	3
Accreditation expiry date	07/06/2023

> 📍 Head office address (public)

> 📞 Contacts (PO & PA)

Work queues

User Work Basket

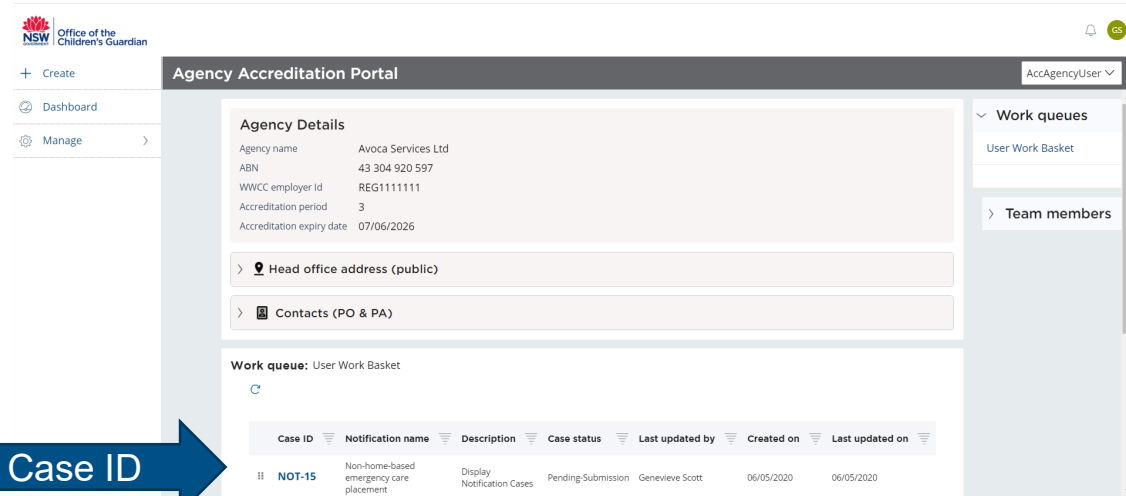
See all

> Team members

AccAgencyUser

Work queues

- A list of work items or tasks requiring action by the agency
- Click into the **Case ID** to action the work item

The screenshot shows the 'Agency Accreditation Portal' interface. On the left is a navigation menu with 'Create', 'Dashboard', and 'Manage'. The main content area is titled 'Agency Accreditation Portal' and shows details for 'Avoca Services Ltd'. Below the details are expandable sections for 'Head office address (public)' and 'Contacts (PO & PA)'. A 'Work queue' section is visible, titled 'User Work Basket', containing a table of work items. A blue arrow points to the 'Case ID' column of this table.

Case ID	Notification name	Description	Case status	Last updated by	Created on	Last updated on
ii NOT-15	Non-home-based emergency care placement	Display Notification Cases	Pending-Submission	Genevieve Scott	06/05/2020	06/05/2020

Agency users

Primary Administrator

The person (or position) nominated to be the Primary Administrator has operational responsibility and is the person we will contact for all agency portal matters

Principal Officer

The Principal Officer has the same access roles as the Primary Administrator and also has approval functions

General User

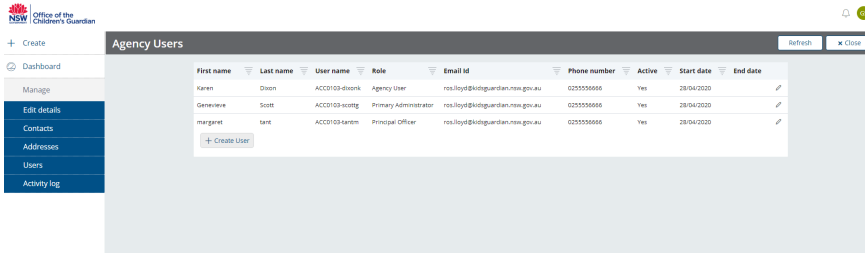
A General User is able to submit notifications for approval by the Principal Officer and can view all information contained in the agency portal, however a General User is unable to make changes to agency information

User access



User access and roles	Update agency contacts	Create and end-date user accounts	Update user account details including passwords	Submit notifications	Update agency addresses	Approve notifications, updates to agency information, program details	Approve application for accreditation renewal
General User				✓			
Primary Administrator	✓	✓	✓	✓	✓		
Principal Officer	✓	✓	✓	✓	✓	✓	✓

Adding/creating agency user accounts



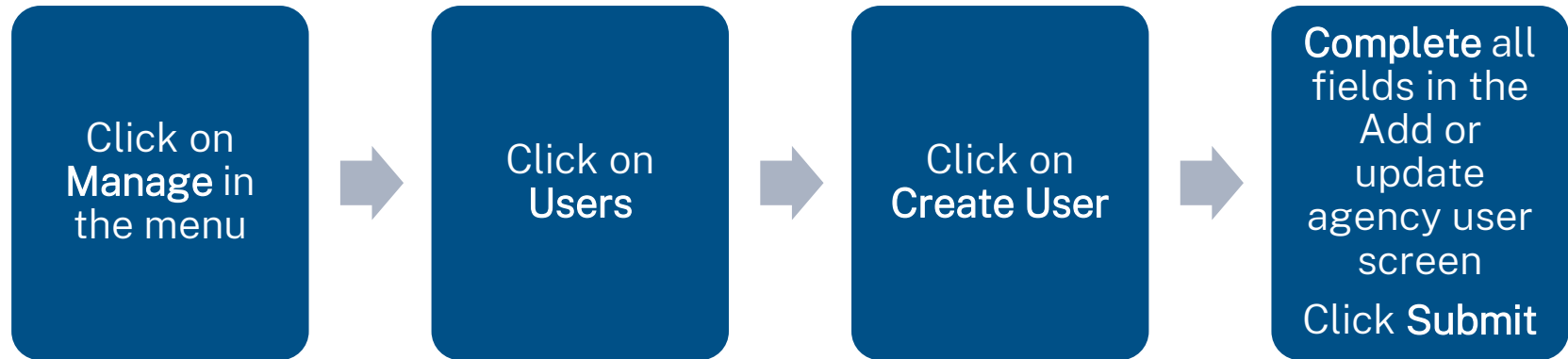
Agency Users

First name	Last name	User name	Role	Email id	Phone number	Active	Start date	End date
Karen	Dixon	ACC0103-dixonk	Agency User	ros.loyd@bldcguardian.nsw.gov.au	0235556666	Yes	28/04/2020	
Genevieve	Scott	ACC0103-scottg	Primary Administrator	ros.loyd@bldcguardian.nsw.gov.au	0235556666	Yes	28/04/2020	
margaret	tant	ACC0103-tantm	Principal Officer	ros.loyd@bldcguardian.nsw.gov.au	0235556666	Yes	28/04/2020	

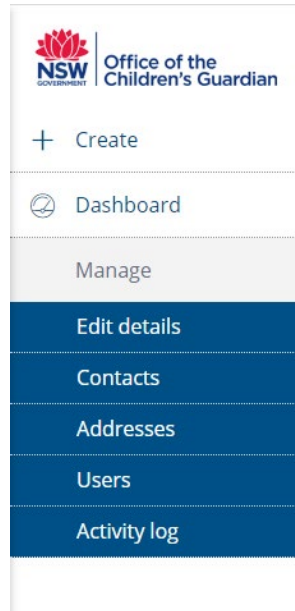
+ Create User

- Click on **Manage** in the menu on the left of the screen
- Click on **Users**
- Click on **Create User**
- **Complete** all fields in the Add or update agency user screen
- Click on **Submit**

Adding/creating agency user accounts process



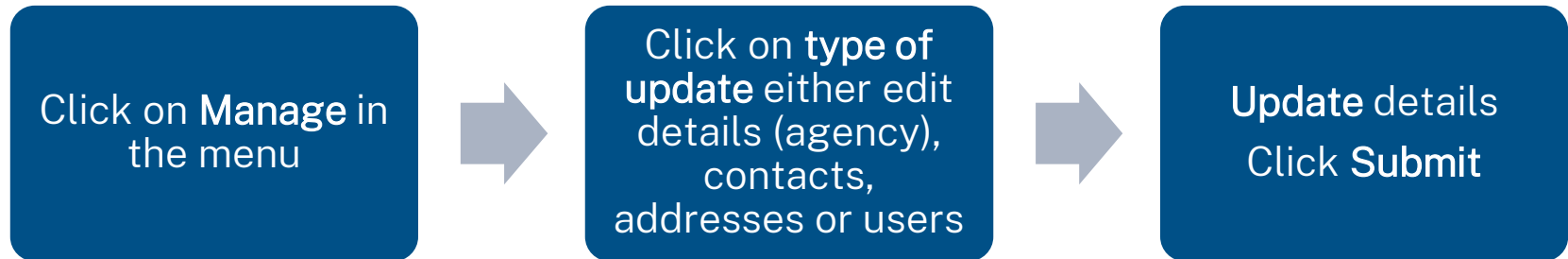
Updating agency information



To update agency information in the portal:

- Click on **Manage** in the menu on the left of the screen
- Click on **type of update** either edit details (agency), contacts, addresses or users
- **Update details. Click Submit**

Updating agency information process





Office of the
Children's Guardian

Functions of the accreditation portal

1. Lodging a notification

Accredited agencies are required to submit the following notifications via the accreditation portal



First child placement/
service commencement



Placement of a child under 12 years
in residential care

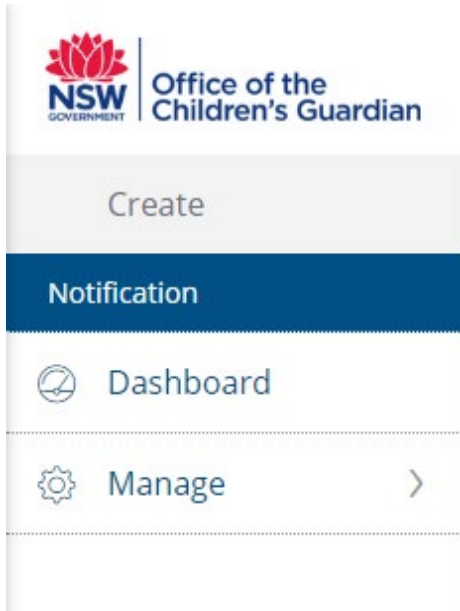


***Note: Do not use.** Notifications of non-home based emergency care placements are no longer required



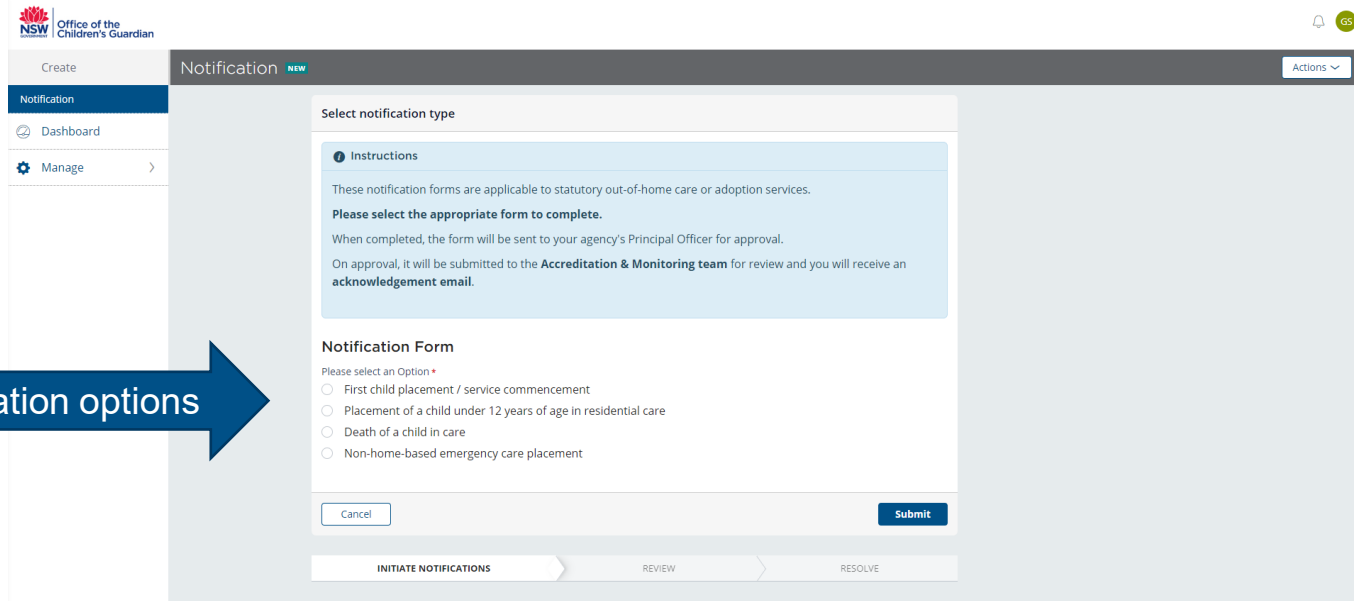
Death of a child in care

Lodging a notification



- To lodge a notification, select **Create** in the menu on the portal Dashboard
- Click on **Notification**. The Notification screen will display
- Select a **Notification option**. Click **Submit**
- Complete required details. Click **Submit**
- Principal Officer **approves** the submission via Work queue
- Notification is automatically sent to the Office of the Children's Guardian

Lodging a notification cont.



Office of the
Children's Guardian

Create

Notification **NEW**

Actions

Notification

Dashboard

Manage

Select notification type

Instructions

These notification forms are applicable to statutory out-of-home care or adoption services.

Please select the appropriate form to complete.

When completed, the form will be sent to your agency's Principal Officer for approval.

On approval, it will be submitted to the **Accreditation & Monitoring team** for review and you will receive an **acknowledgement email**.

Notification Form

Please select an Option *

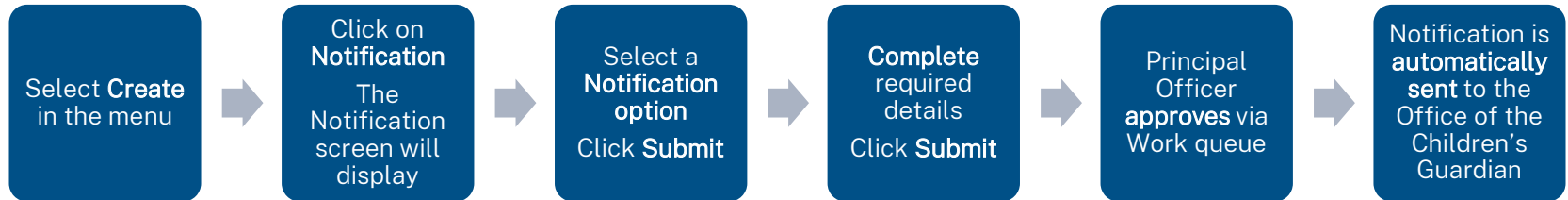
- First child placement / service commencement
- Placement of a child under 12 years of age in residential care
- Death of a child in care
- Non-home-based emergency care placement

Cancel Submit

INITIATE NOTIFICATIONS REVIEW RESOLVE

Notification options

Lodging a notification process



2. Providing Program Details update

Prior to direct evidence program assessments and monitoring assessments, an email request is sent to the agency's Principal Officer to update program details

Program Details

Dear Principal Officer

As recently discussed with you, a monitoring visit to your agency by the Accreditation & Monitoring team is due to commence.

Please provide your agency's current program details via the Agency Portal [here](#) within **3 working days** of receiving this email.

On receipt of the program details, the Accreditation & Monitoring team will be in contact with you to confirm details of the visit.

Should you have any questions or wish to discuss the monitoring visit, please contact the Accreditation & Monitoring team on (02) 8219 3796 or workflowaccreditation@kidsguardian.nsw.gov.au, quoting the reference number above.

Kind regards

Accreditation & Monitoring team | Office of the Children's Guardian
Locked Bag 5100, Strawberry Hills NSW 2012 | T 02 8219 3796 | F 02 9286 7267
www.kidsguardian.nsw.gov.au

Providing Program Details update

- On the Dashboard, the **Program Details** work item is located in the Principal Officer's Work queue. Click on **Program Details**
- Click on the **Case ID** which is in the format **V-XXX**
- Principal Officer selects **Yes** to reassign this task to another agency user or **No** to complete program details themselves
- Click on **Submit**
- Complete or check and update program details. When all details are completed, click **Finish**
- Notification is **automatically sent** to the Office of the Children's Guardian

Providing Program Details update

Agency Accreditation Portal AccAgencyPO ▾

Agency Details

Agency name	Avoca Services Ltd
ABN	43 304 920 597
WWCC employer Id	REG11111111
Accreditation period	3
Accreditation expiry date	07/06/2026

> 📍 Head office address (public)

> 📞 Contacts (PO & PA)

Work queue: Program Details

🔄

Case ID	Description	Case status	Last updated by	Created on	Last updated on
🔍 V-21	Route Work Basket	Pending-AgencySubmission	Ros Lloyd	05/05/2020	05/05/2020

Work queues

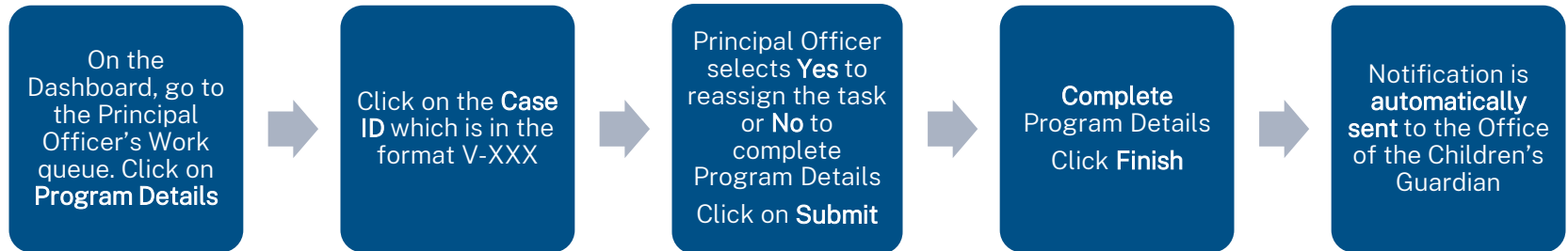
- Accreditation Renewal
- Approve Notification
- Program Details
- See a

Team members

Case ID →

← Program Details

Providing Program Details update process



3. Accreditation renewal

- Approximately 13 months prior to the agency's accreditation expiry date, the Accreditation and Monitoring team will contact the agency to arrange a meeting to discuss the accreditation renewal process, requirements and assessment plan
- Following the initial meeting the agency's Principal Officer will receive an **Invitation to Renewal Application** via email
- If the agency determines to renew its accreditation, the **application for accreditation renewal form** must be completed via the portal, accessed in the Principal Officer's work queue, within 5 working days

Invitation to Renewal Application

Dear Principal Officer

As you are aware, your agency's accreditation is due to expire 07 June 2023

If your agency wishes to renew its accreditation, please complete the application form via the [Agency Portal](#) **within the next 5 working days**.

Before you commence the renewal application form, please refer to the relevant fact sheet [here](#)

Please ensure that you have all information available when completing this form including the pdf attachments required.

There is more information about accreditation on our website pages [here](#)

If you would like to speak with someone about your renewal application, please call the Accreditation & Monitoring team on (02) 8219 3796 or email accreditation@kidsguardian.nsw.gov.au

Kind regards

Accreditation & Monitoring team | Office of the Children's Guardian
Locked Bag 5100, Strawberry Hills NSW 2012 | T 02 8219 3796 | F 02 9286 7267

Accreditation renewal

- Click on **Accreditation renewal** in the PO Work Queue.
- Click on the **Case ID** which is in the format **REN-XX**
- The Principal Officer selects **Yes** to reassign or **No** to complete the Renewal Application form
- Click on **Submit**
- **Complete** the Renewal Application form
- Click **continue** to complete each section
- Add **attachments**
- Click **Finish**
- Notification is **automatically sent** to the Office of the Children's Guardian

Accreditation renewal

Agency Accreditation Portal AccAgencyPO ▾

Agency Details

Agency name Avoca Services Ltd
 ABN 43 304 920 597
 WWCC employer Id REG1111111
 Accreditation period 3
 Accreditation expiry date 07/06/2023

> 📍 Head office address (public)

> 📞 Contacts (PO & PA)

Work queue: Accreditation Renewal

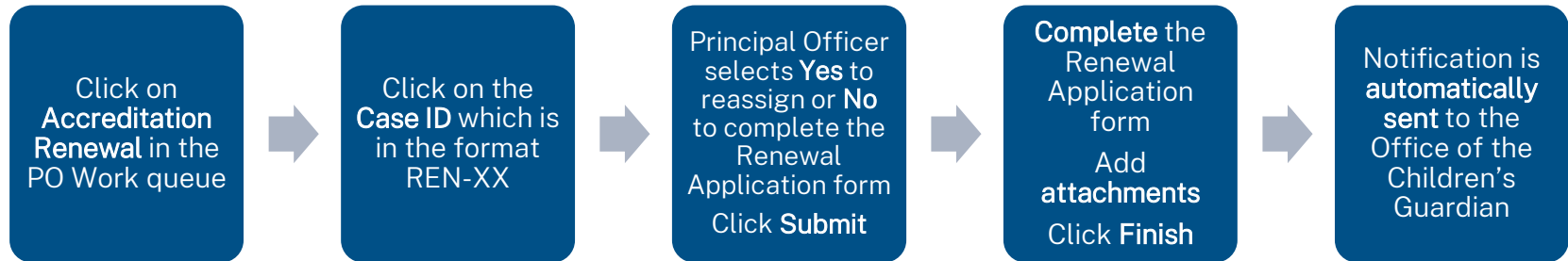
🔄

Case ID	Agency Name	Description	Case status	Last updated by	Created on	Last updated on
REN-3	Avoca Services Ltd	Transfer activity	New	Ros Lloyd	05/05/2020	

Accreditation renewal

Case ID

Accreditation renewal process





Office of the Children's Guardian

Contact

(02) 8219 3796

Email: accreditation@ocg.nsw.gov.au

www.ocg.nsw.gov.au

 @nswocg

 @NSWocg