



Office of the  
Children's Guardian

# Accreditation and Monitoring

Accreditation portal  
Application for provisional accreditation  
Training

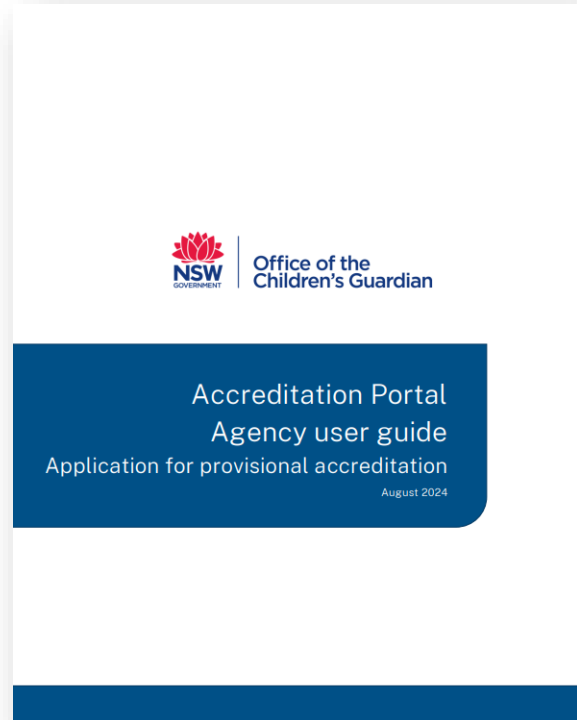
## What is the accreditation portal?

- 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
- The portal is used during an agency's application for accreditation
- Full access to the portal is provided to accredited agencies
- The portal supports our accreditation and monitoring processes

# Resources

For detailed instructions on how to use the portal during the application process, refer to the **Accreditation portal Agency user guide - Application for provisional accreditation**

A copy of the agency user guide is available on our website [Resources](#) page



## Accreditation to provide statutory out-of-home care or adoption services

The accreditation portal is used during the application process

### Step 1

Making an initial enquiry

### Step 2

Submitting an  
application for  
provisional accreditation

### Step 3

Submission of the  
Evidence Index and  
indirect evidence



Office of the  
Children's Guardian

## Step 1 Making an initial enquiry

## Making an initial enquiry

- To apply for provisional accreditation an agency must first contact our office to make an initial enquiry
- Information about making an enquiry and applying for provisional accreditation is available on [our website](#)
- Alternatively an agency can contact the Accreditation and Monitoring team and they can complete and submit the enquiry on behalf of the agency

## Completing the enquiry via the portal

- The Accreditation and Monitoring team can send to the agency a link to lodge an enquiry
- After clicking on the link the **Application enquiry form** displays
- **Complete** all required fields
- An automated **confirmation email** will be sent to the agency including a **PDF** of the completed enquiry form
- After we have reviewed the enquiry we will be in contact with the agency to discuss next steps in the accreditation process

# Confirmation email



## Application Enquiry Form

Thank you for your enquiry to the NSW Office of the Children's Guardian regarding statutory out-of-home care or adoption services in NSW.

Please find attached a PDF document summarising the information you have submitted.

The information you provided will now be reviewed by the Accreditation and Monitoring Team at the Office of the Children's Guardian.

A member of the team will be in contact with you as soon as possible to discuss the next steps in this process.

In the meantime, more information about accreditation by the NSW Children's Guardian is available [here](#).

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

# Enquiry form PDF



## Application Enquiry Form

Is your organisation intending to apply for accreditation to provide Statutory Out-of-Home Care or adoption services in NSW? Yes

Are you a sole trader? No

### Organisation details

Organisation name (legal entity)	Avoca Services Ltd
Trading as name	Avoca Care
ABN	43 304 920 597
ICN	
Service type applying for	Statutory out-of-home care - foster care

### Head office address

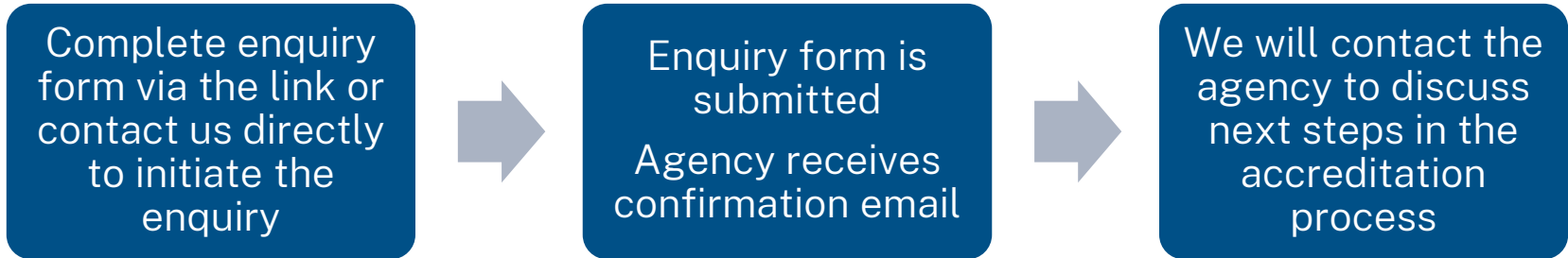
Address line1	93 James Street
Address line2	
Suburb	Avoca
State	NSW
Postcode	2251
Country	AUSTRALIA

### Contact details of the person filling in this form

First name	Margaret
Last name	Tant
Position / Role	Principal Officer
Phone number	55556666
Email	ros.loyd@kidsguardian.nsw.gov.au
Enquiry message	Enquiry is regarding becoming an accredited foster care provider.



## Making an initial enquiry process





Office of the  
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## Step 2 Submitting an application for provisional accreditation

# Submitting an application for provisional accreditation

- After discussion with the agency, where the agency is eligible, an automated email will be sent to the person nominated as the Principal Officer, inviting the agency to submit an application for provisional accreditation
- The email contains a **link** to the accreditation portal and Guest **log-in credentials** for the agency to complete and submit the application form

## New Application Invitation

Dear Principal Officer

Thank you for your enquiry about accreditation by the NSW Children's Guardian to provide statutory out-of-home care or adoption services in NSW.

If your organisation has decided to proceed in an application for accreditation, please complete the form with below details and attached pdf copies for documents listed in the form **within the next 10 working days**

Please click [here](#) and use below credentials to submit the application.

**User ID** : ACC\_32eWspe6oS

**Password** : veYi19KFkxT4

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

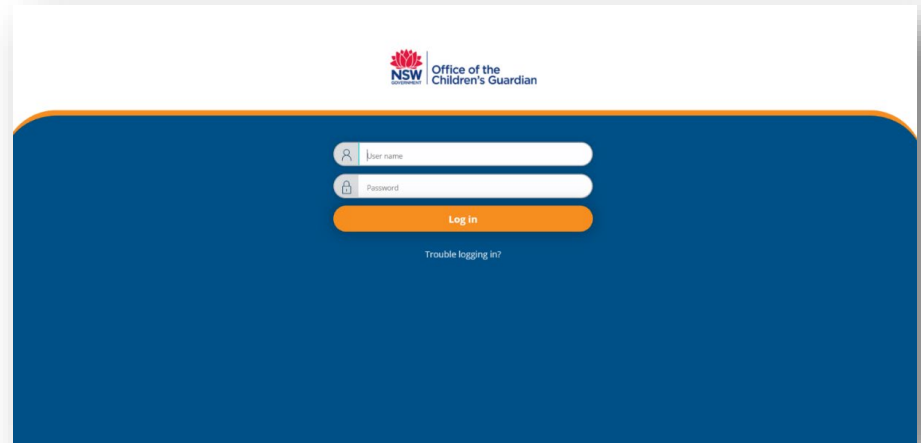
There is more information about accreditation on our website pages [here](#)

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

# Accessing the online portal

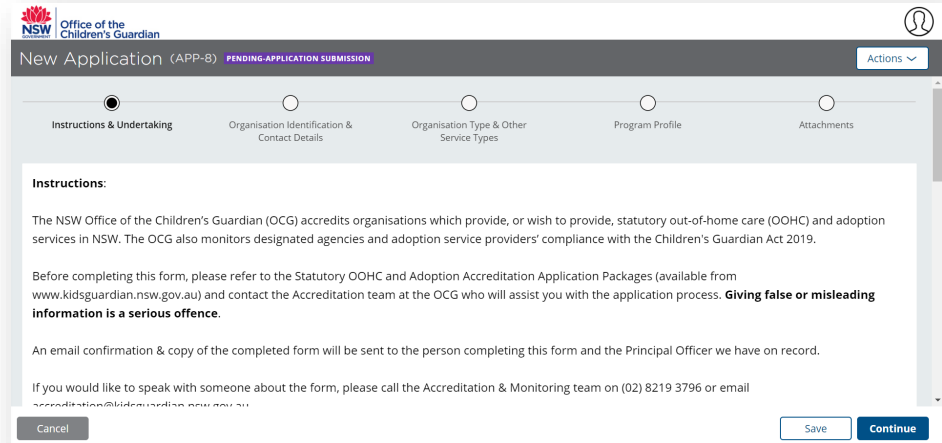
Access to the login page is via the link in the **New Application Invitation** email

Enter the **credentials** provided in the email

A screenshot of the login page for the Office of the Children's Guardian. The page has a white header with the NSW Government logo and the text "Office of the Children's Guardian". Below the header is a dark blue section with rounded corners. In the center of this section are two white input fields: the top one is labeled "User name" and the bottom one is labeled "Password". Below these fields is an orange "Log In" button. At the bottom of the blue section, there is a link that says "Trouble logging in?".

# Application form

- **Complete** the 5 sections of the application form
- **Add** attachments
- **Submit** application form



The screenshot shows a web application interface for a "New Application (APP-B)". The page header includes the NSW Government logo and the Office of the Children's Guardian name. A dark navigation bar contains the title "New Application (APP-B)", a status indicator "PENDING: APPLICATION SUBMISSION", and an "Actions" dropdown menu. Below the navigation bar is a progress indicator with five steps: "Instructions & Undertaking" (active), "Organisation Identification & Contact Details", "Organisation Type & Other Service Types", "Program Profile", and "Attachments". The main content area is titled "Instructions:" and contains the following text:

The NSW Office of the Children's Guardian (OCG) accredits organisations which provide, or wish to provide, statutory out-of-home care (OOHC) and adoption services in NSW. The OCG also monitors designated agencies and adoption service providers' compliance with the Children's Guardian Act 2019.

Before completing this form, please refer to the Statutory OOHC and Adoption Accreditation Application Packages (available from [www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au)) and contact the Accreditation team at the OCG who will assist you with the application process. **Giving false or misleading information is a serious offence.**

An email confirmation & copy of the completed form will be sent to the person completing this form and the Principal Officer we have on record.

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

At the bottom of the form, there are three buttons: "Cancel", "Save", and "Continue".

## Submitting an application for provisional accreditation process

Principal Officer receives invitation to apply for accreditation via email including a link to the portal



Principal Officer logs in to the portal and completes the application form and submits the form



Principal Officer receives email confirming application form has been received by our office



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## Step 3 Submission of the Evidence Index and indirect evidence

## Submission of the Evidence Index and indirect evidence

- A member of the Accreditation and Monitoring team will contact the agency to discuss and agree on a date for submission of indirect evidence
- An automated email is sent to the Principal Officer indicating the application form has been accepted and when the indirect evidence is due for submission, as arranged with the agency

### Indirect Evidence Due Date

Dear Principal Officer

Your application for provisional accreditation has been reviewed and accepted by the Accreditation and Monitoring Team at the Office of the Children's Guardian.

As arranged with you, your organisation's Evidence Index and indirect evidence is due for submission to the Office of the Children's Guardian on 29 May 2020

Your submission of indirect evidence is required in paper copy and in electronic format on USB. Please mail your submission to:

Accreditation & Monitoring  
NSW Office of the Children's Guardian  
Locked Bag 5100  
Strawberry Hills NSW 2012

More information about preparing your organisation's Evidence Index and indirect evidence is available [here](#).

If you would like to speak with someone about your submission of indirect evidence and Evidence Index, please call the Accreditation & Monitoring team on (02) 8219 3796 or email [accreditation@kidsguardian.nsw.gov.au](mailto:accreditation@kidsguardian.nsw.gov.au)



# Receipt of the Evidence Index and indirect evidence

- An automated email is sent to the agency confirming the date the Evidence Index and indirect evidence were received by the Accreditation and Monitoring team

## Indirect Evidence Received

Evidence Index and indirect evidence received 24 April 2020

Thank you for the submission of your organisation's Evidence Index and indirect evidence as part of your application for accreditation to provide statutory out-of-home care or adoption services in NSW.

The information you provided will now be assessed by the Accreditation and Monitoring Team at the Office of the Children's Guardian.

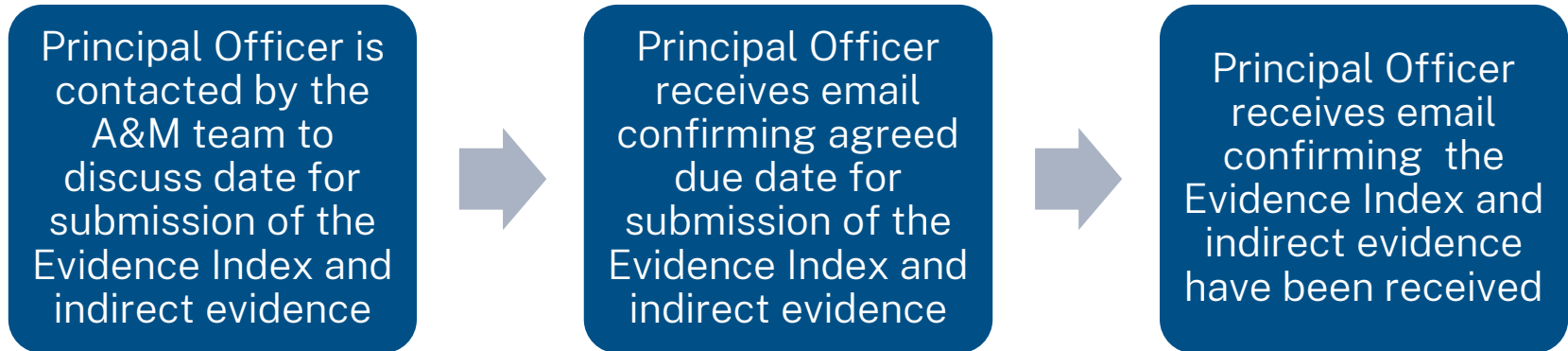
When the assessment is complete, a member of the team will be in contact with you as soon as possible to discuss the next steps in the process.

In the meantime, there is more information about accreditation on our website pages [here](#)

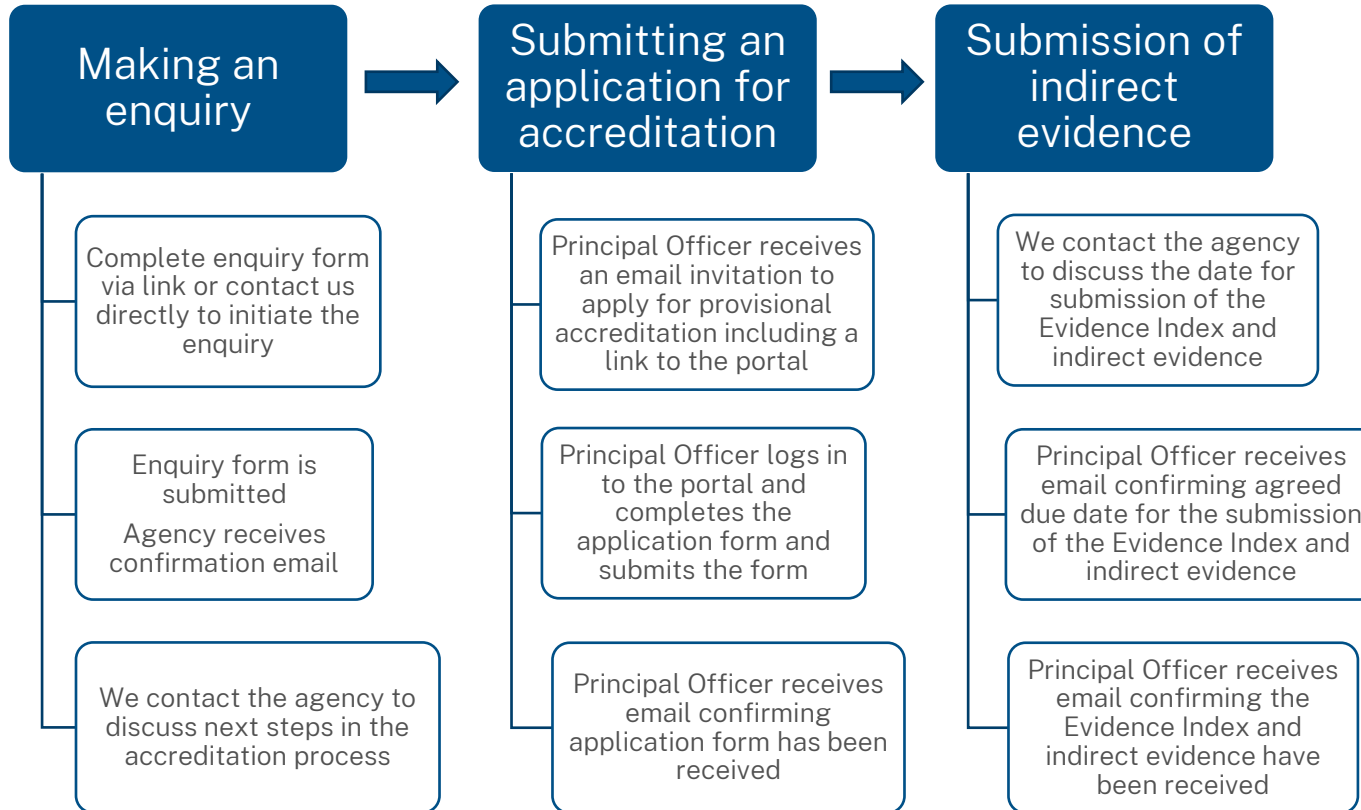
If you would like to speak with someone about your submission of evidence, please call the Accreditation & Monitoring team on (02) 8219 3796 or

email [accreditation@kidsguardian.nsw.gov.au](mailto:accreditation@kidsguardian.nsw.gov.au)

## Submission of Evidence Index and indirect evidence



# Overview



## Next steps

- Indirect evidence is assessed against accreditation criteria and relevant legislation
- We will provide feedback to the agency outlining areas where accreditation criteria and legislation are met and areas where further information is required
- Prior to an accreditation decision, we will prepare a report with a recommendation regarding accreditation. The Children's Guardian makes the final decision regarding the accreditation of an agency




## Office of the Children's Guardian

Contact  
(02) 8219 3796

Email: [accreditation@ocg.nsw.gov.au](mailto:accreditation@ocg.nsw.gov.au)

[www.ocg.nsw.gov.au](http://www.ocg.nsw.gov.au)

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