



Office of the  
Children's Guardian

# Accreditation Portal Agency user guide Accreditation renewal

August 2024

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# Introduction

## About the accreditation portal

The accreditation portal is a web-based application developed to support the Office of the Children's Guardian and agencies that currently provide or seek to provide statutory out-of-home care or adoption services in NSW.

Access to the accreditation portal is provided to accredited agencies.

## Purpose of this guide

This guide supports accredited agencies seeking application for accreditation renewal via the portal. The portal is used during the accreditation renewal process as part of the following:

1. Invitation to apply for accreditation renewal
2. Application for accreditation renewal
3. Submission of indirect evidence (when required).

Information about the complete accreditation renewal process is available on our website:

<https://ocg.nsw.gov.au/statutory-out-home-care-and-adoption/information-accredited-agencies/accreditation-renewal>

Approximately 13 months prior to the expiry date of the agency's accreditation the Accreditation and Monitoring team will contact the agency to arrange a meeting to discuss the accreditation renewal process, requirements and assessment plan.

## Accreditation renewal

### Invitation to apply for accreditation renewal

Following the initial meeting with Accreditation and Monitoring assessors, the agency's Principal Officer will receive an Invitation to Renewal Application via email. If the agency decides to renew its accreditation, the application form must be completed via the accreditation portal, within 5 working days.

## Invitation to Renewal Application

Dear Principal Officer

As you are aware, your agency's accreditation is due to expire 08 August 2022

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

Kind regards

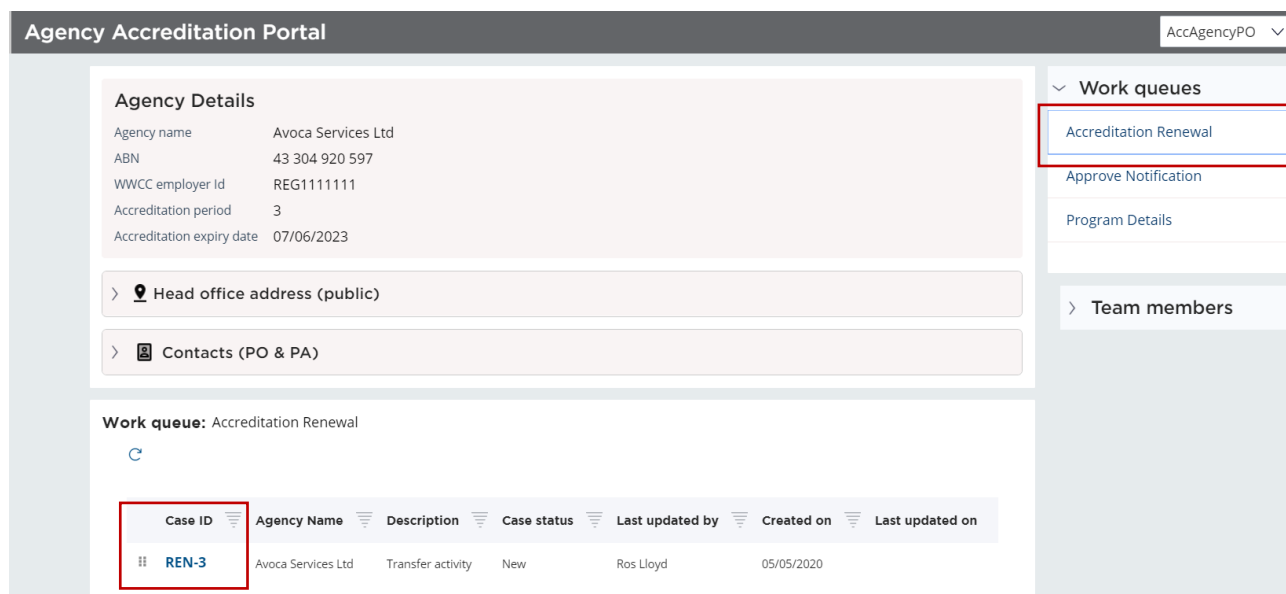
Accreditation & Monitoring team | Office of the Children's Guardian  
Locked Bag 5100, Strawberry Hills NSW 2012 | T 02 8219 3796 | F 02 9286 7267

## Application for accreditation renewal

When the Principal Officer receives the email invitation to apply for accreditation renewal, it will include a link to log into the agency's portal. Click on the link and log in using your accreditation portal username and password. Further information about logging into the portal is located in the **Accreditation portal user guide – Section 1**

Click on **Accreditation Renewal** in the Work Queue.

The work item will be located in the Work queue on the dashboard. Click on the **Case ID** in the format **REN-XXX**.



The screenshot shows the 'Agency Accreditation Portal' interface. On the left, 'Agency Details' for 'Avoca Services Ltd' are listed, including ABN, WWCC employer ID, and accreditation expiry date. Below this are sections for 'Head office address (public)' and 'Contacts (PO & PA)'. The main area displays a 'Work queue: Accreditation Renewal' with a table of tasks. The first task is highlighted with a red box, showing a Case ID of 'REN-3' for 'Avoca Services Ltd' with a description of 'Transfer activity'.

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	

The form will open and the Principal Officer has the option to either complete the renewal application form or reassign the task to another agency user to complete it. If the Principal

Officer chooses to reassign the task to another agency user, the work item will disappear from the Principal Officer's work queue and will be available in the **General User** work queue.

*Note:* If the Principal Officer decides to reassign this task to the Primary Administrator, the Primary Administrator will need to create a General User account for themselves and use that account to access the task from the General User work queue.

Select **Yes** to reassign or **No** to complete the renewal application form. Click on **Save** to return to it later.

Click on **Submit**.

The screenshot shows the 'Renewal Application Form (REN-3)' interface. At the top, there is a header with the title and a 'NEW' badge. Below the header, the form title 'Renewal Application Form' is displayed. The main content area contains a question: 'Do you want to reassign this work item to another user in your agency to complete?' with two radio button options: 'Yes' (selected) and 'No'. At the bottom of the form, there are three buttons: 'Cancel', 'Save', and 'Submit'. The 'Save' and 'Submit' buttons are highlighted with a red border. Below the form, a progress bar shows the stages: INITIATE (checked), INVITE, REVIEW, ASSESSM..., DECISION, and RESOLVE.

Complete the renewal application form including: Instructions and Undertaking; Program Profile; Program Details for Onsite Assessment Planning; and Attachments.

Click **Continue** to complete each section.

The screenshot shows the 'Renewal Application Form (REN-3)' interface in the 'PENDING-APPLICATION SUBMISSION' state. At the top, there is a header with the title and a 'PENDING-APPLICATION SUBMISSION' badge. Below the header, a progress bar shows the stages: Instructions & Undertaking (checked), Program Profile, Program Details for Onsite Assessment Planning, and Attachments. The main content area contains the 'Instructions' section, which includes text about the NSW Office of the Children's Guardian (OCG) accreditation process, a warning about providing false information, and contact information for the Accreditation & Monitoring team. Below the instructions, there is an 'Undertaking' section with a certification statement and a list of bullet points. At the bottom of the form, there are three buttons: 'Cancel', 'Save', and 'Continue'. The 'Save' and 'Continue' buttons are highlighted with a red border.

### Instructions and Undertaking (page 1)

The service types the agency is currently accredited to provide are listed.

Click **Renew** alongside the service types for which your agency is seeking accreditation renewal.

An agency can select **Application for accreditation of a new service type** by clicking on **Yes**. Additional service types are listed. **Click on all that apply**.

#### Application for accreditation renewal

Your agency is accredited for the below service types. Please select those service types you wish to seek accreditation renewal for?

Statutory out-of-home care - foster care

Does your agency wish to seek new accreditation for additional service types? \*

Yes  No

#### Application for accreditation of new service type

What additional service type accreditation are you looking for? Tick all that applies

Statutory out-of-home care - residential care

Adoption services - domestic

Adoption services - intercountry

Current service types

Additional service types

### Program Details (page 3)

The Program details for onsite assessment (direct evidence) section has the option to **Add programs** where your agency operates statutory out-of-home care or adoption services from more than one location and/or operates more than one service from the same location.

Click on **Add program** to complete details for *all office location addresses* from which statutory out-of-home care or adoption service programs operate. For residential care programs, do not include addresses of homes where children and young people reside.

Renewal Application Form (REN-3) PENDING-APPLICATION SUBMISSION Actions ▾

Phone number ? \*

**Location address**

Address line 1 \*  Address line 2

Suburb \*  State \*  ▾

Postcode \*  Country

Number of children placed / Number of adoption matters \*  Number of authorised carers/prospective adoptive parents \*  Number of SOOHC staff/Adoption staff \*

+ Add program

## Attachments (page 4)

Click the **boxes** next to the documents to be attached.

- Copy of the organisation's business registration certificate
- Map of the organisation's structure
- A copy of the current or pending service level agreement/contract/funding agreement
- Proof of organisation's charitable or non-profit status (required *only* if applying for adoption service type)

Click **Attach Documents**.

Renewal Application Form (REN-3) **PENDING-APPLICATION SUBMISSION** Actions ▾

Instructions & Undertaking Program Profile Program Details for Onsite Assessment Planning Attachments

**Attach Documents**

Name	Uploaded By	Uploaded Date
No attachments		

The following documents must be attached to complete the application submission

Document name
<input checked="" type="checkbox"/> Copy of the organisation's business registration certificate
<input checked="" type="checkbox"/> Map of the organisation's structure
<input checked="" type="checkbox"/> A copy of the current or pending service level agreement/contract/funding agreement
<input checked="" type="checkbox"/> Proof of organisation's charitable or non-profit status (if applying for adoption service type)

Back Save Finish


Click **Select files** or use 'drag and drop' function to browse and select documents

They will be listed below. If a document file name is too long, an error message will appear. Shorten the document file name in the Name field, so that it will attach successfully.

The attachment Category should show as 'Application Document'.

Click **Attach**




Attach file(s)
✕



Drag and drop files here

or

Select file(s)

Name *	File	Category
Business Registration ce	Business Registration certificate.docx	Application Document <span>▼</span> 
Current service agreeme	Current service agreement.docx	Application Document <span>▼</span> 
Map of organisation's st	Map of organisation's structure.docx	Application Document <span>▼</span> 

Cancel
Attach

The documents will be listed

Click **Attach Documents** to add further attachments

Click **Finish**

Renewal Application Form (REN-3) PENDING-APPLICATION SUBMISSION
Actions ▼

Attach Documents

Name	Uploaded By	Uploaded Date
Map of organisation's structure	margaret tant	05/05/2020 <span>⋮</span>
Current service agreement	margaret tant	05/05/2020 <span>⋮</span>
Business Registration certificate	margaret tant	05/05/2020 <span>⋮</span>

**The following documents must be attached to complete the application submission**

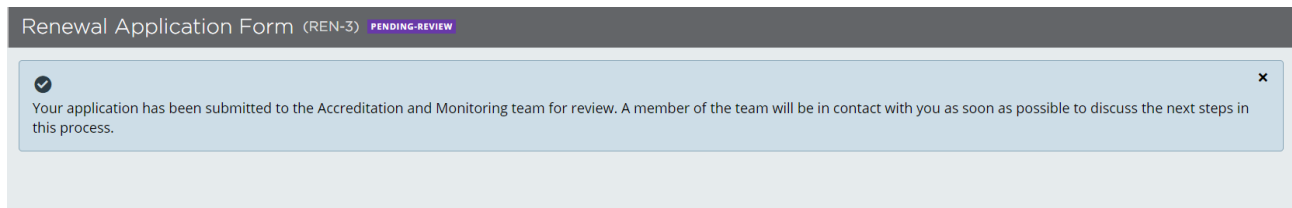
Document name
<input checked="" type="checkbox"/> Copy of the organisation's business registration certificate
<input checked="" type="checkbox"/> Map of the organisation's structure
<input checked="" type="checkbox"/> A copy of the current or pending service level agreement/contract/funding agreement
<input type="checkbox"/> Proof of organisation's charitable or non-profit status (if applying for adoption service type)

Back

Save
Finish



The following message is displayed:



An automated email will be sent to the agency's Principal Officer advising that the application for accreditation renewal has been submitted for review by the Office of the Children's Guardian. The email will include a PDF of the completed application form.

A further automated email will be sent to the agency's Principal Officer indicating the application form has been accepted.

## Indirect evidence due (where required)

**Note:** Eligible agencies are not required to submit indirect evidence for review during the accreditation renewal process

In certain circumstances indirect evidence is required. Where indirect evidence is required, Accreditation and Monitoring assessors will discuss this with the agency and the automated acknowledgement email sent to the agency's Principal Officer will also include when the indirect evidence is due, as arranged with the agency.

More information about preparing indirect evidence is available on our website:

<https://ocg.nsw.gov.au/statutory-out-home-care-and-adoption/about-statutory-out-home-care-and-adoption/accreditation#section-target-4>

A screenshot of an email titled "Acknowledgment Email" from the Office of the Children's Guardian. The email content is as follows:

Dear Principal Officer

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

As arranged with you, your agency's Evidence Index and indirect evidence is due for submission to the Office of the Children's Guardian on 5 May 2020.

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

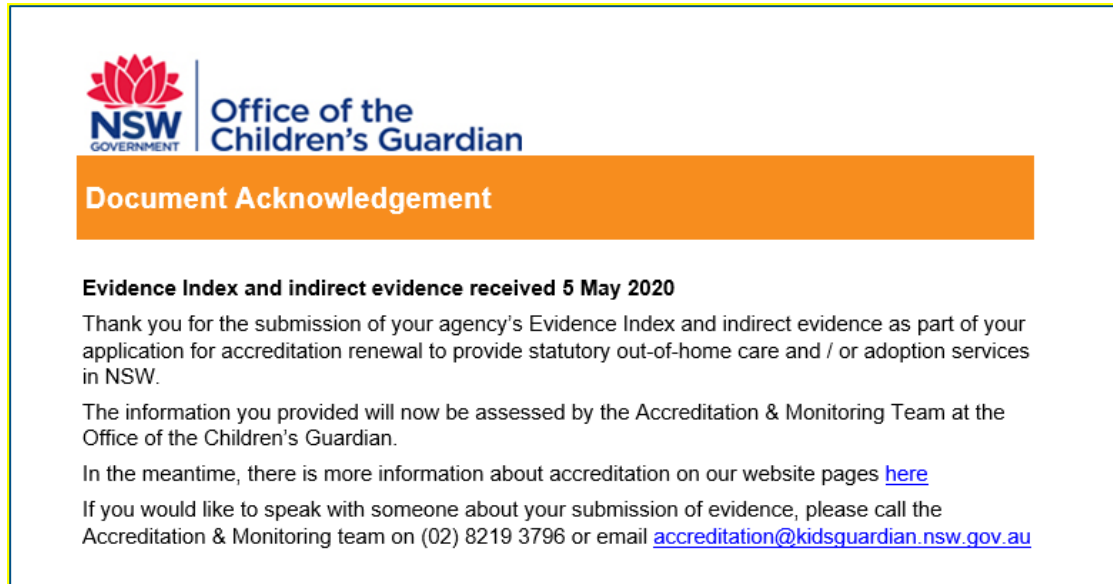
Accreditation & Monitoring  
NSW Office of the Children's Guardian  
Locked Bag 5100  
Strawberry Hills NSW 2012

More information about preparing your agency'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)

## Indirect evidence received (where required)

An automated email will be sent to the agency to confirm the date the Evidence Index and indirect evidence was received by the Accreditation and Monitoring team.



The screenshot shows an email header with the NSW Government logo and the Office of the Children's Guardian. Below the header is an orange bar with the text "Document Acknowledgement". The main body of the email contains the following text:

**Evidence Index and indirect evidence received 5 May 2020**

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

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

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)

## Direct evidence and accreditation decision

There is more information about accreditation renewal on our website:

- <https://ocg.nsw.gov.au/statutory-out-home-care-and-adoption/about-statutory-out-home-care-and-adoption/accreditation#section-target-5>
- <https://ocg.nsw.gov.au/statutory-out-home-care-and-adoption/information-accredited-agencies/accreditation-renewal>

## Contact us

If you have questions about accreditation renewal, please email the Accreditation and Monitoring team, [accreditation@ocg.nsw.gov.au](mailto:accreditation@ocg.nsw.gov.au) or call us on (02) 8219 3796.