



Office of the
Children's Guardian

Accreditation Portal Agency user guide Direct evidence program

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.

This guide supports accredited agencies meet portal requirements.

Purpose of this guide

The accreditation portal is used prior to and during a direct evidence program. Information in this guide will help agencies with provisional accreditation to:

1. Make notification of first child placement/service commencement
2. Provide/update program details
3. Prepare for direct evidence program assessments

Direct Evidence Program

Notification of first child placement/service commencement

The agency's direct evidence program is initiated when it notifies the Children's Guardian of the first child placed/service commencement. This notification must be made via the accreditation portal by the next working day after the first arrangements for the provision of statutory out-of-home care and/or adoption services commence.

After this notification is made, the direct evidence program begins.

Further information about how to notify the first child placement/service commencement is available in the **Accreditation portal agency user guide – general information - section 5**

The Accreditation and Monitoring team will contact the agency to discuss a program of assessments as part of the direct evidence program.

One month prior to each assessment, the Principal Officer will receive an automated email requesting the agency provide current Program Details via the accreditation portal within 3 working days of receiving the email.



Office of the
Children's Guardian

Program Details

Dear Principal Officer

As part of your agency's Direct Evidence Program, a visit by the Accreditation & Monitoring team to your agency is scheduled to commence on 27 August 2020<

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 wish to discuss your agency's Direct Evidence Program, 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

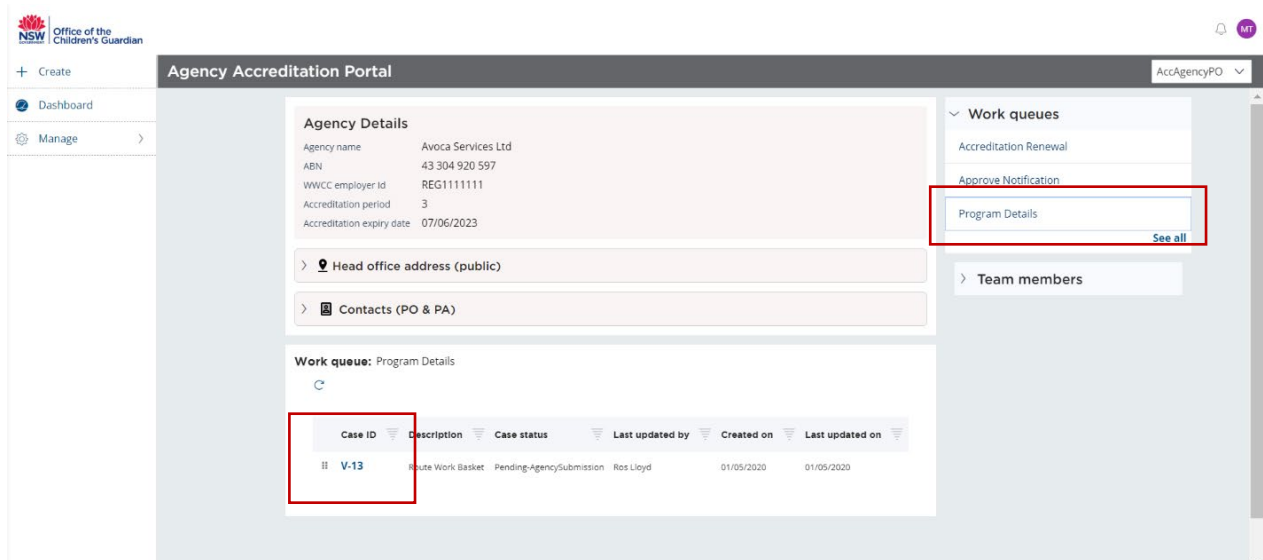
Providing current Program Details

Click on the link in the automated email sent to the Principal Officer and log into the accreditation portal. Further information about logging into the portal is provided in the **Accreditation portal agency user guide – general information – Section 1**

The request to provide current Program Details is located in the Principal Officer’s Work queue.

Locate in the Work queue and click on **Program Details**.

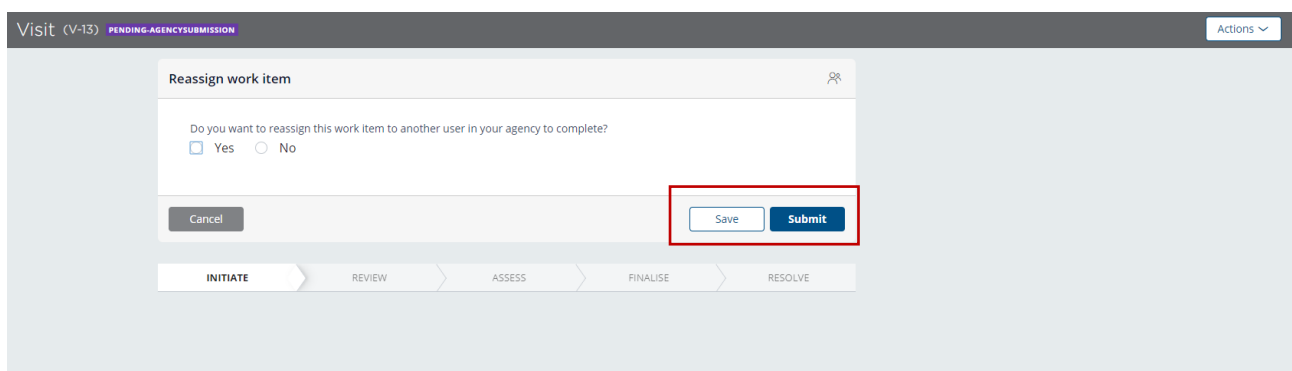
The work item/task will be located in the dashboard Work queue. Click on the **Case ID** which displays in the format **V-XX**.



The Principal Officer has the option to complete the Program Details or reassign the task to another agency user to complete. 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 Program Details. Click on **Save** to return to it later. Click on **Submit**.



Enter the Program Details for each of your agency's programs.

1. Add or update details of the primary contact person for your agency.

Click on **Continue**

Visit (v-20) PENDING-AGENCYSUBMISSION Actions

Primary Contact Details Program Details

Program details for onsite assessment (direct evidence)

Instructions:
Please provide primary contact person details for your agency's accreditation process.

Primary contact person details for your agency

First name * Last name *

Genevieve Scott

Position / Role * Email address *

Primary Administrator ros.lloyd@kidsguardian.nsw.gov.au

Phone number * * * *

0255556666

Cancel Save Continue

2. Details of each out-of-home care program and/or adoption service per location.

Review and update all your agency's program names, program contact person and location addresses.

If 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, use the **Add program** button.

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, include office location addresses only, do not include addresses of homes where children and young people reside.

If a program location no longer exists, use the **Delete Program** button to remove it.

Primary Contact Details
Program Details

Location / program details

Instructions:
Please complete the details below for each out-of-home care program and/or adoption service per location.

Program details (1) Delete Program

Location/Program name * Service Type *

Remaining: 190 characters

Contact person details for this program

First name * Last name *

Position/Role * Email address *

Phone number *

Program 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 SDOHC staff / adoption staff *

Add Program

When details for all programs and locations are completed, Click **Finish**

Primary Contact Details
Program Details

Location / program details

Instructions:
Please complete the details below for each out-of-home care program and/or adoption service per location.

Program details (1) Delete Program

Location/Program name * Service Type *

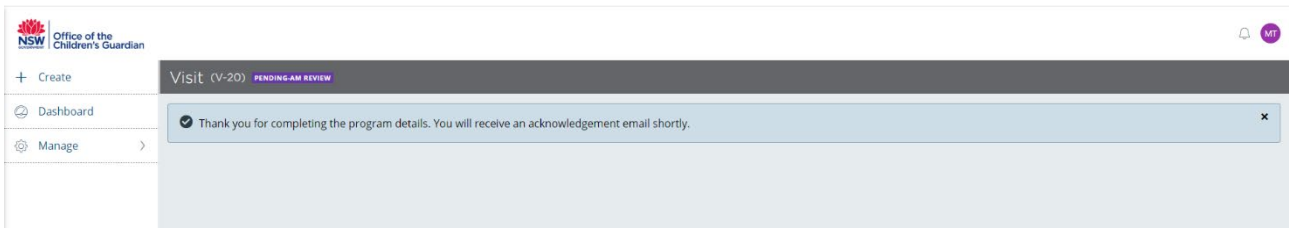
Remaining: 190 characters

Contact person details for this program

First name * Last name *

Back Save **Finish**

The following message displays:



An automated email will be sent to the Principal Officer advising that the updated Program Details have been submitted for review by the Office of the Children’s Guardian. The email will include a PDF of the Program Details submitted.



Acknowledgement Email

Dear Principal Officer

Thank you for providing your agency’s current program details on 4 May 2020. A pdf copy is attached for your records.

A member of the Accreditation & Monitoring team will be in contact with you soon to confirm details of the Direct Evidence Program visit to your agency, scheduled to commence on 4 September 2021.

In the meantime, should you have any questions about your agency’s Direct Evidence Program, 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

Direct evidence program assessment

On receipt of the Program Details, the Accreditation and Monitoring team will be in contact with your agency to confirm details of the next assessment.

On completion of each assessment, the agency will receive a letter from our office setting out assessment findings and a report outlining areas for improvement.

The assessments continue until the program has been completed and the agency demonstrates compliance with accreditation criteria.

Contact us

If you have questions about direct evidence program assessments, please email the Accreditation and Monitoring team, accreditation@ocg.nsw.gov.au or call us on (02) 8219 3796.