



Office of the
Children's Guardian

Accreditation Portal Agency user guide General information

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 agency online portal is provided to accredited agencies.

This guide supports accredited agencies meet portal requirements.

Purpose of this guide

The information in this guide will help accredited agencies to:

1. create agency user accounts and assign access roles
2. manage and update user information
3. update agency information
4. lodge notifications
5. manage workflow via work queues

Section 1 - Orientation to the agency dashboard

Logging into the portal

Save the portal link <https://cms.ocg.nsw.gov.au/> in your favourites.

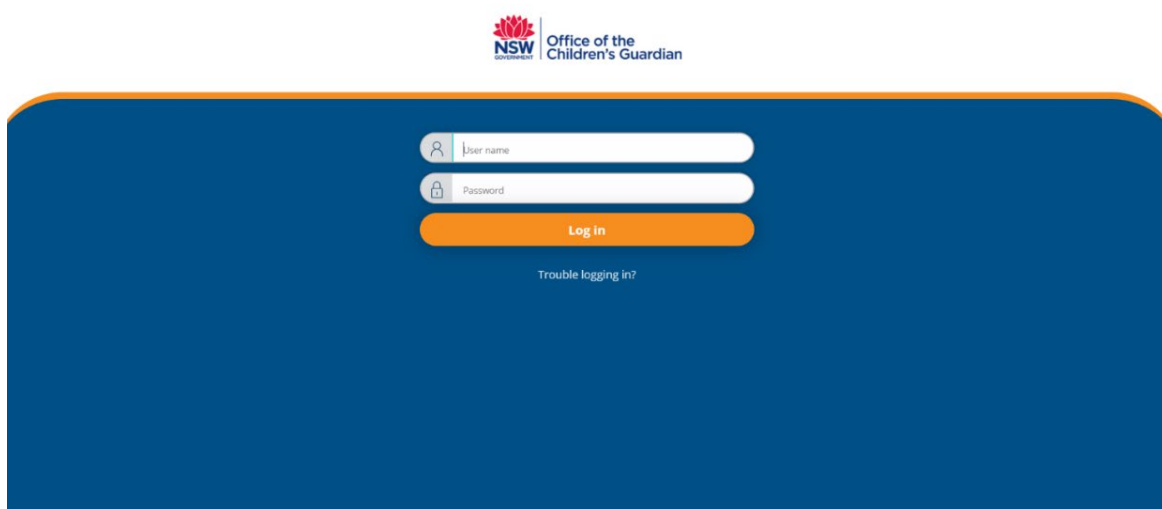
Enter your portal access user name and password and click on Log In

If this is the first time logging in using log-in credentials contained in the automated confirmation email, you will be prompted to enter a code sent to your email address to verify your access to the online portal.

After logging in with the initial password you will be required to re-set your password. Passwords must follow the password rules as outlined in the email.

Further information about these rules are located in Section 2 – Password management

For a forgotten password, click on ‘trouble logging in?’ on the log-in screen. The new password will be sent to your email address.

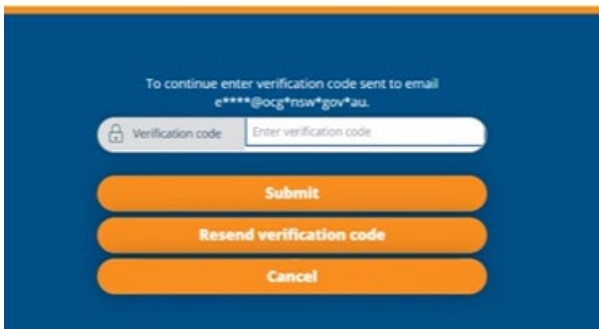


Each time you log into the accreditation portal, a **verification code** will be sent to your email account.

The verification code email will show the sender as no-replyOCG@ocg.nsw.gov.au

If this email is not received, please check your spam filters before requesting a new code. The verification code will expire after **3 minutes**. If this happens, you can click on ‘resend verification code’ to receive a new code.

Enter the verification code onto the login screen (see below) and **Submit**.



Accreditation portal and the Residential Care Workers Register

Information about the Residential Care Workers Register (RCWR) is [available on our website](#).

The accreditation portal and the RCWR are both hosted on the same platform, using the same URL, <https://cms.ocg.nsw.gov.au/> but access to each requires a **different username**.

If you have access to both the accreditation portal and the RCWR, you will need to take care which username you use to log in so that you access the intended system.

A quick way to tell the difference is the prefix to the usernames:

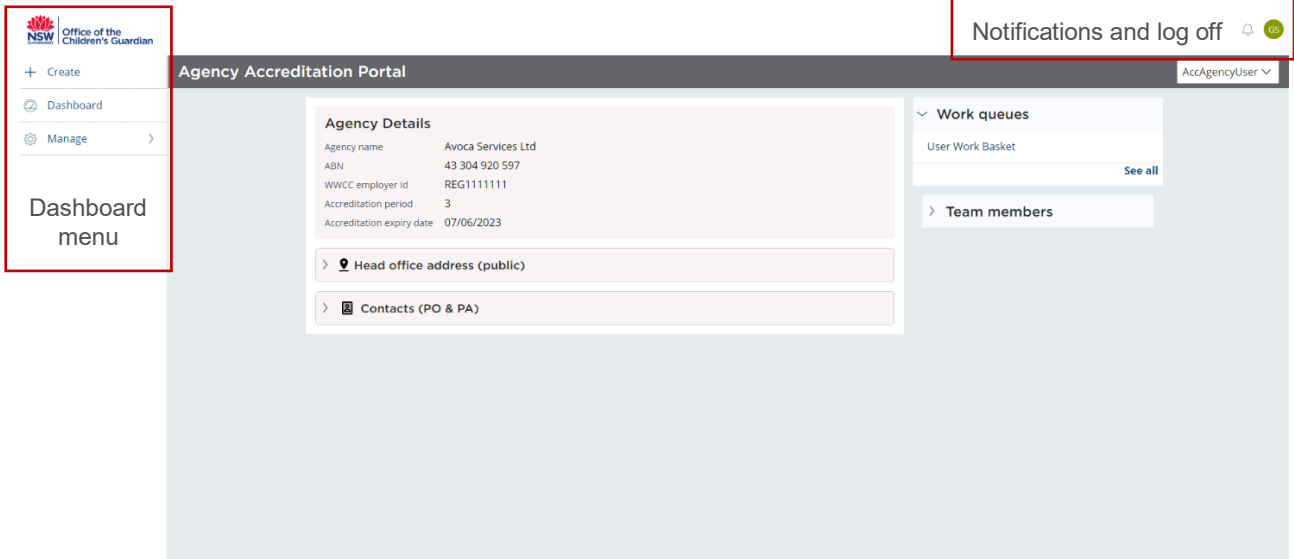
- accreditation portal usernames start with 'ACC', for example: **ACC0000-smithj**
- RCWR usernames start with 'RRA', for example: **RRA0000-smithj**

If you have access to both systems and experience trouble logging in, check that you are using the correct username.

Agency dashboard

The agency dashboard contains:

- agency's basic details, public address and contact details of the agency's Principal Officer, Primary Administrator, Signatory and Head of Entity.
- notifications bell
- log off icon
- dashboard menu
- work queues
- team members – lists all current users (Primary Administrator, Principal Officer and General users)



Work queues

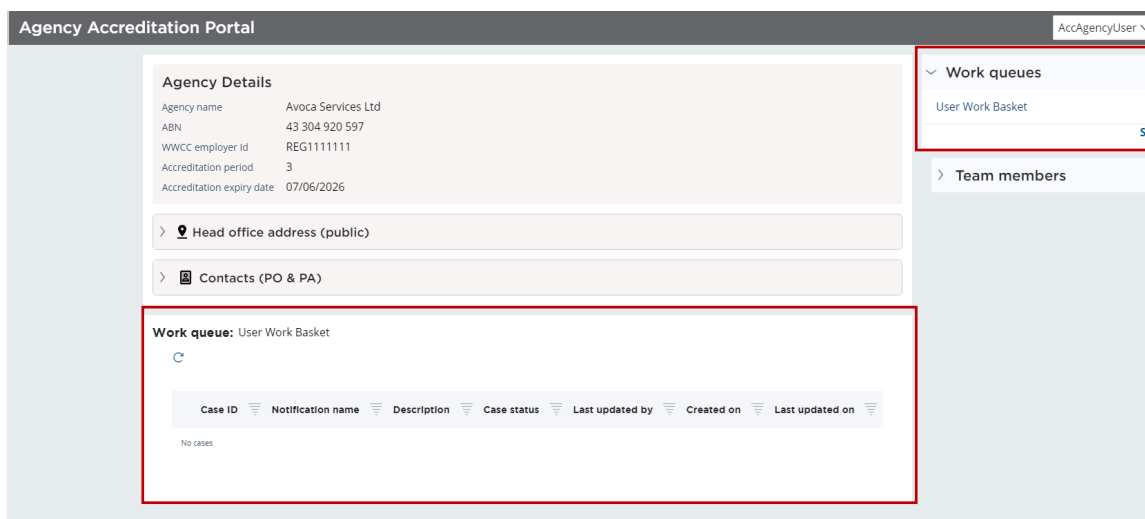
Primary Administrator and General user work queues

All work items (tasks) requiring action will be listed on the Dashboard in the **Work queues**.

Click on the **User Work Basket** to view assignments in the Work queue.

Each work item is assigned a **Case ID** which is drillable to open the Case.

Work items include notifications requiring an amendment when the Principal Officer rejects the notification and reassigned work items from the Principal Officer, for example, updating program details and completing an application for accreditation renewal.



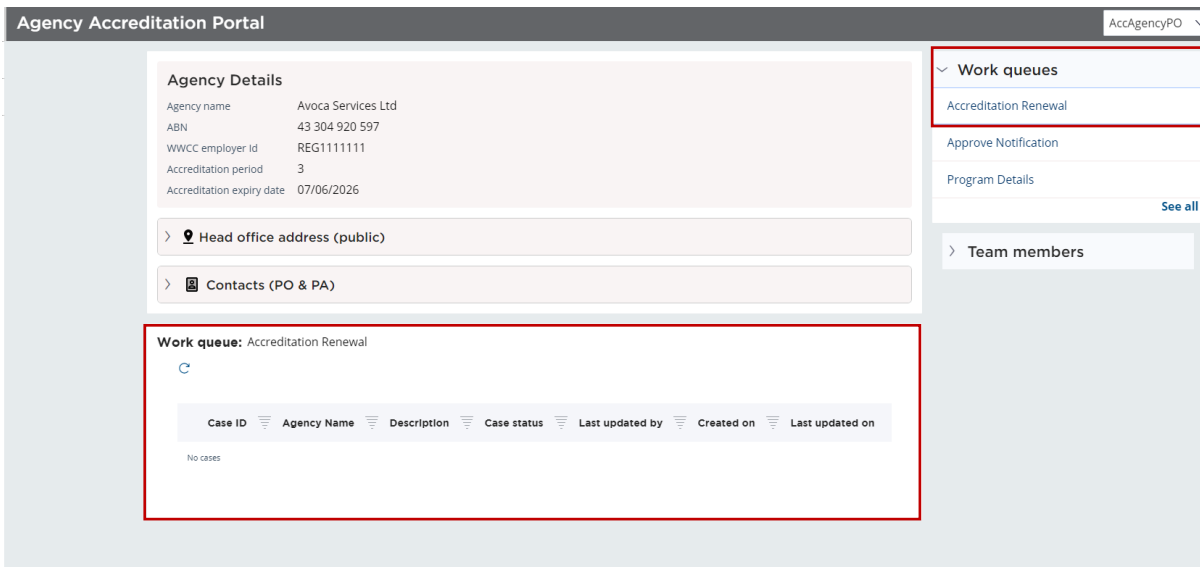
Principal Officer work queue

Click on the relevant **Work queue**.

All Work items (tasks) requiring action will be listed on the Dashboard in the **Work queues**.

Each work item is assigned a **Case ID** which is drillable to open the Case.

Work items include approval of notifications, updating program details and applications for accreditation renewal.



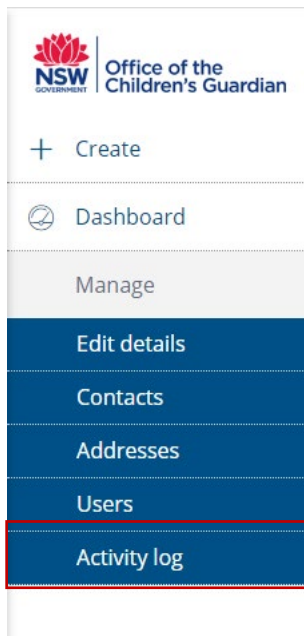
Activity Log

The Activity log records all actions completed by agency users.

- To view the Activity log:

Click on **Manage** in the menu on the left of the screen

Click on **Activity log**



Activity log screen will be displayed

To see new actions click on **Refresh**.

To exit the screen click on **Close**

The Activity log can be **filtered** by date, Case ID, activity Description and User name. To filter, click on the down pointing arrow in the title row.

Activity Log			
Date & time	Case ID	Description	User name
05/05/2020 10:21 AM	REN-3	Agency has submitted the renewal application	margaret tant
04/05/2020 03:54 PM	NOT-11	Non-home-based emergency care placement - Ceased approved by PO.	margaret tant
04/05/2020 03:53 PM	NOT-11	Non-home-based emergency care placement - Ceased submitted.	Genevieve Scott
04/05/2020 03:45 PM	NOT-10	Non-home-based emergency care placement - Transition approved by PO.	margaret tant
04/05/2020 03:43 PM	NOT-10	Non-home-based emergency care placement - Transition submitted.	Genevieve Scott

Section 2 - User access

Primary Administrator

The person (or position) nominated to be the accreditation portal Primary Administrator has operational responsibility for the online portal and is the person the Office of the Children’s Guardian will contact for all accreditation portal matters.

The Primary Administrator access roles:

- User maintenance (create agency user accounts)
- Update user details
- Update user passwords
- End date user accounts
- Update agency details
- Update agency contacts and addresses
- Submit notifications

To update details of the Primary Administrator see the Viewing and editing agency users section.

Where there is a change in Primary Administrator see Sections Adding/Creating agency users and End date or re-activate a user.

Principal Officer

The Principal Officer has the same access roles as the Primary Administrator and also approves:

- Updates to agency details
- Updates to agency addresses
- Program Details updates
- Notifications
- Accreditation renewal application

General User

General user is able to Submit notifications and view all information contained in the agency portal however is unable to make changes to agency information.

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

Adding/creating agency users

It is the Primary Administrator's role to add/create other user accounts and assign roles.

- To create a new agency user account:

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.

First name, last name, email address and phone number are compulsory fields.

A user name will automatically populate with agency ID number and the user's last name and first name initial, for example, ACC0103-dixonk

Select agency user account type: Primary Administrator, Principal Officer or General User.

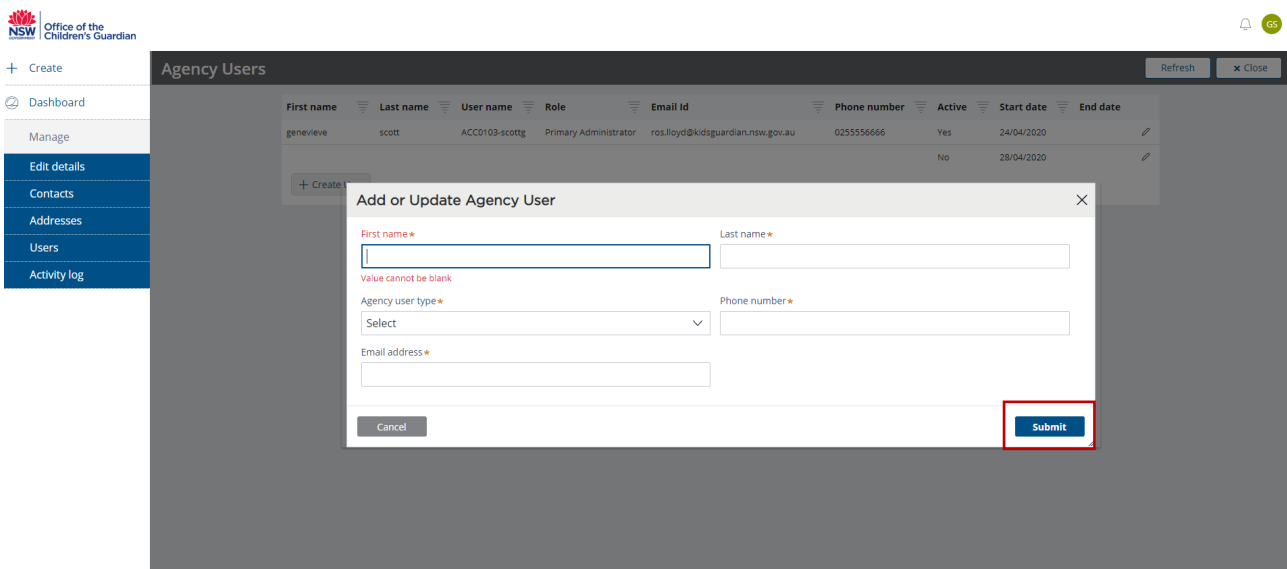
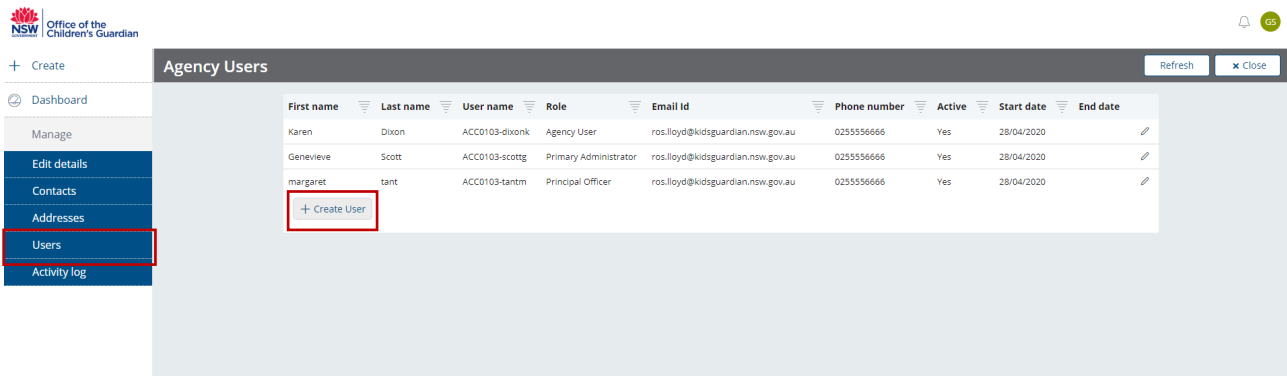
Click on **Submit**

New user account will be listed.

An automated confirmation email will be sent to the new user which contains a link to access the portal and log-in credentials (user name and temporary password). When logging in for the first time a code will be sent to the new user's email address to verify and provides access to the portal.

After logging in with the temporary password, the new user will be required to re-set their password. Passwords must follow the password rules as outlined in the email.

Further information about these rules is located in the Password management section.



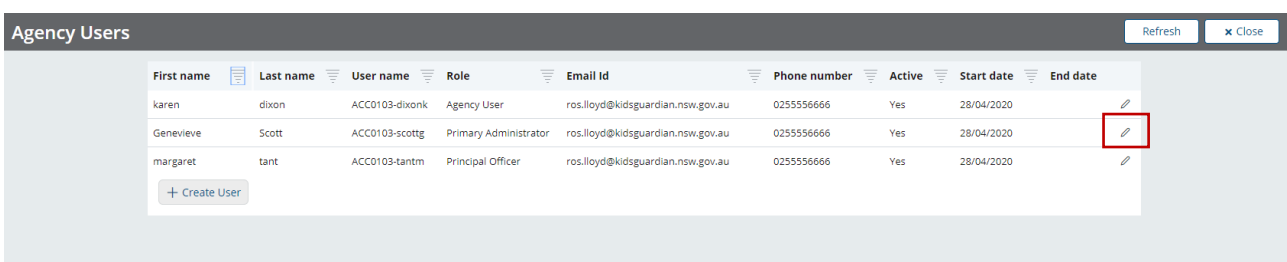
Viewing and editing agency users

- To search and view existing agency user accounts, click on **Manage** in the menu:

Click on **Users**

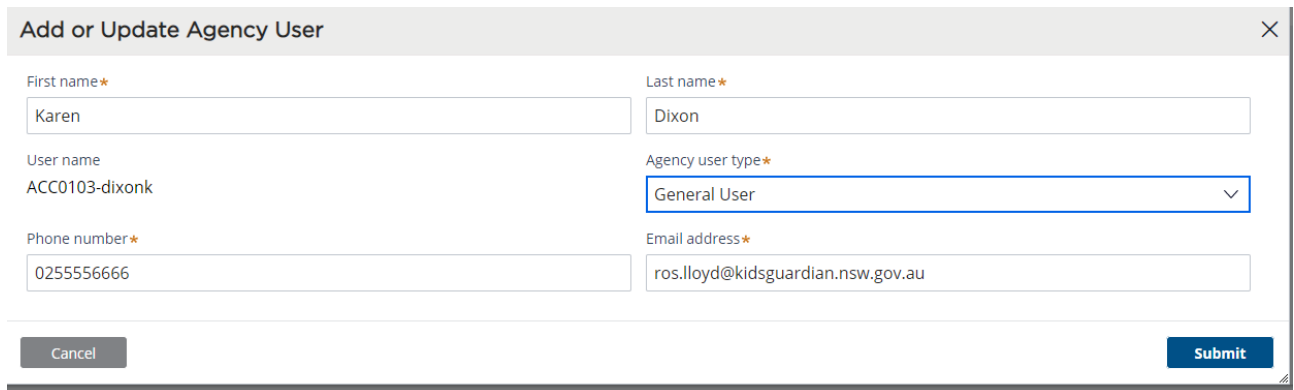
All current and end dated users will be displayed. You can filter and sort all agency user accounts by clicking on the inverted arrows in column headings.

To edit agency user account details click on the **pencil** next to the user.



The Add or Update Agency User screen will be displayed and user details can be updated (name, agency user type, email address, phone number)

Click on **Submit** to finalise.



Add or Update Agency User

First name* Karen

Last name* Dixon

User name ACC0103-dixonk

Agency user type* General User

Phone number* 0255556666

Email address* ros.lloyd@kidsguardian.nsw.gov.au

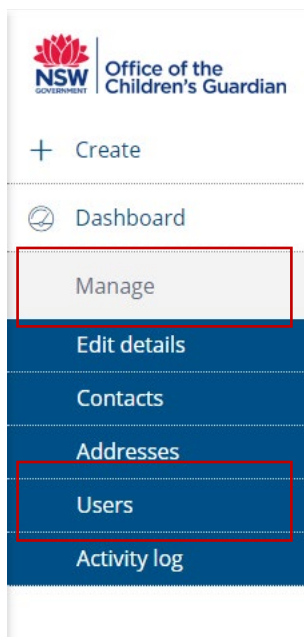
Cancel Submit

Password management

- To update an agency user's password:

Click on **Manage** in the menu on the left of the screen

Click on **Users**



Click on the **pencil** of the user account to be updated

The user must be an active user identified by 'Yes' in the Active column. Click **Close** to return to the previous screen. Click **Refresh** to update the screen

First name	Last name	User name	Role	Email Id	Phone number	Active	Start date	End date
karen	dixon	ACC0103-dixonk	Agency User	ros.lloyd@kidsguardian.nsw.gov.au	0255556666	Yes	28/04/2020	
Genevieve	Scott	ACC0103-scottg	Primary Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255556666	Yes	28/04/2020	
margaret	tant	ACC0103-tanm	Principal Officer	ros.lloyd@kidsguardian.nsw.gov.au	0255556666	Yes	28/04/2020	

+ Create User

Click on **Change password?** button

Enter a **new password** which conforms to the Password rules

Click **Submit**

Password Rules

The password must conform to the following rules:

- at least 8 characters long
- include at least 2 alphabetical [a-z A-Z]
- 1 lowercase [a-z]
- 1 uppercase [A-Z] character(s)
- 1 numeric [0-9] character(s)

Add or Update Agency User

First name* Karen
 Last name* Dixon
 User name ACC0103-dixonk
 Agency user type* General User
 Phone number* 0255556666
 Email address* ros.lloyd@kidsguardian.nsw.gov.au

Disable user

Change password?
 New password

Cancel Submit

End date or re-activate a user

- To **end date** a user's access:

Click on **Manage** in the menu on the left of the screen

Click on **Users**

Click on the **pencil** of the user to be updated

Select the box **Disable user**

To **re-activate** the user uncheck the Disable user box and click **Submit**

The date the user was end dated is recorded and 'No' is recorded in the Active column. Click **Refresh** to update the screen. Click **Close** to return to the previous screen.

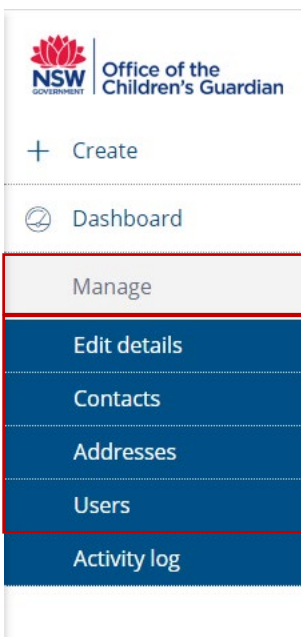
First name	Last name	User name	Role	Email Id	Phone number	Active	Start date	End date
Karen	Dixon	ACC0103-dixonk	Agency User	ros.lloyd@kidsguardian.nsw.gov.au	0255556666	No	28/04/2020	07/05/2020
Genevieve	Scott	ACC0103-scottg	Primary Administrator	ros.lloyd@kidsguardian.nsw.gov.au	0255556666	Yes	28/04/2020	
margaret	tant	ACC0103-tantm	Principal Officer	ros.lloyd@kidsguardian.nsw.gov.au	0255556666	Yes	28/04/2020	

Section 3 - Updating information on the portal

- To update information in the agency portal:

Click on **Manage** in the menu on the left of the screen

Click on type of update either Edit agency details, Contacts, Addresses or Users.



Edit agency details

- To edit agency details:

Click on **Manage** in the menu on the left of the screen

Click on **Edit details**

Edit Agency Details screen will display and details can be updated (Trading as name, website address, Indigenous corporation number, head office (public) address, phone number and email address, and head office (public) postal address. **Head office (public)** information will appear on the Office of the Children’s Guardian’s website listing for your agency.

To save changes, click on **Submit**. To cancel changes, click on **Cancel**.

The screenshot shows the 'Edit Agency Details' form. The sidebar menu on the left includes 'Dashboard', 'Manage', 'Edit details', 'Contacts', 'Addresses', 'Users', and 'Activity log'. The main form area contains the following fields:

- Agency name: Avoca Services Ltd
- Trading as name: Avoca Care
- ABN: 43 304 920 597
- WWCC Employer id: REG1111111
- Website: (empty)
- If you are ORIC registered, please provide your indigenous corporation number (ICN): (empty)
- Partnership agency: No
- Partner agency name: (empty)
- Partnership start date: (empty)
- Partnership end date: (empty)
- VOOHC registered: No
- Residential care workers register exemption: No
- Head office address (public):
 - Address line 1: 93 James Street
 - Address line 2: Optional

Buttons: 'Cancel' and 'Submit'.

Update agency contacts

Agency contacts displayed are: Principal Officer, Signatory and Head of Entity. When there are changes to these roles your agency must update agency contacts via the accreditation portal.

- To update agency contacts details:

Click on **Manage** in the menu on the left of the screen

Click on **Contacts**

Add or Edit contacts screen will display

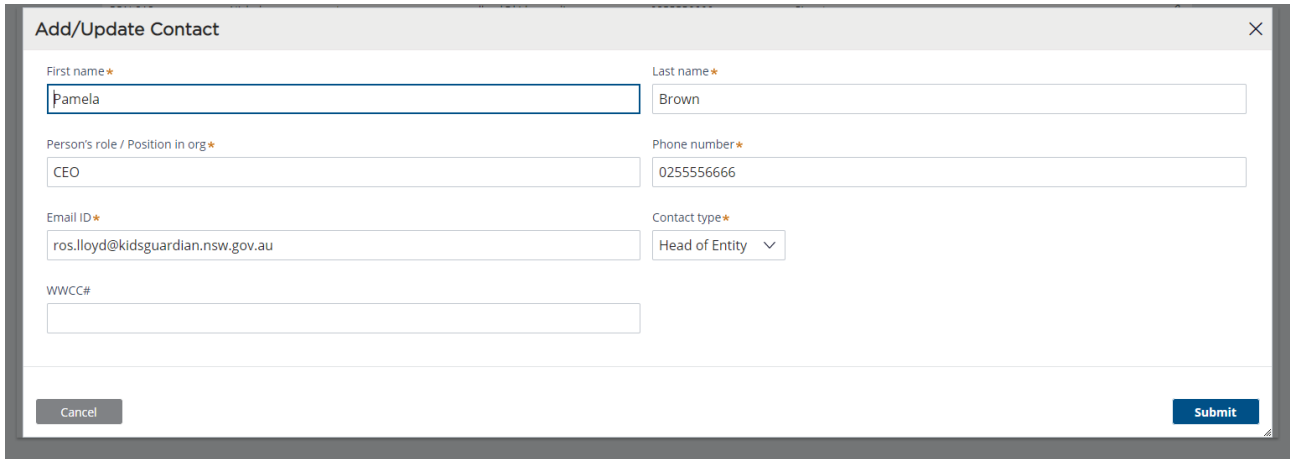
The Contact list can be **filtered** by Contact ID, First name, Last name, Email ID, Phone number, Contact type, WWCC#. To filter, click on the down pointing arrow in the title row.

The screenshot shows the 'Add or Edit contacts' table. The table has the following columns: Contact ID, First name, Last name, Email Id, Phone number, Contact type, and WWCC#. There are three rows of contact data and an '+ Add Contact' button at the bottom.

Contact ID	First name	Last name	Email Id	Phone number	Contact type	WWCC#
CON-212	Margaret	Tant	ros.loyd@kidsguardian.nsw.gov.au	0255556666	PO - SOOHC	
CON-213	Nicholas	Lowe	ros.loyd@kidsguardian.nsw.gov.au	0255556666	Signatory	
CON-215	Pamela	Brown	ros.loyd@kidsguardian.nsw.gov.au	0255556666	Head of Entity	

Buttons: '+ Add Contact', 'Refresh', 'Close'.

To edit an agency contact's details, click on the **pencil** of the Contact to be updated
The Add/Update Contact screen will display. **Update** required details.
To save changes, click on **Submit**. To cancel changes, click on **Cancel**.



- To add an agency contact:

Click on **Manage** in the menu on the left of the screen

Click on **Contacts**

Add or edit contacts screen will display

Click on **+Add Contact**

The Add/Update Contact screen will display

Complete all required details and click on **Submit**. To cancel changes, click on **Cancel**.

Update/Add address

- To update an address:

Click on **Manage** in the menu on the left of the screen

Click on **Addresses**

Agency addresses screen will display

To edit an agency address details, click on the **pencil** of the address to be updated

The Add/Edit Address screen will be displayed. **Update** required details.

The Address list can be **filtered** by Address ID, Address type, Address line, Suburb, State, Post code and Country. To filter, click on the down pointing arrow in the title row.

To save changes, click on **Submit**. To cancel changes, click on **Cancel**.

- To add an address:

Click on **Manage** in the menu on the left of the screen

Click on **Addresses**

Agency addresses screen will display

Click on **Add address**

The Add/Edit Address screen will be displayed.

Complete all required details and click on **Submit**. To cancel click on **Cancel**.

Section 4 - Automatically generated emails

A range of emails are automatically generated from the portal. Request and approval emails include a timeframe for an agency response.

- Acknowledgement emails, for example, receipt of updated program details, review and acceptance of updated program details
- Request emails, for example, to review and update program details
- Approval and Acceptance emails, for example, notifications
- Approval and Acceptance emails, for example, notifications
- Rejection emails for example, notifications rejected by the Principal Officer (notification requiring amendments) prior to submission
- Log-in details, for example, new user or updated user accounts
- Invitation emails, for example, to Principal Officer to apply for accreditation renewal
- Overdue emails, for example, overdue approval of notifications by the Principal Officer
- Alert emails for example, advising Principal Officer of changes made to agency details, contacts and addresses

Example of a request email to provide or update Program Details:



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 4 September 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

Section 5 - Notifications

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

- First child placement / service commencement (for use by agencies with Provisional Accreditation)
- Placement of a child under 12 years of age in residential care (for use by agencies accredited to arrange residential care services only)
- Death of a child in care
- Non-home-based emergency care placement **Note: This notification is no longer required. Please do not use this notification type.**

If your agency cannot access the accreditation portal to make a notification, please email us at oohcnotifications@ocg.nsw.gov.au

Note regarding Alternate Care Arrangements

The Department of Communities and Justice (DCJ) require one notification to be completed for each placement of a child in Alternate Care Arrangements (ACA), to be lodged with DCJ and *copied* to our office at oohcnotifications@ocg.nsw.gov.au.

Please contact the ACA mailbox at ACA-ChildandFamily@fac.nsw.gov.au or your DCJ contract manager for further information regarding the ACA notification form.

Designated agencies should refer to the [Guidelines for the engagement and authorisation of staff and contractors in an emergency or when sourced from a labour hire agency](#). These guidelines apply when agencies place a child or young person in Alternative Care Arrangements. The guidelines include requirements of the Residential Care Workers Register and are also available on our [Resources](#) page.

This section should be read in conjunction with your agency's notifications requirements outlined in its Notice of Conditions of Accreditation. [Information about conditions of accreditation is available on our website](#). Your agency's Notice of Conditions of Accreditation can be viewed by [searching the name of the agency on our website](#).

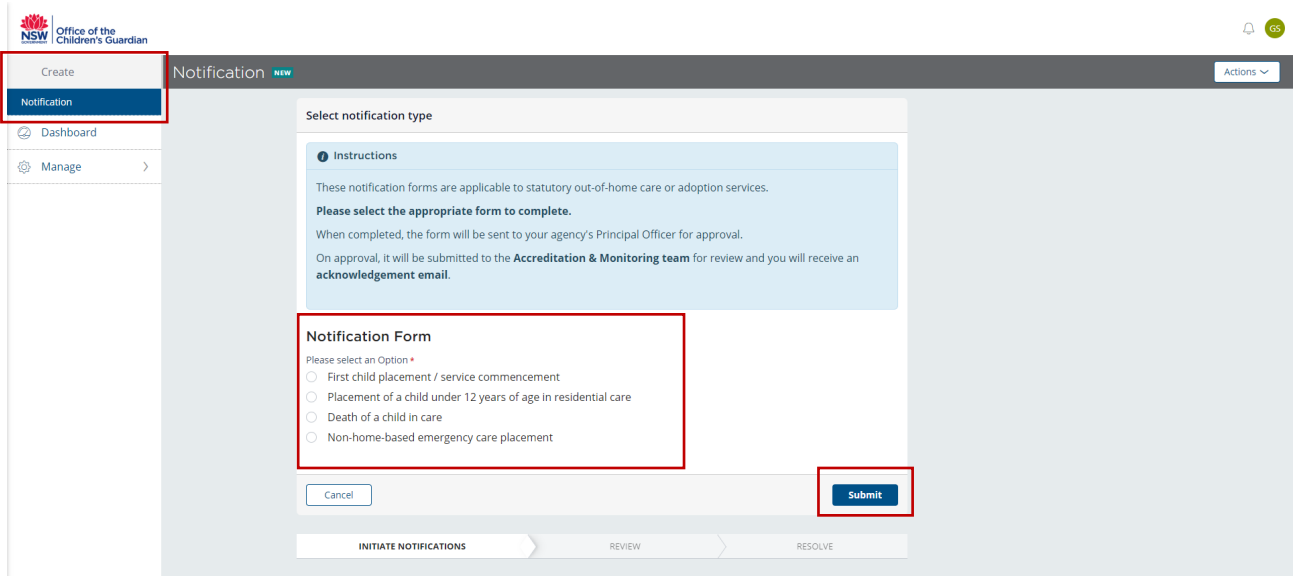
To lodge a notification:

Select **Create** in the menu on the left of the screen.

Click on **Notification**.

The Notification screen will display

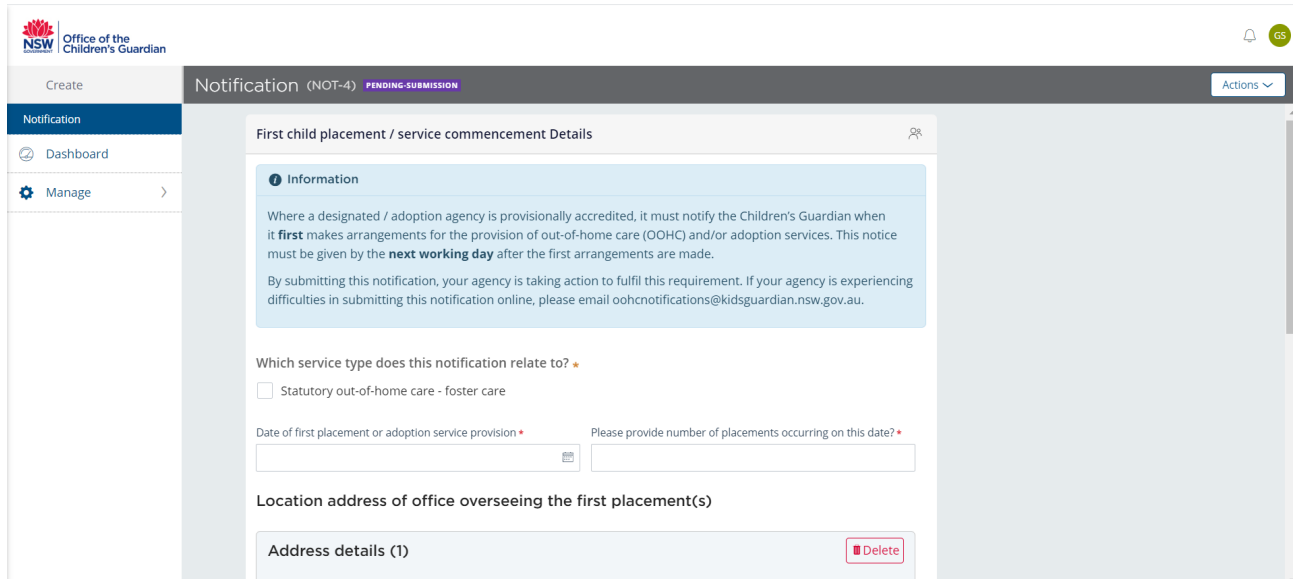
Select a **Notification Form** option. Click **Submit**. To cancel click **Cancel**.



First child placement/service commencement

Select the **Notification Form** option and click on **Submit**.

The First child placement / service commencement Details notification form will be displayed.



The service type the agency is provisionally accredited to provide and the details of the person completing the notification are pre-populated.

Complete all required details in the notification:

- the date of first placement or adoption services commenced and the number of placements occurring on that date
- location address of office overseeing the first placement(s)/service commenced
- phone number of person completing the notification

To save to return to later click on **Save**.

Click on **Submit**. Notification will be automatically sent to the Principal Officer's Work queue for Approval.

An automated email will be sent to the agency's Principal Officer advising that the Notification is awaiting approval prior to submission to the Office of the Children's Guardian. The email contains a PDF of the completed Notification form.

PO Work queue

Principal Officer logs into the portal and clicks on Approve Notification in Work Queue.

Click on the drillable **Case ID, NOT-XXX**

The Notification form completed by the agency user will display

The Principal Officer can update/edit details in the Notification form if necessary.

After reviewing the Notification, the Principal Officer has the option to **Reject** or **Approve**.

Principal Officer selects **Approve**. The Notification is sent to the Accreditation and Monitoring team for review.

The Principal Officer can **Reject** which will trigger an email to be sent to the agency user who submitted the notification form.

The agency user logs into the portal to locate the **Rejected** notification in the General user Work basket. Click on the drillable **Case ID, NOT-XXX** to update details in the notification and re-submit for approval by the Principal Officer.

First child placement / service commencement Details

Information

Where a designated / adoption agency is provisionally accredited, it must notify the Children's Guardian when it **first** makes arrangements for the provision of out-of-home care (OOHC) and/or adoption services. This notice must be given by the **next working day** after the first arrangements are made.

By submitting this notification, your agency is taking action to fulfil this requirement. If your agency is experiencing difficulties in submitting this notification online, please email oohcnotifications@kidsguardian.nsw.gov.au.

Which service type does this notification relate to? *

Statutory out-of-home care - foster care

Date of first placement or adoption service provision * Please provide number of placements occurring on this date? *

27/04/2020 3

Location address of office overseeing the first placement(s)

Address details (1) Delete

Address line 1 *	Address line 2
93 James Street	Optional
Suburb *	State *
Avoca	New South Wales
Postcode *	Country
2251	AUSTRALIA

[+ Add Address](#)

PERSON COMPLETING THIS FORM

Notification completed by
Genevieve Scott

Phone number ?	Email address
0255556666	ros.lloyd@kidsguardian.nsw.gov.au

Save
Reject
Approve

✓ INITIATE NOTIFICATIONS
REVIEW
RESOLVE

The agency user submitting the Notification will receive an automatically generated email confirming it has been approved by the agency's Principal Officer and has been received by the Office of the Children's Guardian for review.

The agency user receives an automatically generated email to advise the Notification has been reviewed and accepted by the Accreditation and Monitoring team.

This Notification will trigger the commencement of the Direct Evidence Program. Detailed information about the Direct Evidence Program is issued to agencies at the time of provisional accreditation.

Further information about the portal and the Direct Evidence Program is available in the **Accreditation portal - agency user guide - direct evidence program**.

Placement of a child under 12 years of age in residential care

This notification type is required *only* for agencies accredited to provide residential care services.

Select the **notification type** and either commencement or ceased.

Commencement

Select **Commencement** to advise the start of a placement of a child under 12 in residential care.

Click **Submit**.

Enter the ChildStory number in the format C-XXXXXXXX (eight digits) and click **Validate**.

The system will search for duplicate cases to ensure the Notification has not already been submitted. Where a duplicate is identified check that the ChildStory number entered is correct and/or check with your agency to ensure the notification form has not already been submitted.

Click on **Submit**

Complete the Commencement form for statutory out-of-home residential care placements for children under 12 years old only.

Complete all required details.

For sibling placement select **Yes**. Further details for each sibling is required.

Click **Submit**. Notification will be automatically sent to the Principal Officer's Work queue for Approval.

An automated email will be sent to the agency's Principal Officer advising the Notification is awaiting approval prior to submission to the Office of the Children's Guardian. The email includes a PDF of the completed Notification form.

PO Work queue

The Principal Officer logs into the portal to view the Work Queue and clicks on Approve Notification.

Click on the drillable **Case ID, NOT-XXX**.

The Notification form completed by the agency user will display

The Principal Officer can edit/update the details in the Notification form if necessary.

After reviewing the Notification, the Principal Officer has the option to **Reject or Approve**.

Principal Officer selects **Approve**. The Notification is sent to the Accreditation and Monitoring team for review.

The Principal Officer can **Reject** which will trigger an email to be sent to the agency user who submitted the notification for review.

The agency user logs into the portal to locate the **Rejected** notification in the General user Work queue. Click on the drillable **Case ID, NOT-XXX** to update details in the notification and re-submit for approval by the Principal Officer.

Note: If a notification is Rejected because the placement did not proceed or the notification is not valid, or was created in error, see **page 24** for how to **Withdraw a notification**.

When the Principal Officer approves the Notification an automated email is sent to the agency user confirming the notification is approved by the Principal Officer and received by the Office of the Children's Guardian.

An automated email is sent to the agency when the notification has been reviewed and accepted by the Accreditation and Monitoring team.

Ceased

Select **Ceased** to advise the ceasing of placement of a child under 12 in residential care.

Click **Submit**.

Enter the ChildStory number in the format C-XXXXXXXX (eight digits) and click **Validate**.

The system will search for duplicate cases to ensure the Notification has not already been submitted. Where a duplicate is identified check the ChildStory number entered is correct and/or check with your agency to ensure the notification form has not already been submitted.

Click on **Submit**

Child details, placement details and address of placement are pre-populated with information provided at the Commencement of the placement.

Complete further required details in the Ceased form including placement end date and Transfer details if applicable.

Click on **Submit**.

An automated email will be sent to the agency's Principal Officer advising the Notification is awaiting approval prior to submission to the Office of the Children's Guardian. The email includes a PDF of the completed Notification form.

PO Work queue

Principal Officer clicks on Approve Notification in Work Queue.

Click on the **drillable Case ID**.

The Notification completed by the agency user will be displayed.

The Principal Officer can update the details in the Notification and Click on **Save** to update the details.

After reviewing the Notification, the Principal Officer has the option to **Reject or Approve**.

Principal Officer selects **Approve**. The Notification is sent to the Accreditation and Monitoring team for review.

The Principal Officer can **Reject** which will trigger an email to be sent to the agency user who submitted the notification for approval.

The agency user log into the portal to locate the **Rejected** notification in the General user Work queue. Click on the drillable **Case ID, NOT-XXX** to update details in the notification and re-submit for approval by the Principal Officer.

When the Principal Officer approves the Notification an automated email is sent to the agency user confirming the notification is approved by the Principal Officer and received by the Office of the Children's Guardian.

An automated email is sent to the agency when the notification has been reviewed and accepted by the Accreditation and Monitoring team.

Death of a child in care

Select the **notification type** and click on **Submit**.

Enter the child's **ChildStory number** in the format C-XXXXXXXX (eight digits) and click **Validate**.

The system will search for duplicate cases to ensure the Notification has not already been submitted. Where a duplicate is identified, check that the ChildStory number entered is correct and/or check with your agency to ensure the notification form has not already been submitted.

Click on **Submit**

Complete all required details in the Death of a child in care form including Child details, Placement details, Agency contact for more information if needed and reporting requirements.

Click on **Submit**.

An automated email is sent to the agency's Principal Officer advising the Notification is awaiting approval prior to submission to the Office of the Children's Guardian. The email includes a PDF of the completed Notification form.

PO Work queue

Principal Officer clicks on Approve Notification in Work Queue.

Click on the **drillable Case ID**.

The Notification completed by the agency user will display

The Principal Officer can edit/update the details in the Notification form if necessary.

After reviewing the Notification, the Principal Officer has the option to **Reject or Approve**.

Principal Officer selects **Approve**. The Notification is sent to the Accreditation and Monitoring team for review.

The Principal Officer can **Reject** which will trigger an email to be sent to the agency user who submitted the notification for approval.

The agency user log into the portal to locate the **Rejected** notification in the General user Work queue. Click on the drillable **Case ID, NOT-XXX** to update details in the notification and re-submit for approval by the Principal Officer.

When the Principal Officer approves the Notification an automated email is sent to the agency user confirming the notification is approved by the Principal Officer and received by the Office of the Children's Guardian.

An automated email is sent to the agency when the notification has been reviewed and accepted by the Accreditation and Monitoring team.

Non-home based emergency care placement

Note: This notification is no longer required. Please do not use this notification type.

Withdraw a notification

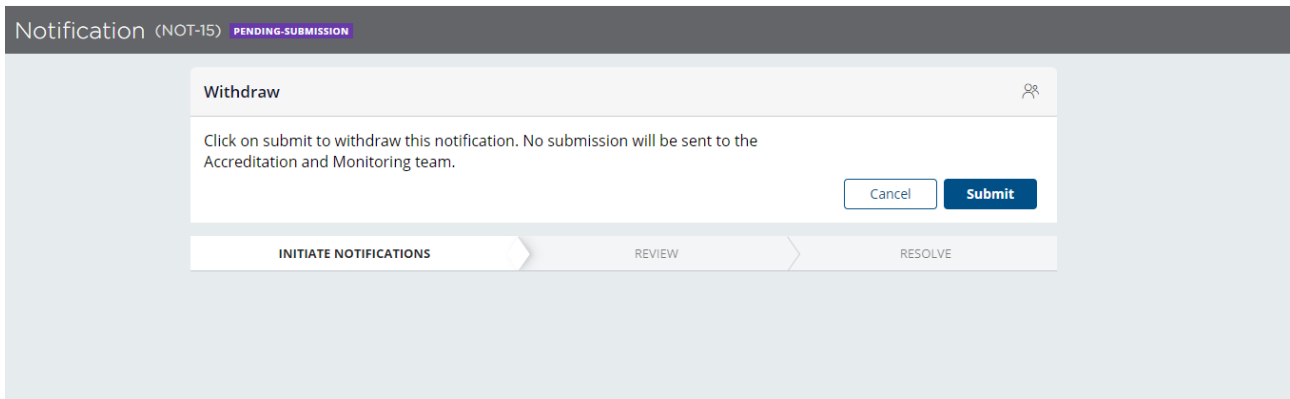
If a notification form is created in error or a placement did not proceed as expected or the notification is not valid, the notification should be Withdrawn.

To withdraw a notification, click on the **Case ID, NOT-XXX** to open the form. Click on the **Actions** drop down menu and select **Withdraw**.

The withdraw screen will be displayed.

Click on **Submit**.

The case will disappear from agency user Work queues and no submission will be sent to the Accreditation and Monitoring team.



The screenshot shows a web interface for withdrawing a notification. At the top, a dark header bar contains the text "Notification (NOT-15) PENDING-SUBMISSION". Below this, a light gray modal window titled "Withdraw" is displayed. The modal contains the following text: "Click on submit to withdraw this notification. No submission will be sent to the Accreditation and Monitoring team." To the right of this text are two buttons: "Cancel" and "Submit". Below the modal, a horizontal progress bar is visible with three stages: "INITIATE NOTIFICATIONS" (which is currently active and highlighted), "REVIEW", and "RESOLVE".

Acting Principal Officers

The [Children’s Guardian Regulation 2022](#) requires that accredited agencies provide written notice of a change to agency details, including a **change to the agency’s principal officer**, within one business day after the change. These changes should be made by updating Contacts via the accreditation portal.

Designated agencies ([Schedule 3, Part 2 s.11](#))

- Principal officer leave or temporary absence

During periods of temporary absence of the principal officer, designated agencies can update Contacts via the accreditation portal to show details of the person appointed to act as principal officer.

Include the dates of acting responsibilities in the Person’s Role field, for example “Acting Principal Officer (29/9/24-28/10/24)”.

Add/Update Accreditation Contact [X]

First name*	Last name*
<input type="text" value="Catherine"/>	<input type="text" value="Jones"/>
Person's role / Position in org*	Phone number*
<input type="text" value="Acting Principal Officer (29/9/24-28/10/24)"/>	<input type="text" value="0255554444"/>
Email*	Contact type*
<input type="text" value="Catherine.Jones@ngo.org.au"/>	<input type="text" value="Principal Officer"/>
PO Type*	WWCC#*
<input type="text" value="SOOHC"/>	<input type="text" value="WWC1111111E"/>

When the principal officer returns from leave, agencies must remember to update Contacts again to show details of the returned principal officer.

TIP: Maintain a register of all occasions when the substantive principal officer is temporarily absent and another person is appointed as acting principal officer for a specified period of time. The register will form supporting evidence of appropriate authorisations of principal officer responsibilities such as carer authorisations and behaviour support plans involving administration of psychotropic medications.

- Principal officer resignation or departure from role

When a designated agency is recruiting a substantive principal officer and in the interim appoints an acting principal officer, update Contacts to show details of the acting principal officer, until such time as a person is appointed to the substantive role of principal officer in an ongoing capacity.

Adoption service providers ([Schedule 5, s.2 \(3\)](#) and [Schedule 5, s.9](#))

The Regulation specifies additional requirements for adoption services.

Adoption services must notify the Children’s Guardian when there is a change to principal officer **and also** whenever a person is **acting** in the role of principal officer of an adoption service.

- Principal officer leave or temporary absence

During periods of temporary absence of the principal officer, adoption services must update Contacts via the accreditation portal to show details of the person appointed to act as principal officer.

Include the dates of acting responsibilities in the Person’s Role field, for example “Acting Principal Officer (3/10/24-2/11/24)”.

Add/Update Accreditation Contact ✕

First name*	Last name*
<input type="text" value="Mary"/>	<input type="text" value="Nash"/>
Person's role / Position in org*	Phone number*
<input type="text" value="Acting Principal Officer (3/10/24-2/11/24)"/>	<input type="text" value="0233332222"/>
Email*	Contact type*
<input type="text" value="Mary.Nash@ngo.org.au"/>	<input type="text" value="Principal Officer"/>
PO Type*	WWCC#*
<input type="text" value="Adoption"/>	<input type="text" value="WWC1222222E"/>

When the principal officer returns from leave, agencies must remember to update Contacts again to show details of the returned principal officer.

TIP: Maintain a register of all occasions when in the substantive principal officer is temporarily absent and another person is appointed as acting principal officer for a period of time specified.

- Principal officer resignation or departure from role

When an adoption service is recruiting a substantive principal officer and appoints an acting principal officer in the interim, update Contacts to show details of the acting principal officer, until such time as a person is appointed to the substantive role of principal officer in an ongoing capacity.

Glossary

Term	Definition in relation to the accreditation portal
Accreditation portal	The accreditation portal is a web-based application developed to support the Office of the Children’s Guardian and agencies accredited to provide statutory out-of-home care or adoption services in NSW.
Dashboard	The landing page after an agency user logs into the portal. The agency dashboard displays the agency’s basic details, head office address (public), agency contacts, team members (agency users), dashboard menu and work queue.
Activity Log	The Activity log records all actions completed by agency users.
Notification	Accredited agencies are required to notify us when the following occurs: <ul style="list-style-type: none"> • First child placement/ service commencement • Placement of a child under 12 years of age in residential care (commencement and ceased) • Death of a child in care
Work queue (Primary Administrators and General users)	List of work items/tasks/assignments requiring action by the agency including work items that have been re-assigned by the Principal Officer and notifications that require amendment or withdrawal.
Work queue (Principal Officer)	List of work items or assignments requiring action by the Principal Officer. Work items include approving notifications, updating program details and application for accreditation renewal.
Principal Officer	The person who has the overall supervision of statutory out-of-home care or adoption services provided by an accredited agency.
Primary Administrator	The person (or position) nominated to be the accreditation portal Primary Administrator has operational responsibility for the portal and is the person we will contact for all portal matters.
Assignment	Work item or task to be completed by the agency.
Case ID	A unique ID reference number which indicates the type of work item, for example, NOT-1822 REN – accreditation renewal NOT – notification V – direct evidence or monitoring assessment AS – accreditation renewal assessment APP – application for provisional accreditation

Case status	<p>New – invitation to renew accreditation</p> <p>Pending agency submission – the case has commenced and is awaiting submission via the accreditation portal, for example, updated program details.</p> <p>Pending AM review or Pending review – the case is awaiting review by the Accreditation and Monitoring team, for example, an application for accreditation renewal or a notification.</p> <p>Pending application submission – an invitation has been sent to the Principal Officer and the case is awaiting submission by the agency, for example, an application for accreditation renewal.</p> <p>Pending-PO approval – a notification is listed in the PO’s work queue for approval prior to submission</p> <p>Resolved-completed – the case requires no further action by the agency</p>
Actions menu	<p>Drop down menu enabling an agency user to:</p> <ul style="list-style-type: none"> ▪ refresh – updates portal with information entered or actions taken ▪ exit – return to the dashboard view ▪ withdraw – a notification ▪ close – returns to the previous page

Contact us

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

For questions about **Notifications** please email us at oohcnotifications@ocg.nsw.gov.au