



Office of the
Children's Guardian

Accreditation Portal Agency user guide

Monitoring

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.

Monitoring

The accreditation portal is used during the monitoring process. Information in this guide will help accredited agencies to provide current Program Details prior to a monitoring assessment.

The Accreditation and Monitoring team will contact the agency to arrange a time to schedule a monitoring assessment.

When the assessment is confirmed, the Principal Officer will receive an automated email requesting the agency provides current Program Details via the accreditation portal within 3 working days of receiving the email.



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 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 screenshot shows the 'Agency Accreditation Portal' interface. On the left, under 'Agency Details', the following information is displayed:

Agency name	Avoca Services Ltd
ABN	43 304 920 597
WWCC employer Id	REG1111111
Accreditation period	3
Accreditation expiry date	07/06/2026

Below this are expandable sections for 'Head office address (public)' and 'Contacts (PO & PA)'. On the right, a 'Work queues' sidebar lists 'Accreditation Renewal', 'Approve Notification', and 'Program Details' (highlighted with a red box). Below the sidebar is a 'Team members' section.

The main content area shows a 'Work queue: Program Details' section with a refresh icon. Below it is a table with the following data:

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

The 'Case ID' column header and the first row of the table are highlighted with red boxes.

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**.

The screenshot shows a 'Reassign work item' dialog box. The question is: 'Do you want to reassign this work item to another user in your agency to complete?'. There are two radio buttons: 'Yes' (selected) and 'No'. Below the question are three buttons: 'Cancel', 'Save', and 'Submit' (highlighted with a red box). At the bottom, a progress bar shows the stages: INITIATE, REVIEW, ASSESS, FINALISE, and RESOLVE.

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**

The screenshot shows a web form titled 'Primary Contact Details' for a 'PENDING-AGENCYSUBMISSION'. The form is part of a 'Visit (v-21)' process. It features a progress indicator at the top with two steps: 'Primary Contact Details' (the current step, indicated by a filled circle) and 'Program Details' (indicated by an empty circle). The main content area is titled 'Program details for onsite assessment (direct evidence)'. It includes an 'Instructions' box stating: 'Please provide primary contact person details for your agency's accreditation process.' Below this, the 'Primary contact person details for your agency' section contains several input fields: 'First name *' (Genevieve), 'Last name *' (Scott), 'Position / Role *' (Primary Administrator), 'Email address *' (ros.lloyd@kidsguardian.nsw.gov.au), and 'Phone number *' (0255556666). At the bottom of the form, there are three buttons: 'Cancel', 'Save', and 'Continue'. The 'Save' and 'Continue' buttons are highlighted with a red rectangular box.

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 *
Statutory out-of-home care - foster care

Remaining: 190 characters

Contact person details for this program

First name * Last name *
Walsh

Position/Role * Email address *
ros.loyd@kidsguardian.nsw.gov.au

Phone number *

Program location address

Address line 1 * Address line 2

Suburb * State *
New South Wales

Postcode * Country
AUSTRALIA

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 *
Statutory out-of-home care - foster care

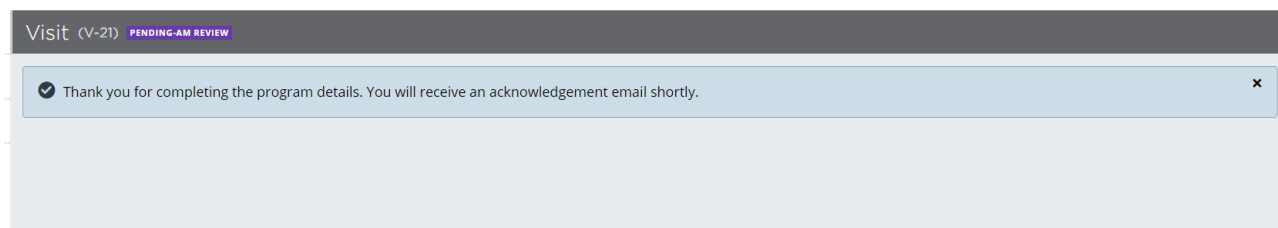
Remaining: 190 characters

Contact person details for this program

First name * Last name *
Walsh

[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 received on 5 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 monitoring visit.

In the meantime, 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

Monitoring assessment

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

On completion of the monitoring assessment the agency will receive a letter from our office setting out the details of the assessment, the assessment findings and where required, a report outlining areas for improvement which may also include a timeframe for the improvements to be completed.

Contact us

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