

# Accreditation Portal Agency user guide Application for provisional accreditation

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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. Organisations seeking to apply for provisional accreditation have temporary access to the portal to submit the application form.

# Purpose of this guide

This guide is to assist organisations seeking to apply for provisional accreditation.

The accreditation portal is used in relation to the following processes:

Step 1: Make an initial enquiry

- Step 2: Submit an application for provisional accreditation
- Step 3: Submit an Evidence Index and indirect evidence

# Application for provisional accreditation

# Step 1 Make an initial enquiry

To apply for accreditation an agency must first contact our office to make an initial enquiry.

Please read carefully the information about applying for provisional accreditation on our website: <u>https://ocg.nsw.gov.au/organisations/statutory-out-home-care-and-adoption/apply-become-accredited-statutory-out-home-care#section-target-3</u>

Expressions of interest in applying for accreditation from non-Aboriginal organisations are placed on a waiting list and we will contact you when we are in a position to assess your application.

Expressions of interest in applying for accreditation from Aboriginal Community Controlled Organisations or Aboriginal Providers should be made through the Accreditation and Monitoring team by emailing <u>accreditation@ocg.nsw.gov.au</u> or calling (02) 8219 3796.

## Completing the initial enquiry online

Your organisation may be asked to complete an initial enquiry form. You will be sent a link to complete the form. When you click on the link the initial enquiry form displays.

Answer the two questions

The full enquiry form will then display.

Applicati	ion enquiry form (ENQ-13) NEW
	This form should be completed only if your organisation is intending to apply for accreditation to provide statutory out-of- home care or adoption services in NSW
ls	s your organisation intending to apply for accreditation to provide statutory out-of- some care or adoption services in NSW? *
0	Yes 🔿 No
Ar	re you a sole trader?*
	Yes O No

**Complete** all required fields: organisation details, head office address, contact details of the person filling in the form. The fields with an \* are mandatory.

	instant and instant
Avoca Services Ltd	Avoca Care
Australian Business Number (ABN) *	
43 304 920 597	ABN Lookup
Australian Business Name will	
on ABN Lookup	
Indigenous Corporation Number (ICN) ③	
Optional	
Service type your organisation is intending to	provide •
Statutory out-of-home care - foster care	
Statutory aut of home care , preidential care	
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To save the form to complete later click on **Save**.

When you are ready to submit initial enquiry form, click on **Submit**.

Cancel	Save Submit

An automated confirmation email will be sent to the agency including a PDF of the completed enquiry form.

After we have reviewed the enquiry, the Accreditation and Monitoring team will contact the agency to discuss the next steps.

## Step 2 Submit an application for provisional accreditation

Following discussion with the agency, if the agency is eligible and has decided to proceed, an automated email will be sent to the person nominated to be the agency's Principal Officer, inviting the agency to submit an application for provisional accreditation.

New App	olication Invitation
Dear Princip	al Officer
Thank you fo out-of-home	or your enquiry about accreditation by the NSW Children's Guardian to provide statutory care or adoption services in NSW.
If your organ form with be <b>working day</b>	isation has decided to proceed in an application for accreditation, please complete the low details and attached pdf copies for documents listed in the form <b>within the next 10</b> /s
Please click	here and use below credentials to submit the application.
User ID : A	CC_32eWspe6oS
Password :	veYi19KFkxT4
Before you o	commence the application form, please refer to the relevant fact sheet <u>here</u>
There is mor	e information about accreditation on our website pages here
lf you would Monitoring te	like to speak with someone about your application, please call the Accreditation & eam on (02) 8219 3796 or email accreditation@kidsguardian.nsw.gov.au

The email contains a link to the accreditation portal and guest log-in credentials to complete and submit the application form. The guest log-in credentials can alternatively be provided to another staff member to complete the application form on behalf of your organisation.

#### Completing the application form

Click on the **Start** button to begin the application.

Office of the Children's Guardian		$(\mathfrak{D})$
	Welcome	
	welcome	
	Please complete and submit the application form by clicking on start button.	
	Start	

There are instructions for completing the form on the landing page.

The application form is pre-populated with information provided by the agency at the initial enquiry.

The application form includes 5 sections.

After completing each section Click on **Continue**.

To save and return later, Click on **Save.** Click the **Actions** drop down at the top right of the screen and select **Exit.** 

When logging in again with the Guest credentials the application form will return to the point it was saved.

Office of the Children's Guardian				<u> </u>
New Application (APP	-8) <b>PENDING-APPLICATION SUBMISSION</b>			Actions ~
Instructions & Undertaking	Organisation Identification & Contact Details	Organisation Type & Other Service Types	Program Profile	Attachments
Instructions:				
The NSW Office of the Children services in NSW. The OCG also	's Guardian (OCG) accredits organ monitors designated agencies and	iisations which provide, or wish to d adoption service providers' com	provide, statutory out-of-home pliance with the Children's Guar	care (OOHC) and adoption rdian Act 2019.
Before completing this form, pl www.kidsguardian.nsw.gov.au) information is a serious offer	ease refer to the Statutory OOHC and contact the Accreditation tea <b>ice</b> .	and Adoption Accreditation Appli m at the OCG who will assist you	cation Packages (available from with the application process. <b>Giv</b>	ving false or misleading
An email confirmation & copy c	of the completed form will be sent	to the person completing this for	m and the Principal Officer we h	nave on record.
If you would like to speak with s accreditation@kidsguardian po Cancel	someone about the form, please o	call the Accreditation & Monitoring	g team on (02) 8219 3796 or ema	ail Save Continue

#### Nominating a Primary Administrator

The agency is required to nominate a Primary Administrator as part of the application for provisional accreditation.

The person (or position) nominated to be the agency's accreditation portal Primary Administrator will have operational responsibility for the portal and will be the person we will contact for all accreditation portal matters.

### Attachments

To add **attachments** in Section 5

Click the boxes next to the documents to be attached

Documents required:

- 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 (if applying for adoption service type)

#### Click Attach documents

Instructions & Undertaking     Organization identification &     Organization identification &     Organization identification &     Instructions & Undertaking     Instructions & Undertaking </th <th>Application (APP-10)</th> <th>PENDING-APPLICATION SUBMISSION</th> <th></th> <th></th> <th></th> <th></th> <th></th>	Application (APP-10)	PENDING-APPLICATION SUBMISSION					
Match Documents         Name       Uploaded By       Uploaded Date         Is attachments         The following documents must be attached to complete the application submission         Document name         Occument name         Image: Copy of the organisation's structure		Instructions & Undertaking	Organisation Identification & Contact Details	Organisation Type & Other Service Types	Program Profile	Attachments	
Name     Uploaded By     Uploaded Date       No attachments		Attach Documents					
		Name	Uploaded By	Uploaded Date			
Documents must be attached to complete the application submission         Document name         Image: Copy of the organisation's business registration certificate         Image: Copy of the organisation's structure         Image: Copy of the organi							
Document name       Image: Copy of the organisation's business registration certificate       Image: Copy of the organisation's structure       Image: Copy of the organisation's charitable or non-profit status (if applying for adoption service type)		No attachments					
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The Attach files(s) screen will be displayed

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

They will be listed below

Click Attach

Attach file(s)			×
	Drag and drop files he or Select file(s)	ere	
Name *	File	Category	l
Business Registration cert	Business Registration certificate.docx	Application Document V	I
Current service agreemen	Current service agreement.docx	Application Document V	I
Map of organisation's stru	Map of organisation's structure.docx	Application Document V	I
			•
Cancel		Attach	

The documents will be listed Click **Finish** 

Office of the Children's Guardian	n					
New Applicatior	$\gamma$ (APP-8) pending-application submission	N				Actions ~
	Instructions & Undertaking	Organisation Identification & Contact Details	Organisation Type & Other Service Types	Program Profile	Attachments	
	Attach documents					
	Name	Uploaded by		Uploaded date		
	Map of organisation's structure	Guest User		23/04/2020		
	Current service agreement	Guest User		23/04/2020		
	Business Registration certificate	Guest User		23/04/2020		
	The following documents m Docume Copy of t App of t Proof of	ust be attached to comple int name the organisation's business registration he organisation's structure of the current or pending service level ag organisation's charitable or non-profit :	te the application submission certificate reement/contract/funding agreement tratus (if applying for adoption service type)			
Back dc1wpegat3.govnet.nsw.gov	.au:8080/prweb//!STANDARD?pzPostD	ata=-16			(	Save Finish

The application form is automatically submitted to the Accreditation and Monitoring team for review.

The following message displays:



Click on the head icon at the top right of the screen and select **Log-off**. The temporary account used to log-in and complete the application form will then expire.

An automated confirmation email will be sent to the person completing the application and the Principal Officer The email includes a PDF of the completed application form.

After we have reviewed the application form, we will contact the agency to discuss the next steps in the accreditation process.

# Step 3 Submit an Evidence Index and indirect evidence

#### Submission due date

A member of the Accreditation and Monitoring team will contact the agency's Principal Officer as nominated on the application form, to discuss and agree on a date for submission of indirect evidence.

An automated email will be sent to the agency 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 <u>here</u>.

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 <a href="mailto:accreditation@kidsguardian.nsw.gov.au">accreditation@kidsguardian.nsw.gov.au</a>

#### Receipt of Evidence Index and indirect evidence

After the agency submits its Evidence Index and indirect evidence to the Accreditation and Monitoring team, an automated email is sent to the agency to confirm the date the Evidence Index and indirect evidence was received.



# Next steps

The agency's indirect evidence is assessed against accreditation criteria and relevant legislation.

The Accreditation and Monitoring team will provide a feedback report to the agency. The report outlines areas where accreditation criteria and legislation are met and areas where further information is required. We will discuss with the agency timeframes for the submission of additional indirect evidence if required.

The Accreditation and Monitoring team draft a report with a recommendation regarding the agency's compliance with accreditation criteria and legislation. The Children's Guardian makes the final decision regarding provisional accreditation.

# Access to the accreditation portal

The Accreditation and Monitoring team will contact the agency regarding the outcome of the assessment. If the Children's Guadian grants provisional accreditation, we will confirm details of the agency's nominated Primary Administrator so that access to the accreditation portal can be provided.

An automated confirmation email will be sent to the Primary Administrator. The email includes a link to access the accreditation portal and login credentials (user ID and temporary password). When logging into the portal, the user is prompted to enter a verification code sent to their email, providing access to the portal.



After logging in with the initial (temporary) password the Primary Administrator is required to re-set their password. Passwords must follow the password rules as outlined in the email.

Further information about these rules are located in the Accreditation portal agency user guide - general – Password management

The user ID is prefixed with the agency's accreditation number and includes a dash, surname and first name initial e.g. ACC0123-surnamef

See the Accreditation portal agency user guide – general for instructions on how to:

- 1. Create agency user accounts and assign access roles
- 2. Manage and update agency user account information
- 3. Update agency information
- 4. Lodge notifications
- 5. Manage workflow via work queues

## Contact us

If you have questions about applying for provisional accreditation, please email the Accreditation and Monitoring team, <u>accreditation@ocg.nsw.gov.au</u> or call us on (02) 8219 3796.