



Office of the  
Children's Guardian

# Accreditation Portal Agency user guide

## Application for provisional accreditation

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. 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: <https://ocg.nsw.gov.au/organisations/statutory-out-home-care-and-adoption/apply-become-accredited-statutory-out-home-care#section-target-3>

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

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

Is your organisation intending to apply for accreditation to provide statutory out-of-home care or adoption services in NSW? \*

Yes  No

Are you a sole trader? \*

Yes  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.

## Organisation details

Organisation name (legal entity) \*

Avoca Services Ltd

Trading as name

Avoca Care

Australian Business Number (ABN) \*

43 304 920 597

ABN Lookup

Australian Business Name will be displayed here after clicking on ABN Lookup

Indigenous Corporation Number (ICN) ?

Optional

Service type your organisation is intending to provide \*

Statutory out-of-home care - foster care

Statutory out-of-home care - residential care

Adoption services - domestic

Adoption services - intercountry

## Head office address

Address line 1 \*

93 James Street

Address line 2

Optional

Suburb \*

Avoca

State \*

New South Wales

Postcode \*

2251

Country

AUSTRALIA

## Contact details of the person filling in this form

First name \*

Margaret

Last name \*

Tant

Position / Role \*

Principal Officer

Phone number \*

55556666

Email \*

ros.lloyd@kidsguardian.nsw.gov.au

Enquiry message

Enquiry is regarding becoming an accredited foster care provider.

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.



Office of the  
Children's Guardian

### New Application Invitation

Dear Principal Officer

Thank you for your enquiry about accreditation by the NSW Children's Guardian to provide statutory out-of-home care or adoption services in NSW.

If your organisation has decided to proceed in an application for accreditation, please complete the form with below details and attached pdf copies for documents listed in the form **within the next 10 working days**

Please click [here](#) and use below credentials to submit the application.

**User ID** : ACC\_32eWspe6oS

**Password** : veYi19KFkxT4

Before you commence the application form, please refer to the relevant fact sheet [here](#)

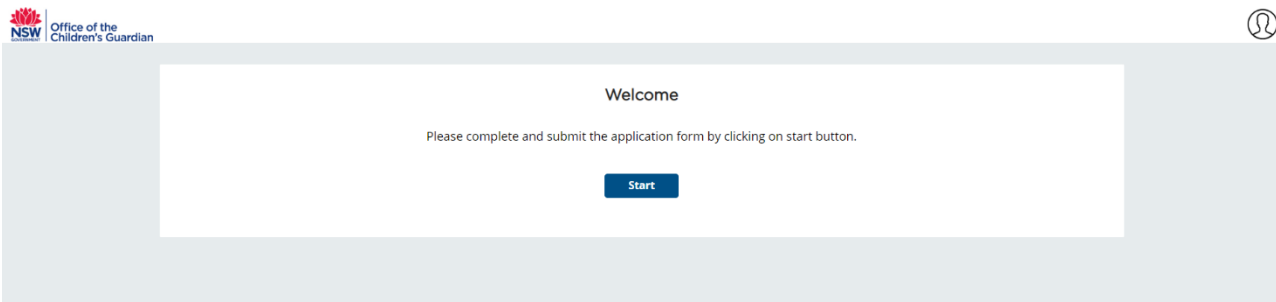
There is more information about accreditation on our website pages [here](#)

If you would like to speak with someone about your application, please call the Accreditation & Monitoring team on (02) 8219 3796 or email [accreditation@kidsguardian.nsw.gov.au](mailto: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.



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

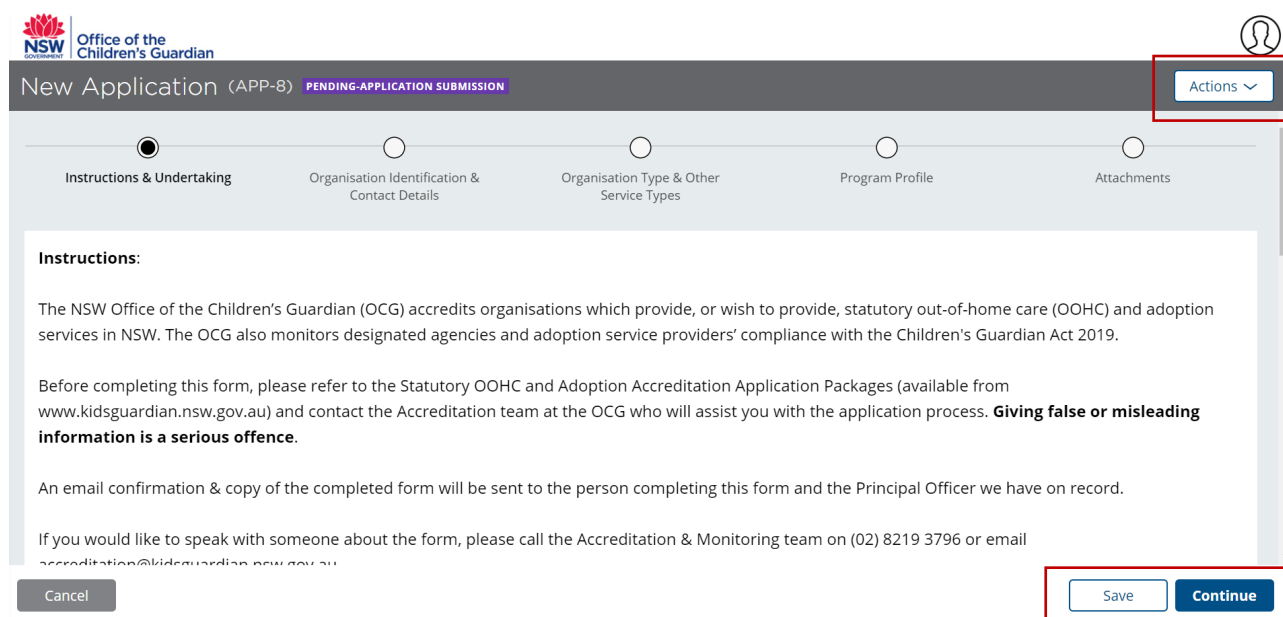
The application form is pre-populated with information provided by the agency at the initial enquiry.

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.



## 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**

The screenshot shows the 'New Application' interface for the Office of the Children's Guardian. The 'Attach Documents' step is active, and the 'Attach Documents' button is highlighted with a red box. Below the button, a table lists the required documents with checkboxes. The first three checkboxes are checked, and the last one is unchecked. The 'Attach Documents' button is also highlighted with a red box.

| Name   | Uploaded By | Uploaded Date   |
|--|-------------|---|
| No attachments   |             |   |
| <b>The following documents must be attached to complete the application submission</b> |             |   |
| 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) |

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 here

or


Select file(s)

| Name *                     | File                                   | Category               |   |
|----------------------------|--|------------------------|---|
| Business Registration cert | Business Registration certificate.docx | Application Document ▾ |  |
| Current service agreemen   | Current service agreement.docx         | Application Document ▾ |  |
| Map of organisation's stru | Map of organisation's structure.docx   | Application Document ▾ |  |

Cancel

Attach

The documents will be listed  
Click **Finish**


?

New Application (APP-8) PENDING-APPLICATION SUBMISSION 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 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) |

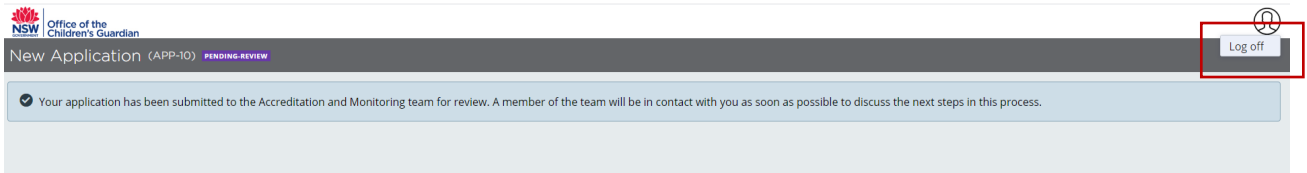
Back

Save
Finish

jc1wpegat3.govnet.nsw.gov.au:8080/prweb/.../STANDARD?p2PostData=-16...

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.



Office of the  
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## 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:

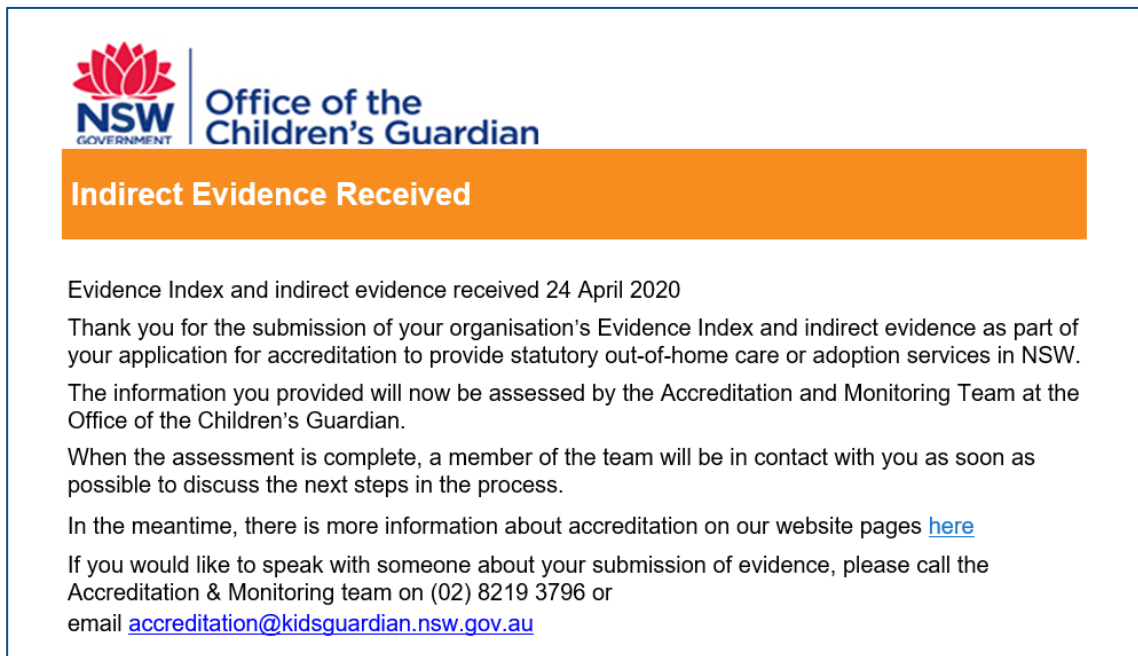
Accreditation & Monitoring  
NSW Office of the Children's Guardian  
Locked Bag 5100  
Strawberry Hills NSW 2012


More information about preparing your organisation's Evidence Index and indirect evidence is available [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)

## 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.



 **Office of the Children's Guardian**

### Indirect Evidence Received

Evidence Index and indirect evidence received 24 April 2020

Thank you for the submission of your organisation's Evidence Index and indirect evidence as part of your application for accreditation to provide statutory out-of-home care or adoption services in NSW. The information you provided will now be assessed by the Accreditation and Monitoring Team at the Office of the Children's Guardian.

When the assessment is complete, a member of the team will be in contact with you as soon as possible to discuss the next steps in the process.

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)

## 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.



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, [accreditation@ocg.nsw.gov.au](mailto:accreditation@ocg.nsw.gov.au) or call us on (02) 8219 3796.