



Statutory out-of-home care

Accreditation of statutory out-of-home care providers in NSW

Accreditation is the process of evaluating the performance of statutory out-of-home care providers and certifying that standards have been met to the level required.

What is accreditation?

Accreditation helps statutory out-of-home care agencies look more closely at how they provide services and whether they meet current standards of good practice. Accreditation can help agencies recognise if there is a need for change or improvement in their services.

The accreditation process provides a formal framework based on accepted standards for service delivery. Undergoing accreditation can help agencies to:

- have a common understanding of good practice
- work towards quality improvement
- make systematic judgements about performance against standards
- encourage greater scrutiny of outcomes and quality by service users.

Standards establish what is expected of service providers in relation to quality and effectiveness of services. Accreditation and quality improvement is the process of evaluating the performance of statutory out-of-home care providers and certifying that standards have been met to the level required.

Why does out-of-home care need accreditation?

Children and young people who need to be placed in out-of-home care experience many different levels of service. Going into care can be an uncomfortable, scary or even traumatic time for children and young people, at a time when they are at their most vulnerable.

Some children and young people find out-of-home care improves their lives by helping them to escape abuse and neglect. Others find being in care a frustrating and tough time, making it difficult for them to get on with their lives.

The Children's Guardian's accreditation process encourages agencies to focus their work on meeting the needs of these children and young people.

Agencies must be accredited by the Children's Guardian to provide statutory out-of-home care. These agencies are known as designated agencies. Here is a list of designated agencies in NSW.

How does my agency get accreditation?

All the information and resources you will need to apply for accreditation can be found on the Application package page of this website.

Together, your agency and the Children's Guardian will work to provide out-of-home care that promotes the best interests and rights of children and young people.

Application package

Resources for agencies applying to enter the accreditation program.

Find out more >>

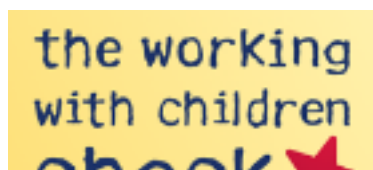
Allegations of serious misconduct

All agencies must notify the Children's Guardian in writing each time an allegation of sexual misconduct or serious physical assault against a child or young person in statutory out-of-home care is received.

Download the notification form (DOCX 122.2KB)

Do you need a Check?

Authorised carers and their adult household members must have a valid Working With Children Check.





Need help?

For complaints or concerns about an individual child, contact: **NSW Ombudsman**

Phone: 02 9286 1000

www.ombo.nsw.gov.au

For complaints or concerns about an **NDIS provider**, contact the NDIS Quality and Safeguards Commission on 1800 035 544

Child Protection Helpline: 132 111 (TTY 1800 212 936) for the cost of a local call, 24 hours a day, 7 days a week

Kids Helpline: 1800 551 800 (free)