



RO Reporting

Frequently Asked Questions

Note: This FAQ applies only to individuals who have been provided access to the Registrable Offender (RO) Online Reporting Portal. The portal is not publicly accessible and can only be accessed via a secure link issued directly to authorised users.

Q: Do I have to use the Online Reporting Portal?

A: Yes. The Online Reporting Portal is the authorised method for submitting your review. Submissions sent via email will not be accepted.

Q: Can I still report my changes in person?

A: No. You must use the Online Reporting Portal to continue to meet your reporting obligations.

Q: How do I log in to the Online Reporting Portal?

A: You will receive an email containing a link to access the Online Reporting Portal. To log in, click the link provided in the email and enter your name and email address. A one-time passcode (OTP) will then be sent to your email. Enter the passcode, then select 'Start or resume report'. Once the portal opens, the reporting form will load, and you may begin your Annual Review or Post-Custodial Review reporting.

Q: How do I report changes?

A: You can report changes through the secure online portal by logging on and completing the appropriate section(s). Ensure you complete all required fields.

Q: Can I save my progress and finish the form later?

A: Yes. You can save your progress and close the form at any time. Each online session will automatically end after two hours of inactivity. You can resume your draft report using the link provided in the email from ANCOR.

Please note that draft reports are automatically deleted after four weeks.

Q: Can someone assist me in completing the online form?

A: Yes. If you require assistance, another person may support you. Please ensure that they complete the 'Support Person' section at the beginning of the form under 'Special Needs'.

Q: What happens if I don't report a change in time?

A: If you fail to comply with your reporting obligations, it is an offence under Section 44 of the Act.



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Q: What happens if I provide false or misleading information?

A: Providing false or misleading information is an offence under Section 45 of the Act.

Q: Who has access to the information that I have submitted?

A: Your report is secure and is only viewed by authorised members of South Australia Police.

Q: Will I receive a receipt for reporting online?

A: Upon successful submission of your report, a confirmation email will be sent to you. You will also be provided with the option to download a PDF copy of your submitted report for your records.

Q: When will I receive a response to my submission?

A: After submitting your report through the portal, a submission reference number (e.g. DPSXXXX) will appear on the screen. This confirms that your submission has been received and is under review. The reference number will also be sent to your email or phone.

Phone: 1800 766 255
Between 07:00am and 3:00pm
Monday – Friday (excluding public holidays)

Email: SAPOL.ancor@police.sa.gov.au