

Certification Audit

This audit is directed to providers that offer complex or higher-risk supports. Providers are assessed against the NDIS practice standards. To learn more about practice standards, click [here](#).

Providers are assessed against the NDIS Practice Standards which may include assessment against the core module and any supplementary module relevant to the types of support they deliver.



What is the process for a Certification Audit?

- 1 Apply for Registration - NDIS Commission**

To register, you will need to visit the NDIS Website [here](#). Upon completing the registration, you will receive an “Initial scope of audit” via email.
- 2 Request a Quote from GCC**

Fill out the quote request form [here](#), and a GCC representative will contact you and walk you through the process and audit costs.
- 3 Prepare your documents & confirm the audit date**

GCC will provide you with a checklist to assist with your audit preparation. You will need to prepare your documents to meet the NDIS Practice Standards and required qualifications specific to your registration groups. You can also ask your NDIS Coordinator any questions you may have. The NDIS Practice Standards are available on the NDIS Commission’s website [here](#). You will be offered a potential audit date when the checklist is provided based on the next availability. If the date suits you, please confirm this with your NDIS Coordinator ASAP.
- 4 Stage 1 Audit**

Your auditor will review the self-assessment provided during the application along with your policies/procedures showing how you meet the Practice Standards and Quality Indicators. The stage 1 audit is completed as a remote desktop audit to review the documentation provided.
- 5 Stage 2 Audit**

Stage 2 is an onsite audit that includes document review, observations, evaluations of the implementation of systems, interviews with staff and interviews with participants that consent to participate.
- 6 Submission to the NDIS Commission**

After the audit is complete and your auditor has finalised their report, this will undergo a technical review by our technical team before being submitted to the NDIS Commission. If major non-conformities were identified during the audit, a further follow-up audit would be required within 90 days to close the non-conformity.
- 7 Audit Report**

After the submission of the report to the NDIS Commission, you will receive a copy of your final audit report for your records and a link to GCC’s Certification Mark download portal.
- 8 Registration Decision**

The NDIS Commission will notify you about the outcome of your registration. Note that the NDIS Commission does not give a timeframe for approval as every application is different. To follow up on the status of your application, you will need to contact the NDIS Commission directly.

How can you prepare for your Certification Audit?

The NDIS Commission provides resources to assist you with the preparation for a certification audit. Moreover, GCC will provide you with a pre-audit checklist and a qualifications guide with compliance requirements.

Core Module

Covers the provider’s rights & responsibilities, governance & operational management, the delivery of supports & the environment in which supports are delivered.

Supplementary Modules

Include: High-Intensity Activities, Specialist Behaviour Support, Early Childhood Intervention, Specialised Support Coordination and Specialist Disability Accommodation

Which Modules are applicable to me?

Your “Initial Scope of Audit and Self-Assessment summary” provided by the NDIS lists this.

What are the NDIS Practice Standards?

The Practice Standards specify the quality standards each provider must meet as a requirement of being registered. The most up-to-date information about the NDIS Practice Standards can be found [here](#).

