

# NDIS Registration

Completing your NDIS audit is the first step on your NDIS registration journey. The NDIS Commission makes the final decision to approve an application and grant registration.

Depending on your audit, there will be certain actions you will need to follow in order to maintain your registration; this depends on the risk of the supports you are providing.

## How to maintain your registration?

### 1 Verification Audit

To maintain your registration, you are required to undergo an audit every 3 years to renew your registration. Contact us once you have lodged the renewal application so we can arrange a quote and plan your audit. Note that you will be able to complete the online renewal application 6 months prior to your registration expiry date.

### 2 Provisional Audit

After your registration is approved, check your registration certificate carefully for any conditions that have been applied. Some providers receive a condition requiring another audit within 3 months of beginning service delivery, known as a Remaining Elements of Certification audit (REC Audit). Not all providers receive this condition, so it is crucial that you read your registration certificate carefully and contact GCC if you have received this condition on your registration. A midterm audit is also required 18 months after your registration approval date, and the due date is listed on your certificate of registration.

### 3 Certification Audit

To maintain your registration, you are required to undergo a midterm audit 18 months after your registration approval date. Your midterm audit can be completed up to 6 months prior to the due date. Contact GCC 6 months prior to your midterm due date to begin the planning process for your audit in advance. Starting the process early means it's more likely that you will be able to secure the date and auditor you prefer.

### 4 Mid-Term Audit

After your midterm audit, your next scheduled audit will be your recertification audit to renew your registration. Contact us once you have lodged the renewal application so we can arrange a quote and plan your audit. Note that you will be able to complete the online renewal application 6 months prior to your registration expiry date.

## Is there any additional fee to “register” once the NDIS audit is complete?

The NDIS Commission does not charge a fee for registration. After the audit is complete, there will not be any further fees until your next audit which may include an out-of-cycle audit.

## When can I provide services to NDIA-managed participants?

You can only provide services to NDIA-managed participants once the NDIS Commission has approved your application and sent you a certificate of registration. Unfortunately, GCC can not comment on how long it will take to receive an outcome on your application or follow up with the Commission on your behalf. Once the audit report has been submitted, the NDIS Commission will assess the application in line with their internal processes. To track the status of your application, you can contact the NDIS Commission directly at 1800 035 544.

## Do I need insurances to maintain my registration?

You will need to hold the relevant insurance to comply with the NDIS Practice Standards and Quality Indicators as a requirement for maintaining your registration. It is the provider's responsibility to ensure they are adequately insured. Public liability insurance is a mandatory requirement; however, additional insurance may be required depending on the scope of your services. There is no specified cover amount, and providers should contact their insurance company or broker for further advice.

## I am an unregistered provider - what are my obligations?

An unregistered provider can offer services to self-managed and plan-managed participants. If you are an unregistered provider, you will still need to meet certain requirements and ensure you follow the NDIS Code of Conduct. Anyone can make a complaint to the NDIS Commission about a provider or worker, regardless of registration status.

