

# Re-Certification Audit

When your registration is due to expire, you will need to undergo a Re-Certification audit to renew your registration. A registration cycle for NDIS providers is 3-years long. Your registration expiry date is located on your certificate of registration received by the NDIS Commission and in your provider portal (PRODA). You will also receive a reminder from the NDIS Commission approximately 6 months prior to your expiry date with instructions on how to complete the renewal application in the portal.



## What is the process for a Re-Certification Audit?

- 1 Complete the renewal application in the NDIS Portal**  
You will be able to complete your renewal application online no earlier than 6 months prior to your registration expiry date.
- 2 GCC will provide you with a quote**  
You will receive an *"initial scope of audit"* document when you submit your renewal application. Please send this document to our team at [ndis@gccertification.com](mailto:ndis@gccertification.com)
- 3 Prepare for your audit and schedule an audit date**  
Our operations team will reach out to you to schedule a date for your audit. We will work with you to find a suitable audit date.
- 4 Complete your audit and report**  
Once your audit has been completed successfully, your audit report will be submitted to the NDIS Commission, and a copy will be sent to you for your records.

## What does the Re-Certification audit consist of?

Re-certification audits occur in two parts, as a stage 1 and a stage 2 audit:

The stage 1 audit consists of a review of the self-assessment provided during the application, along with your policies/procedures showing how you meet the Practice Standards and Quality Indicators. Your auditor will verify if there have been any changes to your documented system and review any previous non-conformities from your last audit. The stage 1 audit is completed as a remote desktop audit to review the documentation provided.

The stage 2 audit consists of an onsite visit that may include all or any of the following depending on the type of business: review of documents; observing workplace practices; evaluating systems and processes; interviews with employees and/or interviews with participants. The objective of the stage 2 audit is to verify the implementation of your system.

### What happens if I don't complete my Re-Certification audit by the due date?

If you don't complete a renewal application prior to your registration expiry date, your registration will automatically expire, and you will not be able to claim NDIA payments for services provided. If you have lodged an application but do not undertake your audit, you may be in breach of the conditions of your registration and the NDIS Commission may decide to take enforcement action.

### When will I receive my updated certificate of registration?

The NDIS Commission will notify you about the outcome of your registration renewal. 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.

### Why do I have to undergo another audit, and will the Re-Certification audit be as detailed as the first audit?

As the NDIS Commission's registration cycle is 3 years long, when your registration is due to expire, you are required to undergo another audit to renew your registration for another 3 years. While another audit requires time and preparation, it is a great opportunity to assess how your business is going and if there are any improvements you can make. GCC's auditors are highly experienced in the industry and can provide valuable feedback to help improve your business and help you succeed in the future. The Re-Certification audit is a full assessment against the relevant NDIS Practice Standards and Quality Indicators.



[www.gccertification.com](http://www.gccertification.com)

[Learn More](#)