Verification Audit

Verification audits are required where a provider is delivering supports that are lower complexity or supports that require providers to be registered with a professional body as a requirement of doing business, e.g. AHPRA registration or membership to a professional association. A verification audit is a desktop document review of policies/procedures and verifying the relevant qualifications of providers. There are 24 registration groups that fall under the verification audit pathway. For a complete list click here.

Verification-level providers will need to engage a quality auditor to complete a desktop audit which will be conducted remotely. This registration is valid for 3 years.

What is the process for a verification audit?

1

Complete the online application form
To register, you will need to lodge an application through the NDIS Commission's applications portal here. Upon completion of the application, you will receive an "Initial scope of audit" document via email.

2

Request a Quote from GCC
Fill out the request form here, and a GCC representative will contact you to explain the process and audit costs.

3

Prepare your Documents
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 Verification Module and the required qualifications specific to your registration groups. You can also ask your NDIS Coordinator any questions you may have.

4

Confirm your audit date
In addition to the checklist to assist with your audit preparation, you will also be provided with an audit booking form. When you have prepared your documentation and you are ready to proceed, please complete the audit booking form and return this to your NDIS Coordinator to arrange an audit date.

5

Undertake your Audit
Share your documents with your auditor prior to the audit date. If there are any documents missing, you will have 7 days to provide any additional documents to your auditor.

6

Submission to the NDIS
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. You will also receive a copy of your final report by email, along with a link to access GCC's Certification Mark.

7

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.

What evidence do you need to provide?

You will need to demonstrate how you meet the NDIS Practice Standards and Quality Indicators within the Verification Module. You will need to provide 100 points of ID for key personnel, relevant qualifications specific to your registration groups, business insurance and your policies/procedures to meet the Practice Standards.

Risk Management

Risks to participants, workers and the provider are identified, recorded and managed.

Complaints Management

Each participant has knowledge of and access to the provider's complaints management and resolution system. Complaints are welcomed and well-managed.

Incident Management

Each participant is safeguarded by the provider's incident management system, ensuring that incidents are acknowledge, respond to, well-managed and learned from.

Human Resource Management

Each participant's support needs are met by workers who are competent in relation to their role, hold relevant qualifications, and have relevant experience.