

## National Disability Insurance Scheme Practice Standards Certification Assessment Services

To achieve registration as an NDIS provider, the NDIS Commission requires assurance that certain standards of quality and safety in the delivery of services and supports are met.

The certification program operates over a three-year cycle that encourages organisations to focus on continuous quality improvement and organisational learning.

### Stage 1 Audit

This is a review of your NDIS provider registration application or renewal self-assessment responses, documents you have uploaded to the Commission's system, and any prior certification or verification outcomes. This process is conducted off-site.

The Audit Team will determine your organisation's readiness to proceed to the Stage 2 certification audit. Your organisation will be provided with advice on areas of potential nonconformity with the Standard that should be addressed prior to the Stage 2 audit.

### Stage 2 Audit

The Audit Team will review your policies, procedures and records, conduct interviews with board, management, staff, participants and other stakeholders as appropriate and observe the conduct of activities onsite.

If you operate across a number of sites, the sites to be visited will be agreed prior to the commencement of the Stage 2 audit.

At the conclusion of the on-site audit the findings will be presented to your organisation's management and other interested parties (e.g. staff and participants), in relation to conformity with the Standard's requirements.

### Corrective Action Planning

The Lead Auditor will explain what follow-up action is required to develop a corrective action plan and 'close out' on any nonconformity at the closing meeting.

### Recommendation

IHCA Certification will provide a written report to your organisation, prior to submitting to the Commission. Following completion of our quality assurance processes, we will make a recommendation to the Commission for consideration in making the registration determination.

### Mid-cycle Surveillance Audit

An onsite surveillance audit will be undertaken at around 18 months after your NDIS registration has been approved by the NDIS Commission. This audit is to ensure that your organisation's work practices are being maintained and reviewed to ensure continuous quality improvement. A report will be provided to you with feedback regarding the results of these audits.

### Cost of Certification

The cost of each audit varies depending on your registration groups, the number of participants you have, and the number of sites you deliver services at. We will provide you with a comprehensive quote based on your Initial Scope of Audit.

### Further information

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*Should you wish to proceed to a formal quotation and schedule your certification assessment, please contact us*

**Freecall** 1800 035 033    Level 1  
ph 07 3844 2222    73-77 Russell Street  
PO Box 5582  
WEST END QLD 4101

certification@ihcac.com.    [www.ihcac.com.au](http://www.ihcac.com.au)

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