

Audit & Renewal Handbook



Renewal Handbook

What information does this Handbook cover?

- Section 1** What is the renewal process and what does it require?
- Section 2** Audits Overview
- Section 3** Certification & Verification Audits
- Section 4** What you will receive from Healthcare Consulting

People who are living with a disability lead diverse lives. **No two people are the same**, which is why every individual requires tailored support and services.

Any support or service you offer in the disability sector aims to **promote the health, wellbeing, safety and independence of participants**. The NDIS Commission will routinely check a providers ability to provide this type of care during their registration renewal.

1 What is the renewal process, and what does it require?

1. The NDIS Certification registration requires you to undergo a mid-term audit every 18 months between every 3 year recertification (renewal) audit and is an important step to maintain your provider registration.
2. When renewing your NDIS registration it is an ideal time to review your scope of services and consider any additional supports or services you might like to add. When completing the renewal application, you can add or remove any registration groups from your scope. It is also important to ensure all information is up to date including key personnel details, the head office address and any outlet addresses. If there have been changes to the above information, you can update this when completing the renewal application.
3. To apply to renew your registration, an online application must be submitted to the NDIS Commission. After which, you will receive a new Initial Scope of Audit.
4. Once your application has been submitted, you will need to engage an Approved Quality Auditor to undergo your mid-term audit, also referred to as the 18 month renewal - this must be no later than your scheduled mid-term audit date (refer to your Initial Scope of Audit)



Do I need to renew my registration?

If you are a registered provider and have completed your mid-term audit, every 3 years following your mid-term audit you will need to submit a renewal of registration with the NDIS Commission and undergo another audit to maintain your provider registration.

To ensure your registration does not lapse, you will need to submit your application and engage an Approved Quality Auditor prior to the end date for which the registration is in force, this date is located in your Initial Scope of Audit.

We strongly encourage you to begin the renewal process 12-15 months from your registration date.

Why do I need to renew my registration?

If you do not renew your registration, you may risk not being able to work with certain participants, this is because you will no longer be able to work with NDIA-managed participants. It is extremely important to maintain compliance with the NDIS Commission, legislations and practice standards in order to continue providing services.

Important things to note

Renewal will be required every three years and must be conducted prior to expiration of certification but no earlier than six (6) months before the registration renewal date. If it is not completed and processed within the required timeframe, your certification will no longer be valid.

Extensions and/or changes to these timeframes will only be granted at the discretion of the NDIS Commission. In preparation for this stage 1 audit, it is required to complete self-assessment responses indicating any variation or changes that have occurred since your previous self-assessment/application.

Renewal Handbook

2 Audits Overview

Audits can be conducted in 2 parts – Stage 1 is a desktop document review that is completed remotely, and Stage 2 is an onsite visit to your location to assess how you are implementing the service.

Why is the audit required and what will happen?

The audit will assess how you are meeting the NDIS Practice Standards and Quality Indicators relevant to your scope, and involves your auditor assessing your documented systems, interviews with staff and participants as well as file reviews to witness how the services are being implemented.

Surveillance / Mid-term audit

A mid-term audit must commence no later than 18 months after the registration approval date.

Mid-term audit applies to all providers delivering Certification services except where:

- The provider is an individual or partnership and registered for early intervention supports for early childhood only or;
- The provider is registered for Specialist Disability Accommodation (SDA) only or;
- A transitioned provider.

What is an 'Out of Cycle' Assessment?

If you have changes to your service delivery, additional registration groups or changes to sites will usually be assessed at the next audit. However, occasionally, it may be necessary to conduct an "extension to scope" audit to assess these before your next scheduled audit.

At times the NDIS Commission may request an additional "out of cycle" assessment. These audits may be short notice or unannounced and may cover a specified component or all of the applicable NDIS Practice Standards as directed by the NDIS Commission.



3 Certification and Verification Audits:

There are two types of audit you will undergo when you are renewing your registration, or registering your business for the first time. The type of audit you will need to undertake reflects the specific types of services you will be providing.

The Verification Audit:

Verification is for providers delivering lower risk, lower complexity supports and services only. An NDIS verification audit is a 'desktop review' and the independent auditor will check the evidence supplied against the relevant NDIS Practice Standards. Verification does not require a mid-term audit, you will only be required to undergo your renewal every 3 years.

The Certification Audit:

Certification is for providers who deliver higher risk, more complex services and support. An NDIS Certification audit is a little more involved than the NDIS Verification audit and includes:

- Reviewing relevant evidence
- On-site visits
- Interviews with both NDIS workers and participants

Speak with us today!

03 9923 8248

Renewal Handbook

4 What you will receive from HC:

- **A tailored and updated Policy and Procedure Manual** – Reflecting current NDIS Practice Standards and Legislation, your scope of services, and all your business details.
- **All updated supporting documents** – Checklists, registers, Participant Handbooks, Time Sheets, Risk Assessment Templates and much more...
- **Application for renewal of registration with completed self-assessment** – a 30,000 word application to the NDIS commission.
- **Audit prep with our Audit Specialist** – To ensure you are ready and confident for your audit.
- **Auditor Certified Training Course & Certificate** – Find out everything you will need to know for before, during and after your mid-term audit. We'll provide a list of all Approved Government Auditing personnel for you to choose from.
- **Lifetime access to our HC Info Hub (exclusive only to our members)** – A one-stop online destination for client finding assistance, contacts to local Support Coordinators and Plan Managers, supporting documents to run your business, Provider training videos, webinars, PRODA & Workers Screening Check assistance, and much more...
- **Client Relations Manager and ongoing support from the HC team** – Our team will be there to support you every step of the way. If you are ever unsure of anything, this is who you call!
- **100% Compliance Guaranteed approval or your money back!**

We understand the difficulties providers face during the renewal process. Because of this, we have created a streamlined and easy process to ensure your business stays compliant and registered so you can continue what you do best – providing services to people living with a disability.



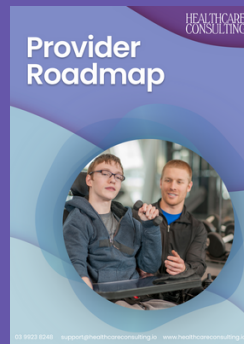
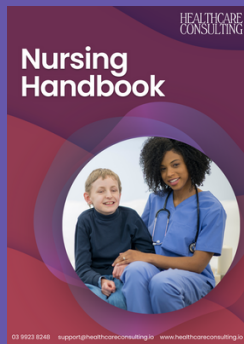
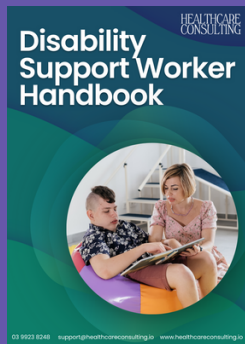
NDIS MADE SIMPLE

If you need any assistance with your audit or renewal process, book in a call with the expert team at Healthcare Consulting.

We are here for you every step of the way!

03 9923 8248

See Our Other Handbooks



DISCLAIMER & COPYRIGHT NOTICE:

You are welcome to print a copy of this document for your personal use. Without the prior written permission of the author, no part of this publication may be reproduced, stored, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording, scanning, or otherwise, except as otherwise permitted by The Copyright Act 1968 (Cth). Requests of the author and publisher for permission should be addressed to the following email: support@healthcareconsulting.io

Limit of liability/disclaimer of warranty: While the publisher and author have used their best efforts in preparing this guide and workbook, they make no representations or warranties with respect to the accuracy or completeness of the contents of this document and specifically disclaim any implied warranties of merchantability or fitness for particular purpose. No warranty may be created or extended by sales representatives, promoters, or written sales materials.

The advice and strategies contained herein may not be suitable for your situation. You should consult with a professional where appropriate. Neither the publisher nor author shall be liable for any loss of profit or any other commercial damages, including but not limited to special, incidental, consequential, or other damages.