



What will NDIS auditors ask you?

The audit team will usually introduce themselves and let you know that everything you say is confidential. They will check if you are still happy to chat. If you agreed to it, the audit team may have looked at your file before the chat.

The auditor may ask you some questions like these:

- How often do you talk about your support needs with your provider?
- Are you happy with the supports provided?
- How does your provider consider your needs and preferences?
- What do you do if you are unhappy about your support?
- Do you have a chance to share your ideas to help the provider improve?
- Do you feel that you are treated with respect?
- Do you feel that the staff are good at their jobs?
- Do you know what would happen if there was an emergency or disaster?
- Do you have any ideas to make the service better?

You can stop the chat at any time. You don't have to answer questions you don't understand. Ask questions if you aren't sure what the auditor means.

Importantly, the chat is not a test! There are no right or wrong answers.



Contact us

Email contactcentre@ndiscommission.gov.au

Call 1800 035 544 | TTY 133 677

National Relay Service - Speak and Listen 1300 555 727 | SMS relay number 0423 677 767

Find out more

More information is available on the NDIS Commission website at

www.ndiscommission.gov.au/participants/audits

