



What is an NDIS audit?

The NDIS Quality and Safeguards Commission (NDIS Commission) want to make sure NDIS participants feel safe and have quality supports and services. So, they ask a group of people called the audit team to check on your NDIS provider to see:

- how well they work
- whether they are following NDIS rules and quality standards
- what information they keep
- how people feel about the help they get.

We call this an audit.

Audits are important. They help to protect the rights and safety of NDIS participants.

The audit team is independent, which means they don't work for your NDIS provider or the NDIS Commission.

Usually, the audit team visits the provider. They will look at the provider's paperwork (files, procedures, computer records). They will talk to staff, managers and NDIS participants. They may also ask to talk to NDIS participants' family members.

The audit team will let the NDIS Commission know if the provider is doing well or ways it could improve.

Your provider will have NDIS audits every few years.

You can take part in the audit of your NDIS provider, but you don't have to.



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

