



NDIS Quality
and Safeguards
Commission

NDIS Audit Fact Sheet



How do you take part in an NDIS audit?

Your NDIS provider must tell you when they have an NDIS audit, and find out if you want to take part. They usually do this by getting your agreement in a consent form or in your Service Agreement.

The audit team will invite a mix of participants to have a chat. If you don't get invited, you can still let your provider know you want to be involved.

You have a right to be involved in the NDIS audit if you want, but you don't have to be.

If you do want to take part, you get to choose how. You might decide to talk to the auditors face to face, over the phone or virtually. You might also choose to let the auditor see your files.

You can ask someone to support you during the audit.

This could be a friend, family member, interpreter or an advocate. The support person shouldn't be someone who works for your NDIS provider.

The chat with the auditor will usually take around 20 minutes and will be held in a private place that is comfortable and familiar to you.

The audit team usually has two people on the team. They are trained to know when services are doing a good job and they are easy to talk to.

What you say to the audit team is private.

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

