

NDIS Business Audit Readiness Checklist



**Preparing for an NDIS
audit is crucial in
ensuring compliance,
quality, and
accountability within
your NDIS business**

**Use this checklist to
ensure your business is
well-prepared for a
successful NDIS audit.**

PRE-AUDIT PREPARATION



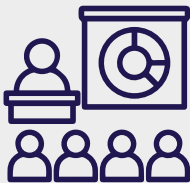
Review NDIS standards

Familiarise yourself with the latest NDIS Practice Standards and Quality Indicators applicable to your business. Ensure that your operations align with these standards.



Document review

Collect and organise all relevant documentation, including policies, procedures, client records, contracts, agreements, and incident reports.



Staff training

Ensure all staff members are trained on NDIS policies, procedures, and their roles in maintaining compliance and quality service delivery.



Risk management

Identify potential risks and develop strategies to mitigate them. This includes safeguarding vulnerable individuals, ensuring privacy and confidentiality, and addressing health and safety concerns.



Quality improvement plan

Have a documented plan outlining how your business continuously monitors and improves service quality.

DOCUMENTATION AND RECORD-KEEPING



Client records

Ensure accurate and up-to-date client records, including assessments, support plans, progress reports, and communication logs.



Policies and procedures

Have well-documented policies and procedures that cover all aspects of service delivery, staff conduct, incident reporting, and client rights.



Incident reporting

Maintain records of all incidents, accidents, or near-misses, along with the actions taken to address and prevent a recurrence.

COMPLIANCE AND QUALITY ASSURANCE



Service agreements

Ensure written service agreements are in place with clients, outlining services, costs, rights, and responsibilities.



Feedback and complaints

Implement a process for receiving, addressing, and resolving client, staff, or stakeholder feedback and complaints.



Regular audits

Conduct internal audits to assess compliance with NDIS standards, identify gaps, and implement corrective actions.

STAFF MANAGEMENT



Qualifications and training



Verify that all staff members possess the required qualifications and training for their respective roles.



Clear roles and responsibilities



Clearly define roles and responsibilities for each staff member, including accountability for specific tasks related to compliance and quality.



Code of conduct



Ensure staff members adhere to a code that promotes respectful and ethical behaviour in all interactions.

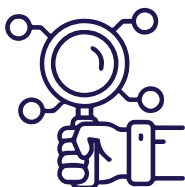
PHYSICAL ENVIRONMENT AND EQUIPMENT



Safety and accessibility



Ensure that your premises are safe, accessible, and meet the necessary health and safety standards for clients and staff.



Equipment maintenance



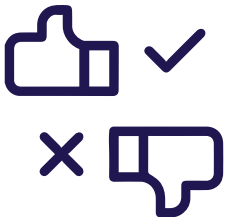
Regularly inspect and maintain all equipment used in service delivery to ensure safety and functionality.

CONTINUOUS IMPROVEMENT



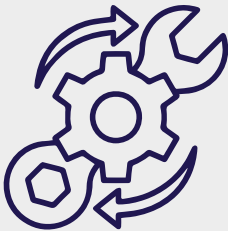
Quality indicators

Monitor and measure key quality indicators to assess your services' effectiveness and identify improvement areas.



Feedback loops

Establish mechanisms for clients and staff to provide feedback on service delivery, which can inform your continuous improvement efforts.



Review and update

Regularly review and update your policies, procedures, and practices to stay aligned with any changes in NDIS regulations and industry best practices.

AUDIT DAY PREPARATION



Documentation readiness

Organise all relevant documentation and make it readily accessible for audit review.



Staff preparedness

Ensure staff members know the audit and their roles in assisting auditors.



Audit liaison

Designate a point of contact to facilitate communication between auditors and your business during the audit process.

By diligently addressing each item on this checklist, your NDIS business will be well-prepared to undergo an NDIS audit successfully.

This ensures compliance with regulations & demonstrates your commitment to providing high-quality & accountable services to the NDIS community.



MYP helps your business stay in motion. We work hard so you can do the work worth doing. We've built a platform with the community, NDIS, health, aged care and education sectors front of mind.

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