



# Participating in an Audit

Emily's Hope is required to undergo audits against NDIS Quality Standards. NDIS standards provide a framework of policy, procedure, practice and systems that Emily's Hope is required to have in place to effectively provide quality support and services to NDIS participants.

## What is an audit?

An audit is an assessment. It is designed to ensure every NDIS support and service provider is meeting NDIS quality standards. When Emily's Hope participates in an NDIS audit it checks that we are meeting all legal requirements, and have in place all necessary systems, processes, and practice that ensure you, the client, are provided with the best possible quality support and services.

During an NDIS audit, a trained and experienced auditor (sometimes called an assessor) will verify whether Emily's Hope is meeting the standards. The auditor includes in the audit talking with clients who use Emily's Hope support and services to be informed about your experience and quality outcomes.

## Consent form

You will be given an opportunity to 'opt out' of audits at the time you commence having support or services with Emily's Hope. Unless you specifically opt-out, it is assumed that you agree to participate. Many of you will have commenced with Emily's Hope before the system to opt-out became a requirement.

## How do you participate in an audit?

There are 2 ways in which you can participate in an audit:

1. Talk to an auditor, either face to face, or in a group meeting with other clients, or over the phone just you or in a group.
2. The auditor looking at the records and documents that Emily's Hope keep about the support and services provided to you (your client file).

## Can I have someone with me when I talk to the auditor?

Yes, you are welcome to have a support person with you either a family member, an advocate or a friend. You can also have an interpreter. Please let us know you need interpretation services, and when you are scheduled to talk with the auditor.

## STEPS YOU NEED TO TAKE NOW...

Let us know by email to [enquiries@emilyshope.com.au](mailto:enquiries@emilyshope.com.au) **ONLY** if you wish to **opt-out** of the NDIS audit process. If we don't hear from you, this indicates you are willing to participate. We will record your opt-out choice on your client file. You do not have to explain why you've opted out of participating in an audit.

# Frequently Asked Questions

## **Can I change my mind about participating or not participating in the audit?**

Yes. You can change your mind at any time. You do not have to explain why you changed your mind. Just let us know your choice.

## **What happens with the information I provide to the auditor?**

The auditor will make notes to help them remember relevant information from your chat or your client file. You can ask to see the notes and to make sure you are comfortable with what has been recorded

## **What if I don't like the questions the auditor is using, or with something they say?**

You don't have to answer anything the auditor asks if you don't want to. If you are uncomfortable with the auditor or the audit process you can tell the auditor or let someone at Emily's Hope know. You can also provide feedback or make a complaint about the auditor, the audit and their approach by telling an Emily's Hope staff who can help you lodge your complaint formally.

## **Is the information I provide to the auditor treated as confidential?**

Absolutely. It is confidential, except where the auditor may have concerns about your well-being or about harm, or abuse.

Where the auditor is concerned that you might be at risk of harm or abuse, they will report their concerns to Emily's Hope.

You can ask to see the notes the auditor has made to make sure you are comfortable with what has been noted.

At any time during your discussion with the auditor you can ask them about what will happen to your information.

## **I haven't been invited to participate in an audit but would like to provide feedback?**

Emily's Hope has a feedback procedure and we encourage you to use this. This feedback procedure is available to all clients, and can be found on our website:

<http://www.emilyshope.com.au>

or by giving feedback to an Emily's Hope staff member.

## **How do I find out more about NDIS audits?**

You can find out more by asking an Emily's Hope staff member who will direct you to information available on our own website or other websites.