



Participating in an NDIS Audit

Emily's Hope is required to undergo independent audits against the NDIS Practice Standards and Quality Indicators. Audits help confirm that our systems, practices and service delivery meet applicable NDIS requirements and support safe, quality services for participants.

What is an NDIS audit?

An NDIS audit is an independent assessment carried out by an Approved Quality Auditor. The auditor reviews how Emily's Hope operates and may seek feedback from participants about their experience of our supports and services.

Depending on the audit arrangements, the auditor may speak with participants and/or review relevant participant records to assess whether Emily's Hope is meeting the applicable NDIS Practice Standards.

Audit participation and consent

Participants are given an opportunity to participate in, or opt out of, the audit sampling process. For each audit, Emily's Hope will use the current participant audit participation, consent or opt-out documentation provided by the Approved Quality Auditor conducting the audit. This information sheet explains the general audit process and your rights; it does not replace the auditor's current documentation.

How might you participate in an audit?

Depending on the audit arrangements, participation may include:

1. Talking with an auditor in person, by telephone, video call or another agreed communication method; and/or
2. The auditor reviewing relevant records held by Emily's Hope about the supports and services provided to you, in accordance with applicable privacy, confidentiality and audit requirements.

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

Yes. You may choose to have a support person, family member, advocate, friend, interpreter or communication support person with you. Please let Emily's Hope or the auditor know if you need assistance to participate.

WHAT DO I NEED TO DO?

Before each audit, Emily's Hope will provide the Approved Quality Auditor's current participation or consent information where required. You may opt out by advising Emily's Hope or following the auditor's opt-out process. You do not have to explain why, and your decision will not affect the supports or services you receive from Emily's Hope.

Frequently Asked Questions

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

Yes. You may change your mind at any time. You do not have to explain why. Please advise Emily's Hope or the auditor as soon as practicable so your choice can be recorded.

What happens with the information I provide to the auditor?

The auditor may make notes or records relevant to the audit. You can ask the auditor how information you provide will be recorded, used, stored and protected, and what privacy arrangements apply to the audit.

What if I don't want to answer a question or I am uncomfortable with the audit process?

You do not have to answer a question if you do not want to. You may tell the auditor, your support person or an Emily's Hope Team Member if you are uncomfortable. You may also provide feedback or make a complaint about the audit process or auditor, and Emily's Hope can help you identify the appropriate complaint pathway.

Is the information I provide to the auditor confidential?

Information provided during an audit will be handled in accordance with applicable privacy, confidentiality and audit requirements.

If information raises a concern about your safety, wellbeing, abuse, neglect or another safeguarding matter, the auditor may need to report or escalate the concern in accordance with applicable legal, regulatory and safeguarding obligations.

You may ask the auditor how your information will be used and who may have access to it.

You can also ask questions at any time about the audit process or what will happen to information you provide.

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

Emily's Hope welcomes feedback at any time. You can provide feedback directly to an Emily's Hope Team Member or use our feedback and complaints process, which is available on our website: <https://www.emilyshope.com.au>

You may also ask Emily's Hope for assistance to access advocacy or other support if needed.

How do I find out more about NDIS audits?

You can ask an Emily's Hope Team Member for more information or refer to the information provided by the Approved Quality Auditor for the current audit.