

NDIS – Verification & Certification Services

To achieve registration as an NDIS provider, the NDIS Commission requires assurance that certain standards of quality and safety in the delivery of services and supports are met. Providers will require either verification or certification of their services to achieve registration.

Registered NDIS providers offering supports and services to participants must meet the quality and safety requirements contained in the *National Disability Insurance Scheme Act 2013*.

The [NDIS Practice Standards and Quality Indicators](#) set out the standards and expectations of registered NDIS providers relevant to the supports or services that they provide. Detailed information about these standards is available on the NDIS Commission website [here](#).

While all registered providers are required to undertake an audit against the NDIS Practice standards, there are two different pathways which are dependent on the nature of your business and the services you are offering to participants.

- A **Verification** assessment is required by sole traders and partnerships delivering lower risk, less complex services to participants.
- A **Certification** process is necessary for all other business types and for higher risk, more complex services and supports.

IHCA Certification will guide you through the right pathway. Our business exists to support human services organisations Australia-wide in achieving their quality improvement objectives and we have more than 20 years' experience in assessing disability service providers. Our people genuinely care about our customers and we do all that we can to support you to do what you do best.

This fact sheet provides you with information about the verification and certification services we offer.

Verification Assessment

NDIS providers undergoing a verification assessment will need to provide information including insurance details, evidence of appropriate qualifications or skills and membership of relevant professional bodies.

You will also be required to show that you have complaints and incident management systems that are proportionate to the size of your organisation.

A verification assessment is conducted once every three years. The process is an off-site assessment which reviews:

- Documents you submitted during the registration application/renewal process in relation to –
 - human resource management
 - incident management
 - complaints management
 - risk management
- Your information on the NDIS Portal
- Any additional requirements raised by the NDIS Commission.

Your auditor will contact you prior to conducting the verification assessment, and may also contact you during the assessment to clarify information.

At the conclusion of the verification assessment, we advise the NDIS Commission of the verification outcome.

[Contact us](#) today to find out more about how we can assist you in achieving Verification against the NDIS Practice Standards.

Certification Assessment

The certification pathway operates over a three-year cycle that encourages your organisation to focus on continuous quality improvement and organisational learning.

Stage 1 Audit

This is a review of your NDIS provider registration application or renewal self-assessment responses, documents you have uploaded to the Commission's system, and any prior certification or verification outcomes. This process is conducted off-site.

The Audit Team will determine your organisation's readiness to proceed to the Stage 2 certification audit. Your organisation will be provided with advice on areas of potential nonconformity with the Standard that should be addressed prior to the Stage 2 audit.

Stage 2 Audit

In this on-site assessment, the audit team will review your policies, procedures and records, conduct interviews with management, staff, participants and other stakeholders as appropriate and observe the conduct of activities onsite.

If you operate across a number of sites, the sites to be visited will be agreed prior to the commencement of the Stage 2 audit.

At the conclusion of the on-site audit the findings will be presented to your organisation's management and other interested parties (e.g. staff and participants), in relation to conformity with the Standard's requirements.

At the closing meeting, the lead auditor will explain what follow-up action is required to develop a corrective action plan and 'close out' any nonconformities.

IHCA Certification will provide a written report to your organisation, prior to submitting to the Commission. Following completion of our quality assurance processes, we will make a recommendation to the Commission for consideration in making the registration determination.

Annual Surveillance Audits

Onsite surveillance audits will be undertaken annually to ensure that your organisation's work practices are being maintained and reviewed to ensure continuous improvement. A report will be provided to you with feedback regarding the results of these audits.

Why IHCA Certification?

In addition to being approved by the NDIS Commission as a quality auditor authorised to verify and certify providers against the NDIS Practice Standards, IHCA Certification is accredited by JAS-ANZ (Joint Accreditation System of Australia and New Zealand) to certify health and human services organisations under the following schemes:

- Human Services Quality Framework;
- NSDS National Disability Advocacy Program;
- NSDS Disability Employment and Supported Employment Services;
- Standard on Culturally Secure Practice;
- Standard for Therapeutic Communities and Residential Rehabilitation Services;
- National Safety and Quality Health Service Standards; and
- ISO 9001 Quality Management Systems.

IHCA Certification also provides the following independent accreditations:

- National Standards for Mental Health Services;
- Department of Jobs and Small Business Quality Assurance Framework.

Values-based

We are leaders in quality with a key focus on the health and human services industries. As a not-for-profit organisation ourselves, our values and experience are shared through an aligned operating environment. We get it!

IHCA Certification is committed to providing a positive customer experience while delivering value for money. We understand the need for efficiencies in business in this competitive environment.

IHCA Certification auditors are located in metropolitan, remote and regional areas of Australia, to meet your local needs.

Further information

To find out more about how we can assist you, contact us today

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