

## National Disability Insurance Scheme - Verification Assessment 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.

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

They will also be required to show that they have complaints management and incident management systems proportionate to the size of their organisation.

The verification assessment is conducted once every 3 years.

### Verification process

This process is designed to enable the auditor to review sufficient evidence to support an NDIS provider's application or renewal of registration.

This off-site assessment reviews:

- Proof of identity
- Evidence of right to work in Australia
- Worker screening pre-employment checks
- Qualifications and/or experience
- NDIS orientation (not yet available)
- Documents that 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 (the Commission).

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

At the conclusion of the verification assessment, the NDIS Commission is advised of the verification outcome.

### Non-conformities

Where an auditor identifies instances of non-conformities with the NDIS requirements, we will contact you and discuss what action you need to take.

### Verification outcome

At the conclusion of the verification assessment, our auditor will make findings based on the evidence reviewed. These findings will be provided to the Commission. The Commission will then advise you of your registration outcome. Where you do not meet the requirements, the Commission will advise you what actions need to be taken.

### Further information

*Should you wish to proceed to a formal quotation and schedule your verification assessment, please contact us*

**Freecall** 1800 035 033    Level 1, 73-77 Russell  
**ph** 07 3844 2222    Street  
PO Box 5582  
WEST END QLD 4101

certification@ihcac.com.au    [www.ihcac.com.au](http://www.ihcac.com.au)