

# NDIS Practice Standards

The benchmark for quality and safe support services



As an NDIS service provider, PwC can assist you to transition to the NDIS Practice Standards – the new mandatory national framework for all NDIS service providers as part of your registration with the NDIS Commission.

The new NDIS Practice Standards will take effect from:

- 1 July 2018 – New South Wales and South Australia
- 1 July 2019 – Victoria, Queensland, Tasmania, ACT, Northern Territory
- 1 July 2020 – Western Australia

PwC can assist current and future NDIS Registered Providers gain either Verification or Certification against the NDIS Practice Standards.

### Verification

Verification is for sole traders or partnerships delivering low risk or less complex services.

Verification audits only require a stage one audit, involving a document and desktop review, and may be conducted remotely. The focus of the audit includes:

1. Relevant qualifications
2. Expertise and experience
3. Incident management processes/policies

4. Complaints management processes/policies
5. Risk management processes/policies

Verification audits are completed every three years.

### Certification

Providers delivering more complex supports must get third-party certification against the NDIS Practice Standards. Capabilities assessed under this process include:

1. How the provider manages risk
2. The provision of supports
3. The environment in which supports are provided
4. Governance and operational management

Certification audits must be done by an *approved quality auditor*, and may include document reviews, site visits, and performance assessment based on the experience of NDIS participants (captured through observation and conversations with participants, carers, and families).

A certification audit includes both a stage one audit (document review), which may be conducted remotely, and a stage two audit (certification audit) which is done on site. Surveillance audits are conducted annually, and full recertification audits must be completed every three years.

For more information on PwC's Certification and Compliance services NDIS certification capabilities, visit [pwc.com.au/certification](http://pwc.com.au/certification).

## Why choose PwC's Certification and Compliance services



Access PwC's global network of technical experts – go beyond compliance to deliver business advantage.



Easy to make the switch. Wherever you are in the certification cycle, you can switch to PwC with no disruption to your business or your clients.



Local contacts, with Australia wide reach. You'll have one point of contact with us.



A digital solution. We provide a single source of truth to collect, analyse and report your data. Giving you more transparency, control and insight into your services and operations.



Opportunities for discussions about remediation, continuous improvement, and business performance, in the context of your broader business goals.

## Certified by PwC

PwC's Certification and Compliance services has combined best-practice process with the latest digital tools to make sure the job of gaining certification and maintaining compliance is not only more streamlined, consistent, and transparent, but also leads to a greater competitive advantage. Our approach to certification is built on the foundation of our globally-proven assurance framework and methodology, which we apply in many different types of organisations and across multiple industries. We know that every client is unique. If you decide to engage PwC's Certification and Compliance services, our relationship managers will work closely with you to answer your questions, meet your specific needs and ensure a smooth transition.

Make the switch to an efficient, focussed, and collaborative approach to certification.

## Trained by PwC

PwC is also a certified Exemplar Global TPECS provider, delivering both public and in-house courses in ISO management systems to provide your organisation with the practical skills and knowledge to review, maintain, and improve your management systems.

Visit [auditortraining.pwc.com.au](https://auditortraining.pwc.com.au) to view our training calendar.

### Certification in:



**Quality**  
ISO 9001



**Information Security**  
ISO 27001



**NDIS**  
NDIS Practice Standards



**Environment**  
ISO 14001



**Food Safety**  
ISO 22000, HACCP, SQF



**Health and Safety**  
ISO 45001



**Transported Asset Protection**  
TAPA FSR

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