

Information about NDIS audits for *People Using Services*

Thank-you for reading this information about your Service Provider's audit.

We want services that are provided for people to be safe and of good quality for the people receiving them, who we are calling *People Using Services*. (Under the NDIS Scheme you are also referred to as a *Participant*.)

One way of checking the quality of services is for organisations providing services (*Service Providers*) to go through a process to be 'certified'. This means that a skilled, independent person (an Auditor) assesses, or audits, the organisation. The Auditor checks if the organisation meets certain Standards. This involves the Auditor checking that the organisation has good processes for how they work, and that their services meet these Standards.

The importance of People Using Services' views

A very important part of this audit is hearing from *People Using Services*. They have the best insight into how the services are for them, what is working well and what might need to be improved. The Auditor needs to talk with *People Using Services*, or people representing them (like their family members), to get this feedback about the services that they are receiving. The Auditor also needs to talk to some people who have finished with the service to know how it went right the way to the end.

The Auditor needs to see some files of *People Using Services*, or the notes that the *Service Provider* keeps about them, to make sure that they are keeping the right information, and that the processes for providing services are working well. Auditors want to see that *People Using Services'* information is kept securely.

Taking part in the audit

As *People Using Services* under the NDIS Scheme, you are automatically opted in to participate in an audit.

Participating in an audit means that you can be chosen randomly to be interviewed and/or your file reviewed. Before each audit, the *Service Provider* gives the Audit Team a deidentified list of *Participants* who have accessed the service (without their names or any personal information). The Audit Team selects *Participants* from across the different services, if possible, to get different views from *People Using Services*.

As detailed above in the importance of *People Using Services'* views, the interview and/or file review is not to read *your* confidential information but rather to check the *Service Provider's* processes and how well they deliver services to you.

Whilst you may automatically be opted in you do have the opportunity to opt out, and you are free to change your mind at any time prior to the audit day by completing the opt out form, and this will have no impact on you from your *Service Provider*. If you do choose to opt out we fully respect your decision to not be interviewed and/or your file reviewed.



Seeking your consent

Your *Service Provider* will be in contact to advise you of the process in the audit, explain you have the option to opt out, and the process if you do chose to not opt out. Before making a decision to opt out, you may wish to contact an independent advocacy support person or organisation of your choice who can assist you in making a choice and support you during the process. You can obtain information about independent advocacy support through your *Service Provider*.

Options for taking part in the audit

If you agree to be part of the audit, the Auditor (or sometimes two members of the Audit Team) will meet with you in a face to face interview, by telephone, or in a group interview. Interviews take between about ten minutes and an hour (in groups, sometimes longer).

There are a few options. These include:

- interview - face to face with the Auditor, and a review of your file
- interview - over the telephone, or as part of a group, and review of your file
- interview - but no review of your file
- review of your file - but no interview.

Sometimes, the Auditor will have a second person with them in a team. This person could be a:

- Auditor in training (is already an Auditor and is extending their training)
- Another person observing the Auditor (Auditors are assessed sometimes too).



People Using Services who participate in the audit and have communication needs, like needing an interpreter, can contact their *Service Provider* so that this can be organised for the interview.

People Using Services who participate in the audit are permitted to provide consent for family/friends, carers/nominees and individual advocates (where applicable) to also be interviewed either by telephone or in person regarding the participant's engagement with the *Service Provider*.

About IHCA Certification

IHCA Certification is the independent, not-for-profit organisation that your *Service Provider* uses for the audit, and there is one due soon. *IHCA Certification* Auditors ensure that all information, written and verbal, about a *Service Provider* and the people using its services remains confidential, unless explicitly exempted (for example, if the Auditor is bound by law to report it). All feedback from *People Using Services*, families, carers, advocates and staff is kept confidential.

IHCA Certification is completely impartial and is not part of, or funded by, any Government.

