



Accept or Decline an Audit Request

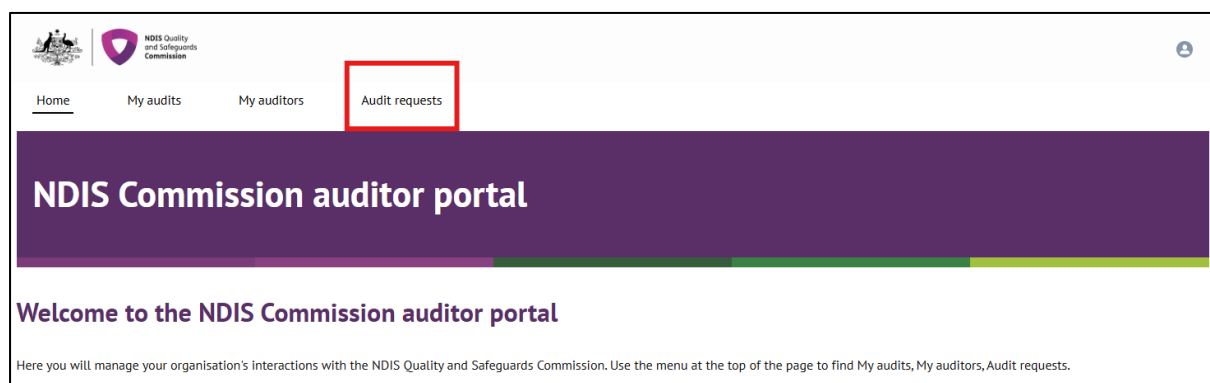
Use this guide as an authorised delegate of an Approved Quality Auditor, to accept or decline a nomination for audit for a provider application in the **new NDIS Commission portal**.

Before you get started

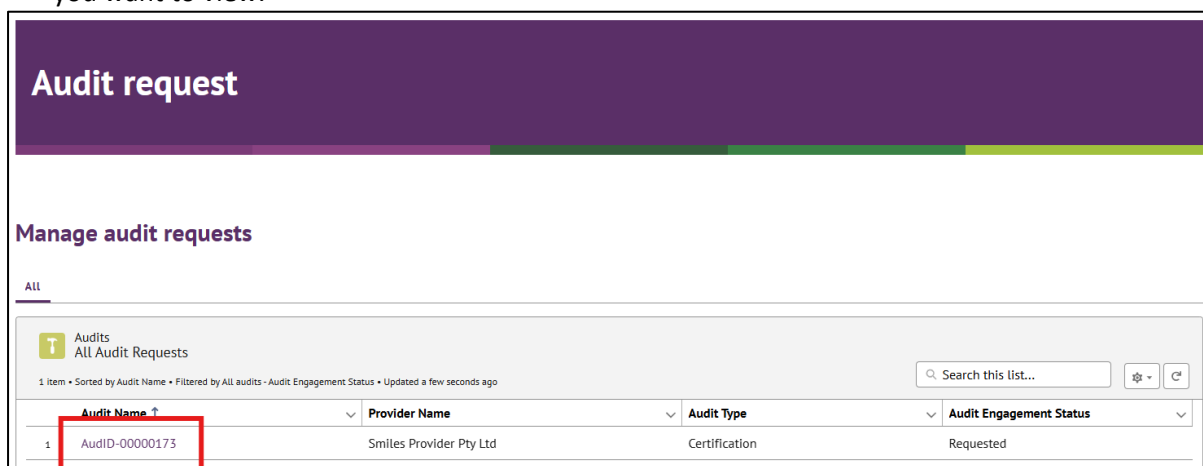
- When a provider nominates an Approved Quality Auditor as part of their registration application in the new NDIS Commission portal, an email will be sent to the designated email address for that Approved Quality Auditor.
- The link in the email will direct the person to the portal where they are able to review basic application details, then accept or decline the nomination, prior to being able to access detailed application information.
- If you accept a nomination, you will be prompted to enter scheduled audit dates. If these dates are not known at the time of acceptance, you can enter or amend them later.
- Make sure you are logged in to the **new NDIS Commission Portal** using **myID**. You will need access permissions as an Auditor or Audit Team Leader to view application information following nomination. If you haven't yet logged in, follow the instructions on [Approved Quality Auditor login page](#).

Step 1: Open the audit request

1. Select **Audit requests** from the menu.



2. In the **Manage audit requests** section, click on the **Audit Name** for the provider audit request you want to view.



Audit request

Manage audit requests

All

Audits
All Audit Requests

1 Item • Sorted by Audit Name • Filtered by All audits - Audit Engagement Status • Updated a few seconds ago

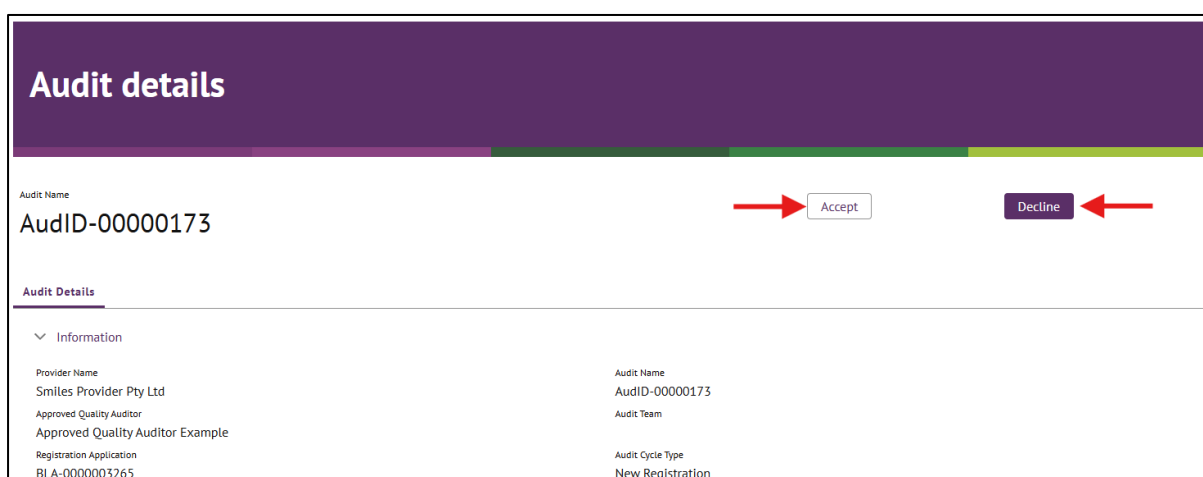
Search this list...

	Audit Name ↑	Provider Name	Audit Type	Audit Engagement Status
1	AudID-00000173	Smiles Provider Pty Ltd	Certification	Requested

3. You will be presented with basic details of the provider nomination, with the option to accept or decline the nomination.

Step 2: Choose to accept or decline

1. Choose an option based on your agreement with the provider:
 - **To decline:** Click **Decline**. Confirm your choice. The request will be sent back so the provider can nominate a different approved quality auditor.
 - **To accept:** Click **Accept**.



Audit details

Audit Name
AudID-00000173

Accept Decline

Audit Details

Information

Provider Name Smiles Provider Pty Ltd	Audit Name AudID-00000173
Approved Quality Auditor Approved Quality Auditor Example	Audit Team
Registration Application BLA-0000003265	Audit Cycle Type New Registration

2. If you accept, from here you will be prompted to enter scheduled audit dates. If these dates are not known at the time of acceptance, you can enter or amend them later.
 - The system will automatically determine whether a verification audit or a certification audit is required, based on the whether the provider is delivering high-risk or more complex supports and services.

- If a certification audit is required, you will be prompted to add the expected date for the Stage 1 audit (document review) and the Stage 2 audit (implementation assessment).

3. Click **Continue and accept**.

0000173

Accept Decline X

Accept AudID-00000173

If you accept this audit, please confirm and enter the expected audit dates (if known).

Stage 1 scheduled start date

19/10/2026

Stage 2 scheduled start date

Cancel Continue and accept

4. You will then be given the option to **Manage Dates**, **Start Audit**, and **Assign Audit**.
5. You can also navigate back to **My Audits** to view additional details of the provider's responses before initiating these actions.
6. You will find more information on these subsequent procedures in our [Quick Reference Guides for Approved Quality Auditors](#).

Audit details

Audit Name

AudID-00000173

Manage Dates Start Audit Assign Audit Cancel

Audit Details

Information

Provider Name: Smiles Provider Pty Ltd

Audit Name: AudID-00000173