



Record audit outcomes and upload evidentiary documentation

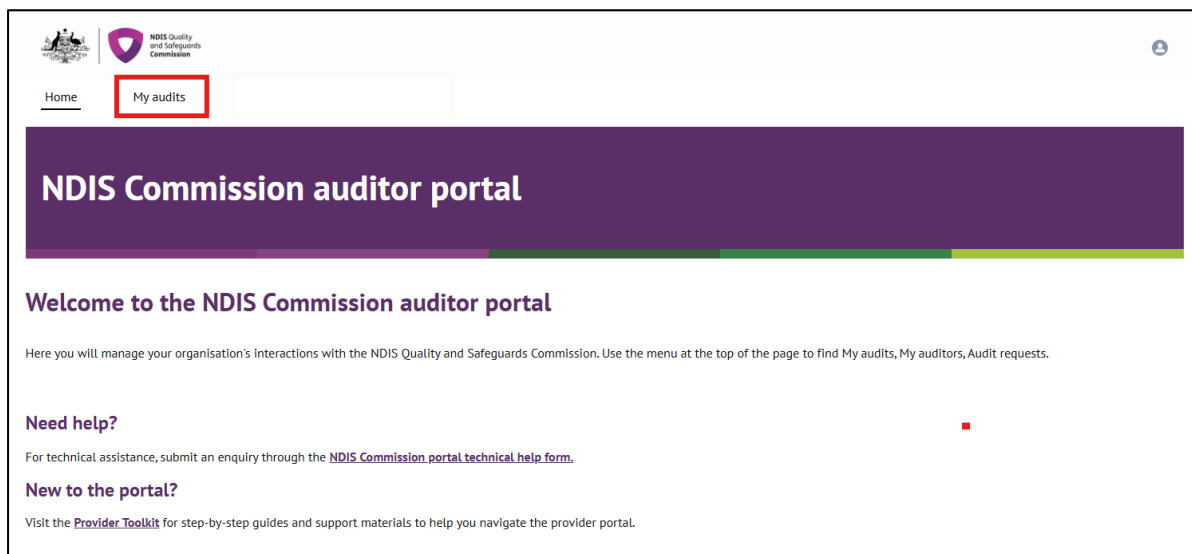
Use this guide as an Auditor assigned to finalise audit dates and recommendations, and upload evidentiary documentation for an audit on a provider's application in the **new NDIS Commission portal**.

Before you get started

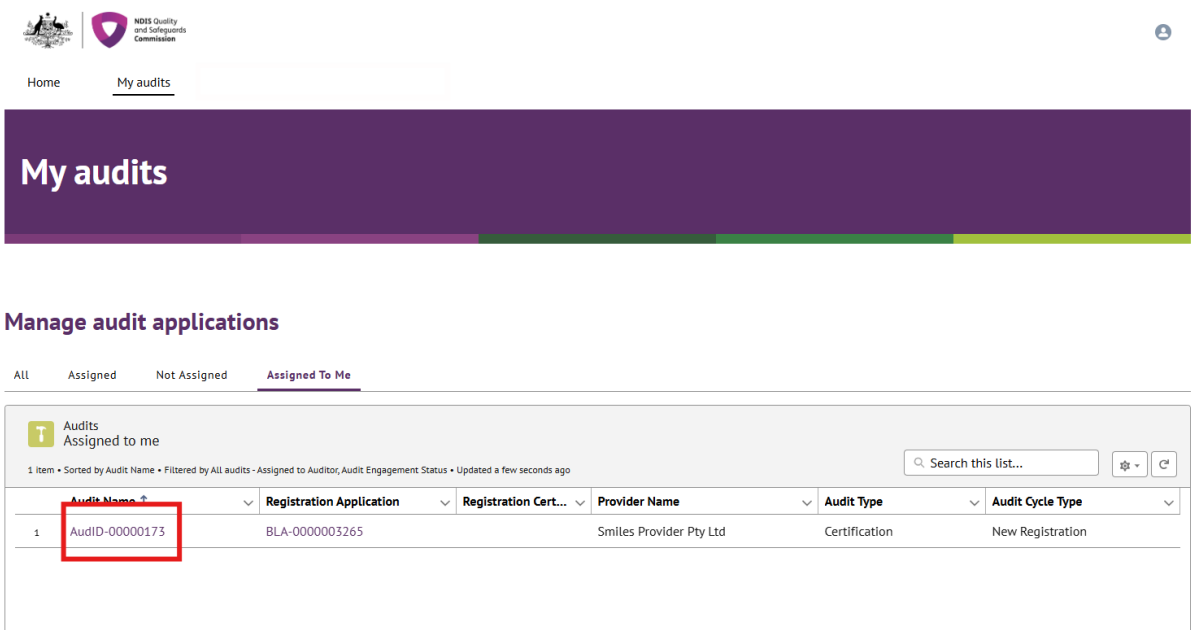
- The audit will need to be assigned to you as an Auditor, and the audit outcome details for Practice Standards and witnessing supports and services will need to be completed in the system.
- You can return to the audit at any time from the Audit Details screen and your progress will be automatically saved.
- Make sure you are logged in to the **new NDIS Commission Portal** using **myID**. You will need access permissions as an Auditor to submit audit responses. If you haven't yet logged in, follow the instructions on [Approved Quality Auditor login page](#).

Open the audit application in My audits

1. To finalise an in-progress audit for an application, locate the application details in **My audits**.



2. On the **My audits** page you will see a list of audits assigned to you in the **Manage audit applications** section.
3. To view the Audit details (and finalise responses) click on the **Audit Name**.

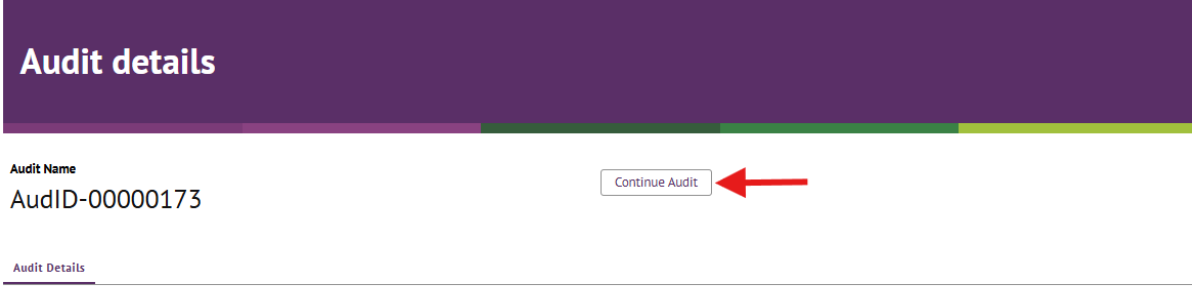


The screenshot shows the 'My audits' page with a header bar and a navigation menu. The main content area is titled 'Manage audit applications' and includes a filter tab 'Assigned To Me'. Below this is a table of audits. The first row is highlighted, and the 'Audit Name' column is circled in red.

	Audit Name	Registration Application	Registration Cert...	Provider Name	Audit Type	Audit Cycle Type
1	AudID-00000173	BLA-0000003265		Smiles Provider Pty Ltd	Certification	New Registration

Review audit details

1. If the audit has been started in the system, you will see and be able to click a **Continue Audit** button.



The screenshot shows the 'Audit details' page for audit AudID-00000173. The page has a header bar and a navigation menu. The main content area shows the audit name and a 'Continue Audit' button, which is highlighted with a red arrow.

Step 1: Start audit outcome

1. In this first step, if presented, click **Start Audit** to proceed to uncompleted steps.

Step 1

Start audit outcome

As the provider's **Practice Standard responses** are available within the 'Start Audit' section, you must first progress to **Start Audit** to review their responses in detail before finalising the outcome.

At this stage, you should:

- Review the provider's submitted **Practice Standard responses**.
- Record key **findings and observations**.
- Document all **evidence gathered** during the audit.
- Upload relevant **supporting documentation**, including:
 - Audit reports.
 - Evidence files.
 - Notes or working papers.
- Determine and record the **audit outcome/result**.
- Include any **recommendations, non-conformities, or required actions**.

Ensure that all information entered is **accurate, complete, and clearly supports the final audit decision**.

Provider details

Provider name

Application Number

BLA-0000003265

Start Audit

Steps

- Start audit outcome**
- Outcome Details - Practice Standards
- Outcome Details - Witness Supports and Services
- Audit details
- Declaration & Submit

Step 2: Outcome details – Practice Standards

- At step 2, ensure that outcome details and ratings for each Practice Standards is completed.
- Once these show the status of **Completed** you will be able to proceed to step 3 by clicking on **Next Step >**.

Step 2

Outcome details

In this section, the Approved Quality Auditor evaluates the Applicant's compliance with each submitted module and document concise findings against each outcome, demonstrating how the evidence meets the applicable requirements., record your assessment of the level of compliance.

Practice Standards

For each identified outcome area, record your assessment of the level of compliance.

- Assign a **compliance rating** in line with the applicable standards or criteria.
- Provide **supporting findings**, including observations and evidence gathered during the audit and must align with requirements in the AQA Guidelines and also the Principles for Audit Reports.
- Upload or reference any **relevant documentation and evidence** to substantiate your assessment.

Ensure ratings are consistent, evidence-based, and clearly aligned to the audit requirements.

All modules

Practice standard name	Status	
Certification	Completed	Edit
Management of Medication	Completed	Edit

< Previous Step

Next Step >

Steps

- Start audit outcome
- Outcome Details - Practice Standards**
- Outcome Details - Witness Supports and Services
- Audit details
- Declaration & Submit

Step 3: Outcome details – Witness Supports and Services

1. In step 3, ensure that there is a response to witnessing or not-witnessing each of the supports and services listed.
2. Once there is a response in the column **Service Delivery Witnessed** for each Registration Group and Service Delivery **Next Step >**.

Step 3

Outcome details

In this section, the Approved Quality Auditor evaluates the Applicant's compliance with each submitted module and document concise findings against each outcome, demonstrating how the evidence meets the applicable requirements., record your assessment of the level of compliance.

Witness Supports and Services

Instructional Text:
In this section, the Registration Groups the provider has listed on their application form will be pre-filled for the auditor to witness as part of their physical audit.

What do you need to do:
Review each registration group listed in the table below. For each service or support, indicate whether you have witnessed or not witnessed that service or support being provided in practice during the audit.

Registration Group	Service Delivery Witnessed	Actions
0107 Assistance with daily personal activities	Yes	Witnessed Witnessed Not Witnessed
Service Delivery Group	Service Delivery Witnessed	
to support participants with day-to-day management of medications?	Yes	Witnessed

< Previous Step

Next Step >

Steps

Start audit outcome

Outcome Details - Practice Standards

Outcome Details - Witness Supports and Services

Audit details

Declaration & Submit

Step 4: Audit details – recommendations

1. Step 4 is where you will record the actual start and completion date/s for the various stages of the audit, recommendations, and upload your audit report and supporting evidence.
2. **Audit Stage Dates**
 - Enter the **actual start and end date/s** for each stage of the audit. These should reflect when activities were actually undertaken, not initial planned dates.

Ensure all fields are completed where required to support transparency, compliance, and accurate record keeping.	
Lead auditor name Andrea Auditor	
* Stage 1 actual audit start date (Enter date in format dd/mm/yyyy or use the date picker) 19/10/2026	
* Stage 1 actual audit end date (Enter date in format dd/mm/yyyy or use the date picker) 26/10/2026	
* Stage 2 actual audit start date (Enter date in format dd/mm/yyyy or use the date picker) 28/10/2026	
* Stage 2 actual audit end date (Enter date in format dd/mm/yyyy or use the date picker) 03/11/2026	

3. Recommendation

- Provide your **overall recommendation** based on the audit findings. This should clearly reflect the outcome of the assessment.

4. Audit Outcome

- Include a **summary**, any **supplementary information or observations** that may assist with understanding the audit outcome or inform next steps.

5. Audit Team

- The Lead Auditor name is not able to be edited. For the audit team, you will list **all auditors involved in conducting this audit**, including any supporting team members where applicable.
- As this is a free text field, ensure you include the **full legal name** of each individual (no abbreviations or initials only) and their **role in the audit**, for example: Jane Elizabeth Smith – Lead Auditor, Michael John Brown – Support Auditor, Sarah Lee Chen – Technical Expert.

*** Auditor recommendation**
Recommended

*** Auditor outcome**
The provider demonstrated conformance with all practice standards applicable to the scope of audit.

*** Audit team**
Jane Elizabeth Smith – Lead Auditor
Michael John Brown – Support Auditor

***Upload documentation**
Maximum file size of 2GB, No video and audio files

Upload Files
Or drop files

< Previous Step

Next Step >

6. Audit Report/Supporting Documentation Upload

- Upload the **final audit report**.
- Upload **all relevant supporting documentation** to substantiate findings and outcomes, including evidence files, audit notes, records, and any other materials relied upon to reach the audit decision.
- Ensure all uploaded documentation is **complete, accurate, and clearly supports the audit conclusions**.
- **Note on uploading PDFs:** PDFs with embedded files or other active elements can't be accepted by the system. Only flat file PDF's can be attached. Use 'print to PDF' to reformat an existing PDF into a flat file PDF.

***Upload documentation**
Maximum file size of 2GB, No video and audio files

Upload Files
Or drop files

Audit report.pdf

Audit notes.pdf

< Previous Step

Next Step >

Step 5: Declaration and Submit

1. Step 5 must be completed by the **Lead Auditor** and is where you will read important guidance about the submission of audit information, complete your declaration against the listed items by checking each checkbox.

Step 5

Declaration and Submit

You are now completing the Auditor Declaration for the NDIS ICT system.

Important Guidance:
By submitting this declaration, you confirm that the audit has been conducted in accordance with applicable legislative and regulatory requirements, including but not limited to:

- *National Disability Insurance Scheme Act 2013*
- *National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018*
- *National Disability Insurance Scheme (Approved Quality Auditors) Rules 2025*
- *National Disability Insurance Scheme (Quality Indicators for NDIS Practice Standards) Guidelines 2018*
- *National Disability Insurance Scheme (Approved Quality Auditors Scheme) Guidelines 2018*

The NDIS Commission will rely on this information to assess the integrity, quality, and compliance of the audit process and outcomes. This information will also be used to inform decisions relating to provider registration, the imposition or variation of conditions of registration, and other regulatory actions, including compliance, monitoring, and enforcement activities.
Failure to provide accurate, complete, and compliant information may result in rejection of the audit submission, requests for further clarification, or regulatory action.

What You Need to Do

1. Review all audit details, findings, and supporting documentation prior to submission.
2. Ensure the audit has been conducted in accordance with all applicable standards and guidance.
3. Complete the Conflict of Interest declaration.
4. Read and acknowledge all declaration statements.
5. Submit the declaration once all requirements are satisfied.

Auditor Declaration

The following declaration is provided for completion:

☐ *I confirm that I am an approved NDIS Quality Auditor engaged and authorised by an Approved Quality Auditor (AQA) to conduct audits under the NDIS Approved Quality Auditor Scheme (AQA Scheme).

☐ *I confirm that I was the Lead Auditor responsible for the planning, conduct, oversight, and reporting of this audit, in accordance with AQA Scheme requirements

Steps

- ✓ Start audit outcome
- ✓ Outcome Details - Practice Standards
- ✓ Outcome Details - Witness Supports and Services
- ✓ Audit details
- **Declaration & Submit**

2. You will then finalise the submission by ensuring the date of declaration is correct and clicking **Submit declaration**.

Finalisation

***Auditor Name:**

Andrea Auditor

***Approved Quality Auditor:**

UAT AQA

***Date of Declaration:**

14/10/2026

< Previous step Submit declaration

3. You will then receive a success message. The action of audit submission will be notified to the provider applicant who can then review the information and documents submitted and is then responsible for the final stages of their application.

Success

Audit outcome has successfully been submitted!

The audit outcome has been successfully submitted.

The submission will now progress to the next stage of **review and determination**. Relevant parties will be notified, and any required follow-up actions will be communicated in due course.

[Go back to My audits](#)

Steps

☒ Success