



Submit Practice Standard outcomes and ratings as an Auditor

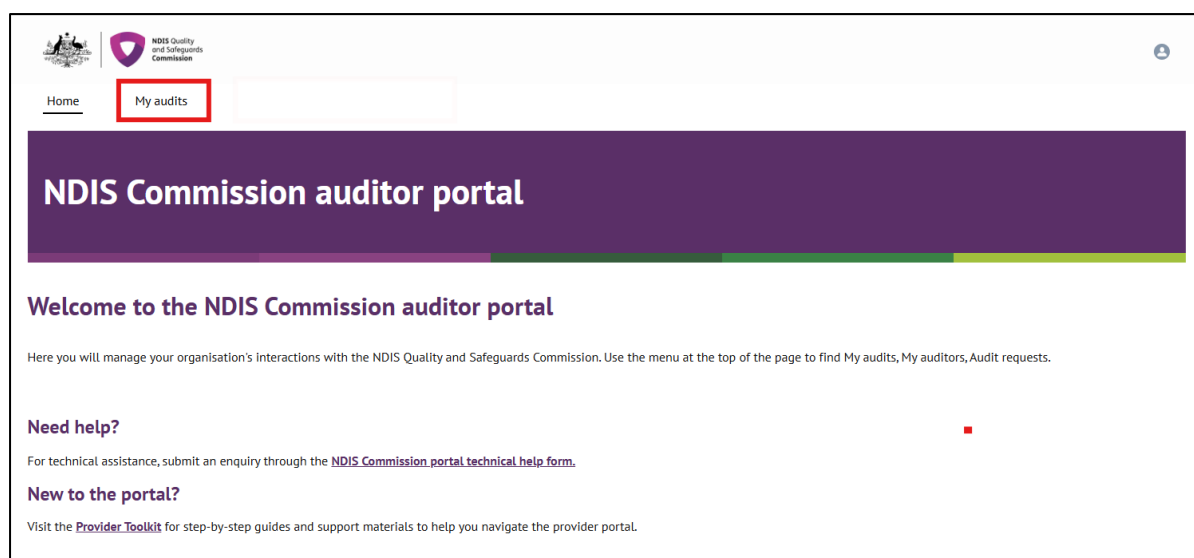
Use this guide as an Auditor assigned to submit Practice Standard outcomes and ratings against a provider's self-assessment responses in an audit for a provider's application in the **new NDIS Commission portal**.

Before you get started

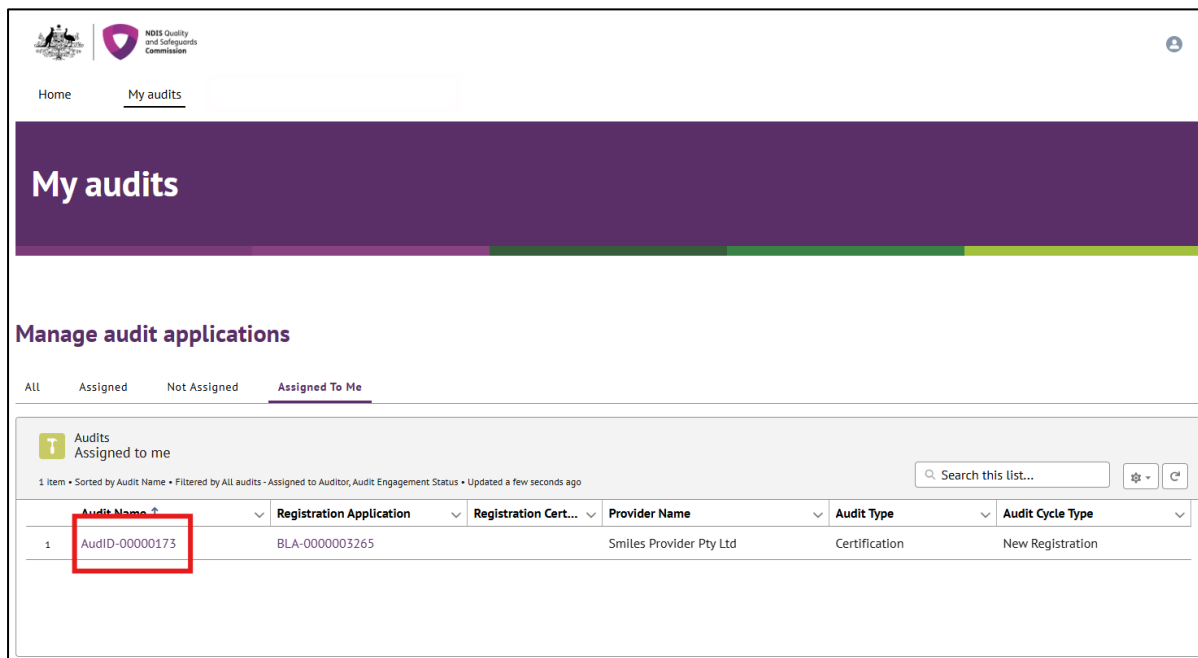
- To submit Practice Standard outcomes, the audit will need to be assigned to you as an Auditor, and the audit application will need to be started in the system.
- Once started, you can return to the audit at any time from the Audit Details screen and your progress will be automatically saved.
- Make sure you are logged in to the **new NDIS Commission Portal** using **myID**. You will need access permissions as an Auditor to submit audit outcomes. If you haven't yet logged in, follow the instructions on [Approved Quality Auditor login page](#).

Open the audit application in My audits

1. Once you are assigned as an auditor, you will find 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 submit outcomes) click on the **Audit Name**. To view the detailed application for an audit, click the **Registration Application** number.



My audits

Manage audit applications

All Assigned Not Assigned **Assigned To Me**

Audits Assigned to me

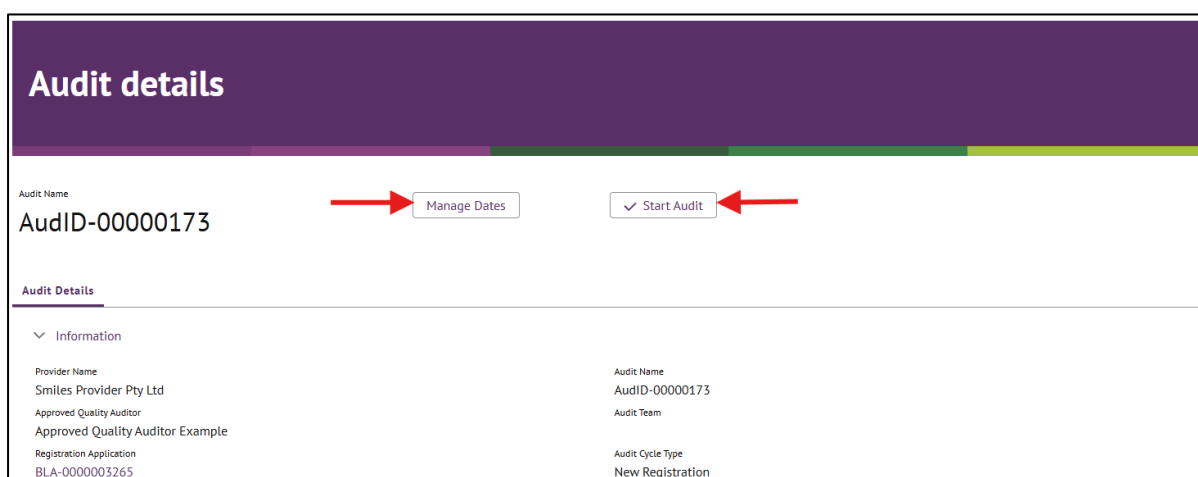
1 item • Sorted by Audit Name • Filtered by All audits - Assigned to Auditor, Audit Engagement Status • Updated a few seconds ago

Search this list...

	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 not been started in the system, click **Start Audit**.



Audit details

Audit Name
AudID-00000173

Manage Dates Start Audit

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

Audit details

Audit Name

AudID-00000173

Continue Audit

Audit Details

Information

Step 1: Start audit outcome

1. In this first step, if presented, you will read the instructions carefully, review the provider details, and when ready, click **Start Audit**.

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

1. Once you **Start Audit**, you can view the provider's self-assessment responses, assign a Practice Standards rating in line with the applicable standards or criteria, provide supporting findings, including observations and evidence gathered during the audit, and upload or reference any relevant documentation and evidence to substantiate your assessment.

2. You can complete your assessment in stages. The system will automatically save information you add, and you can come back to the audit at any time to **Continue Audit**.
3. To view a provider's self-assessment responses, click **Edit** against the Core Module in the **Practice Standard name** column.

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	In Progress	Edit
Management of Medication	In Progress	Edit

Please complete all modules before proceeding

[< Previous Step](#)
[Next Step >](#)

Steps

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

4. Click **Edit** against the Practice Standard name for the response you wish to view.

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

Core Module

[Back to all modules](#)

Practice standard name	Status	
Person – centred supports	In Progress	Edit
Individual values and beliefs	In Progress	Edit
Privacy and Dignity	In Progress	Edit

Steps

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

5. Scroll to view the provider's response, supporting documentation they uploaded, and areas for you to provide your own assessment of the provider's conformance.

Person - centred supports
In Progress
Edit

Outcome description

Each participant accesses supports that promote, uphold and respect their legal and human rights and is enabled to exercise informed choice and control. The provision of supports promotes, upholds and respects individual rights to freedom of expression, self-determination and decision-making.

Quality indicators

To achieve this outcome, the following indicators should be demonstrated:

1. Each participant's legal and human rights are understood and incorporated into everyday practice.
2. Communication with each participant about the provision of supports is responsive to their needs and is provided in the language, mode of communication and terms that the participant is most likely to understand.
3. Each participant is supported to engage with their support network and chosen community as directed by the participant.

*** Provider Response**

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Image

Overview of Approach

Our organisation is built on a framework of Person-Centred Active Support. We ensure that every participant exercises informed choice and control.

1. Incorporating Legal and Human Rights into Everyday Practice

We actively embed human rights and legal protections into our daily operations rather than treating them merely as compliance requirements.

- **Supported Decision-Making:** Staff are trained in supported decision-making principles, ensuring participants are supported to make their own choices.
- **Staff Training:** All staff must complete the NDIS Worker Orientation Module ("Quality, Safety and You") and our internal training.

*** Declaration that the response provided are a true reflection of the Applicant.**

☒

*** Name of the person providing the declaration**

Supporting Documents

Existing Files:

- Staff Training Register.pdf
- Dignity of Risk Policy.pdf
- Individual Support Plans.pdf
- Participant Intake Assessment.pdf
- Service Agreement - Easy Read.pdf

QUALITY INDICATORS

*** Overall conformance**

Select an Option

*** Auditor comments**

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Link
Image

Cancel
Save

6. Select the relevant **Overall conformance** rating.

Service Agreement - Easy Read.pdf

QUALITY INDICATORS

*** Overall conformance**

Select an Option

Conforming
Minor non-conformance
Major non-conformance
Not applicable

Cancel
Save

7. Provide detailed comments to support your rating, particularly if the rating involves non-conformance.

QUALITY INDICATORS

* Overall conformance

Minor non-conformance

* Auditor comments

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The training register does not record the

Cancel Save

8. Click **Save**.
9. Your response will be saved and you can move on to another Practice Standard, or return to the assessment at a later stage.
10. You will see the completed standards as you progress.

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

Core Module

Back to all modules

Practice standard name	Status	
Person – centred supports	Completed	Edit
Individual values and beliefs	Completed	Edit
Privacy and Dignity	Completed	Edit
Independence and informed choice	In Progress	Edit
Violence, Abuse, Neglect, Exploitation and Discrimination	In Progress	Edit

Steps

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

11. Once all outcome details for Practice Standards have been entered, you can proceed to step 3 by clicking **Next Step >**.
12. You will not be able to proceed to Step 3 until you record a Practice Standard rating against each of the Practice Standards.

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

- In step 3 you will record for each registration group whether you witnessed the support or service being delivered as part of your physical audit. Select the relevant response in the drop down for each registration group and service delivery that the provider listed on their application.
- Once complete, click **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

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[Next Step >](#)

Steps

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

13. Instructions for completing the final stages of your assessment are in other [guides on our website](#).