The Customer Journey — Certification Audit Pathway



Initial Enquiry

Scope of audit document provided.



Initial Communication

The team will reach out to confirm your audit information and provide you with access to resources.



Proposal Sent

Within 48 hours you will receive an email with our proposal.



Proposal Acceptance

Invoice sent – 14 day payment terms.

Audit readiness assessment.



Invoice Paid and confirm Audit Ready

On payment of invoice, our auditor will reach out to confirm the audit date and the audit plan.



Stage 1 Audit Conducted

Stage 2 audit will be planned and conducted within 3 months of the Stage 1 audit.



Stage 2 Audit Conducted

If non conformances are raised, refer to separate Non Conformance FAQ.



Post Audit Activities

Internal technical review and submission to the NDIS Commission within 28 days.

Email communication of lodgement to the Commission.



NDIS Commission Registration Decision

Current median calendar days wait times for decision:

Renewal - 183 days New application - 357 days



Condition of Registration Audit (if required)

Refer to FAQ - Condition of Registration Audit As determined by the NDIS Commission



Midterm Audit

Refer to FAQ - Midterm Audit
Within 18 months of
Registration Date



Recertification Audit

Complete renewal application process in PRODA within 6 months of expiry date

3 Years / on expiry of Registration