# The Customer Journey — Provisional 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 issued – 14 day payment terms.



## Invoice Paid and confirm Audit Ready

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



### Audit Conducted

If there are non conformances raised, refer to the separate FAQ Non Conformances.



#### **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