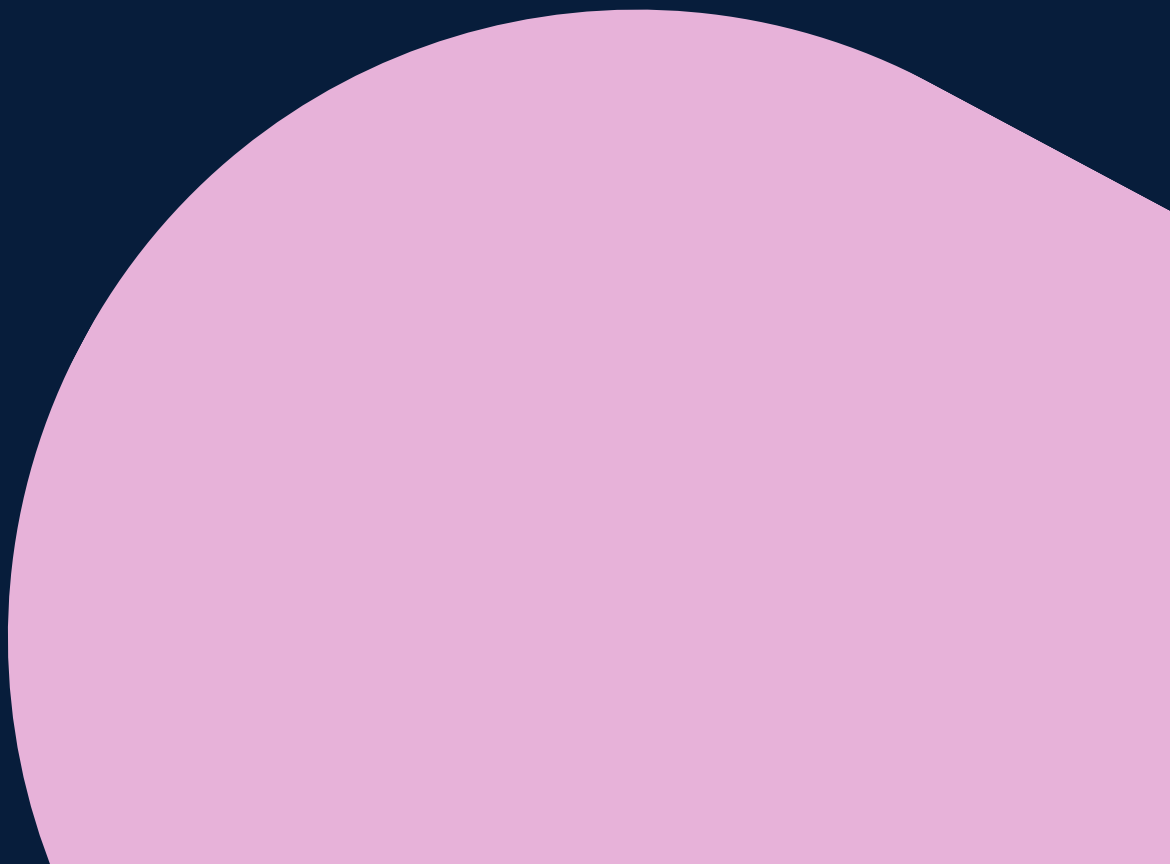




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Internal Auditing Guide





Document Purpose

The National Disability Insurance Scheme (NDIS) is an Australian government initiative designed to provide support to individuals with disabilities. For businesses aiming to provide services under the NDIS, maintaining compliance with NDIS Quality Indicators and Practice Standards is essential.

Internal Auditing processes are a requirement of registered NDIS Providers, and is crucial to ongoing risk and compliance management, and quality and safeguarding.

This guide provides guidance on Internal Auditing and strengthening this process within your organisation.



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1. Introduction To Internal Audits

Internal audits are systematic evaluations of an organisation's operations, ensuring compliance with NDIS regulations and internal policies. For NDIS p

2. Scope of Internal Audits as an NDIS Provider

The scope of internal audits for NDIS providers includes:

- **Compliance Assessment:** Evaluating adherence to NDIS legislation, standards, and guidelines.
- **Service Delivery Review:** Assessing the effectiveness of service delivery processes.
- **Risk Management Analysis:** Reviewing risk management practices and identifying potential risks.
- **Client Feedback Mechanisms:** Analysing how client feedback is gathered, evaluated, and acted upon.
- **Financial Management:** Ensuring sound financial practices and accountability.

3. Benefits of Internal Audits

Quality Assurance

Internal audits provide a framework to ensure that services meet the required quality standards. Regular reviews can highlight areas needing improvement, thereby enhancing the overall client experience.

Safeguarding

Audits verify that safeguarding policies and procedures are effectively implemented. This includes assessing training for staff on handling incidents and ensuring proper reporting mechanisms are in place.



Risk Management

By identifying potential risks through regular audits, providers can implement strategies to mitigate those risks. This proactive approach helps maintain service continuity and protect clients.

Continuous Improvement

Internal audits foster a culture of continuous improvement by providing insights into operational effectiveness and areas that require enhancement. This can lead to innovative practices that improve service delivery.

4. Internal Auditing Procedure

Preparation

Define Objectives:

- Identify what the audit aims to achieve. For instance, focusing on compliance with the NDIS Practice Standards.

Select Auditors:

- Choose internal staff with relevant expertise or consider engaging an external auditor for an unbiased perspective.

Develop an Audit Plan:

- Outline the audit's scope, methodology, and timeline. For example:
 - Scope: Review compliance with client consent processes.
 - Methodology: Document reviews, staff interviews, and observations.
 - Timeline: Complete the audit within four weeks.



Conducting the Audit

Gather Evidence:

- Collect data through:
 - Document Reviews: Assess policies, procedures, and records.
 - Interviews: Conduct interviews with staff and clients to gain insights into practices.
 - Observations: Observe service delivery to identify compliance with established protocols.

Evaluate Findings:

- Compare findings against NDIS standards and internal policies. Create a checklist for compliance areas such as client rights, service delivery, and feedback mechanisms.

Engage Staff:

- Involve staff in the audit process. For example, hold a workshop to discuss initial findings and gather additional insights from team members.

Reporting Findings

Document Results:

- Prepare a comprehensive report summarising findings, categorised by compliance, effectiveness, and areas for improvement.

Share Results:

- Present findings to management and relevant stakeholders. Use visuals (e.g., charts or graphs) to illustrate key points effectively.



Follow-up Actions

Action Plan:

- Develop a detailed action plan to address identified issues. Include timelines and assign responsibilities. For instance:
 - Finding: Insufficient client feedback mechanisms.
 - Action: Implement a new feedback form by [date], responsible: [Staff Member].

Monitor Progress:

- Schedule regular follow-up meetings to review the implementation of the action plan and ensure continuous improvement.

Example Audit Scenario

Scenario: Audit of Client Consent Processes

- **Objective:** Ensure all client consents are appropriately documented and communicated.
- **Scope:** Review client files, interview support coordinators, and observe intake processes.
- **Findings:**
 - 80% of client files had proper consent documentation, while 20% did not.
 - Staff interviews revealed uncertainty about the consent process.
- **Action Plan:**
 - Training Session: Conduct a training session on the consent process by [date].
 - Update Policies: Revise consent documentation procedures by [date].
- **Follow-up:** Schedule a follow-up audit in three months to assess compliance improvements.