



INSPIRE COMMUNITY  
CONSULTANTS

# Service Guide

## Auditing Quality & Governance

*Your Partner In NDIS and Community  
Service Sector Auditing, Compliance  
and Governance*



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# About Us

At Inspire Community Consultants we are dedicated to empowering new and emerging NDIS providers to achieve excellence in quality and safeguarding.

Our mission is to ensure that your organisation not only meets compliance requirements but also fosters an environment of high-quality care and support for participants.

With a deep understanding of the NDIS framework and a commitment to best practices, we offer a range of expert consulting services tailored to meet the unique needs of your organisation.

Our approach is holistic, addressing every facet of quality and compliance to create a robust foundation for your NDIS business.

We work with you to implement quality improvement initiatives that enhance participant outcomes and satisfaction, helping you to cultivate a culture of excellence within your organisation.

Our team combines industry experience with a passion for improving participant outcomes, ensuring that your services not only meet compliance standards but also enhance the quality of care you provide. We pride ourselves on building strong, collaborative relationships with our clients, understanding that your success is our success.

Partner with us to create a strong foundation for your NDIS business. Together, let's make a positive impact in the lives of those you serve, fostering a supportive and empowering environment for participants and their families.



# Service Summary

With a deep understanding of the NDIS framework and a commitment to best practices, we offer expert consulting services tailored to meet the unique needs of your organisation.

From policy development, audit preparation, to ongoing training and professional development, we offer a range of packages suitable for both new and established organisations, to assist you assure compliance, and commit to continuous improvement.



**Pre-Audit  
(Readiness) Program**



**Post-Audit  
(Rectification) Program**



**Partner  
(consultancy) Package**



**Training & Professional  
Development**



**New Provider  
Registration Program**



# Pre-Audit (Readiness) Program

The Pre-Audit Readiness Program is a comprehensive support initiative aimed at helping NDIS providers—whether new or established—prepare effectively for their routine compliance audits. Our program is designed to enhance your understanding of the NDIS quality standards and ensure your organisation is fully equipped to demonstrate compliance.

## Program Inclusions

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### **Initial Assessment**

We begin with a thorough evaluation of your current policies, procedures, and practices. This assessment helps identify strengths and areas for improvement, providing a clear baseline for your readiness.

### **Compliance Gap Analysis**

Based on the initial assessment, we conduct a detailed gap analysis to pinpoint specific compliance requirements that may not be fully met. This analysis focuses on the NDIS quality indicators and safeguarding principles relevant to your organisation.

### **Tailored Action Plan**

Following the gap analysis, we work with you to develop a customised action plan that outlines the steps needed to address any identified issues. This plan includes timelines, responsible parties, and measurable outcomes to track progress.

### **Policy and Procedure Development**

Our team assists you in creating or refining policies and procedures to align with NDIS requirements. We ensure these documents are clear, comprehensive, and easily accessible to your staff.



# Pre-Audit (Readiness) Program

## Program Inclusions

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### **Training and Workshops**

We offer targeted training sessions for your team to enhance their understanding of compliance requirements and quality standards. These workshops focus on practical applications, helping staff to implement best practices in their daily work.

### **Documentation Support**

We provide guidance on effective documentation practices, ensuring that your records are complete, accurate, and readily available for audit purposes. This includes checklists, templates, and examples of best practices.

### **Mock Audits**

To simulate the actual audit experience, we conduct mock audits to evaluate your organisation's readiness. This practice not only highlights areas that may need attention but also builds your team's confidence in navigating the audit process.

### **Ongoing Feedback and Adjustments**

Throughout the program, we maintain open lines of communication, providing ongoing feedback and support as you implement changes. We help you adjust your strategies as needed to ensure optimal compliance.



# Pre-Audit (Readiness) Program

## Program Inclusions

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### **Final Readiness Review**

As your scheduled audit approaches, we conduct a final review to ensure that all areas are fully compliant and that your team is prepared to present evidence of quality and safeguarding practices.

## Benefits of the Pre-Audit Readiness Program

### **Increased Confidence**

By thoroughly preparing for your audit, you can approach the process with confidence, knowing that your organisation is equipped to meet compliance requirements.

### **Enhanced Quality of Care**

Implementing our recommendations and best practices leads to improved service delivery and better outcomes for participants.

### **Minimised Risk of Non-Compliance**

By identifying and addressing potential gaps before the audit, you reduce the risk of non-compliance and associated penalties.

### **Stronger Organisational Culture**

Engaging in this comprehensive program fosters a culture of quality and accountability within your organisation.

With our Pre-Audit Readiness Program we are committed to supporting you every step of the way, ensuring you are fully prepared for successful routine compliance audits and able to deliver the highest standard of care to your participants.



# Post-Audit *(Rectification)* Program

Our Post Audit Program is designed to support NDIS providers in addressing areas of non-compliance and rectifying identified non-conformities following an audit. We understand that receiving audit feedback can be overwhelming, which is why we provide a structured approach to ensure your organisation meets all necessary standards. This program is suitable for both established providers and providers seeking NDIS Registration for the first time.

## Program Inclusions

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### **Comprehensive Gap Analysis**

We conduct a thorough review of audit findings to pinpoint specific areas requiring improvement and develop a tailored action plan.

### **Action Plan Development**

Our team collaborates with you to create a clear, actionable plan that outlines steps to address non-compliance issues effectively.

### **Implementation Support**

We offer hands-on guidance to help you implement the necessary changes, ensuring that your policies and practices align with NDIS requirements.

### **Training and Resources**

We provide targeted training for your staff to reinforce understanding of compliance standards and promote best practices in quality care.

### **Follow-Up Assessments**

After implementing changes, we conduct follow-up assessments to evaluate progress and ensure ongoing compliance, making adjustments as needed.

With our Post Audit Program, you can turn audit challenges into opportunities for growth, enhancing your organisation's quality of care and ensuring a positive experience for participants.



# Provider Partner Program

Our Provider Partner Package is designed to provide NDIS providers with continuous guidance and resources to ensure sustained compliance and quality improvement. This program is ideal for agencies seeking a proactive partnership to enhance their operational effectiveness and outcomes.

## Program Inclusions

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### **Dedicated Support**

Gain access to a dedicated consultant who understands your organisation's unique needs and can provide tailored advice and assistance.

### **Regular Check-Ins**

Benefit from scheduled check-ins to discuss progress, address challenges, and ensure that you remain on track with compliance standards and quality objectives.

### **Training Updates**

Receive ongoing training sessions to keep your staff informed about changes in NDIS regulations, best practices, and new strategies for quality care.

### **Resource Library**

Access a comprehensive library of tools, templates, and resources designed to streamline your processes and enhance your quality assurance efforts.

### **Feedback Mechanisms**

Implement systems for gathering and analysing feedback from participants and staff, allowing you to continually refine your services and practices.

### **Quality Improvement Planning**

Work collaboratively with our team to develop and execute quality improvement plans that focus on enhancing participant experiences and outcomes.

With our Ongoing Support Package, you can ensure that your organisation remains agile, compliant, and committed to delivering the highest quality of care. Together, we'll create a sustainable path for success in the NDIS landscape.



# ADHOC Services

We offer a range of ADHOC quality and compliance services, outside our current packages. ADHOC compliance checks are a strategic approach to maintaining a robust compliance program in a dynamic regulatory environment. ADHOC compliance checks offer several key benefits:

## Flexibility

They allow organisations to respond quickly to emerging risks or changes in regulations, ensuring ongoing compliance.

## Proactive Risk Management

By conducting unplanned checks, organisations can identify and address potential compliance issues before they escalate.

## Improved Accountability & Enhanced Awareness

Regular, unscheduled checks promote a culture of accountability among employees and departments. They help maintain high levels of compliance awareness and education within the organisation.

## Cost-Effectiveness

Catching compliance issues early can save organisations from costly penalties or reputational damage.



**Quality, Safety & Risk**



**Governance**



**Employee & Human Resources**



**Service Delivery**



# Price Guide

The below price guide provides indicative prices on a range of our Provider Programs. Prices may vary depending on the size and scope of your organisation, and the scope of work.

## PRE-AUDIT (*READINESS*) PROGRAM

Initial Scope Consultation  
12 Week Pre-Audit (*Readiness*) Program

\$2,500 - \$5,000

## POST AUDIT (*RECTIFICATION*) PROGRAM

Initial Scope Consultation  
12 Week Post-Audit (*Rectification*) Program

\$2,500 - \$5,000

## PROVIDER PARTNER PROGRAM

Initial Scope Consultation  
Ongoing Provider Partner Package

\$1000 P/Month

## ADHOC COMPLIANCE CHECKS

ADHOC Compliance  
Service Delivery, HR, Governance

Request Quote