tania gomez consulting × auditly

The NDIS is changing

Is your business built to last?

Audit readiness, compliance gaps and the systems that keep quality on track between audits

With Tania Gomez



About you: quick intro in the chat



- Your name
- **Services you provide**
- Your location

tania gomez consulting

10+ YEARS **supporting NDIS providers**

as the founder of:

Provider+ tania gomez consulting auditly



5 BUSINESSES

Founded 5 successful businesses

with 3 strategic exits

Academic & Compliance Depth

Master of Education
Post-Grad in Disability Practice
Diploma of Quality Auditing

Mum of 4

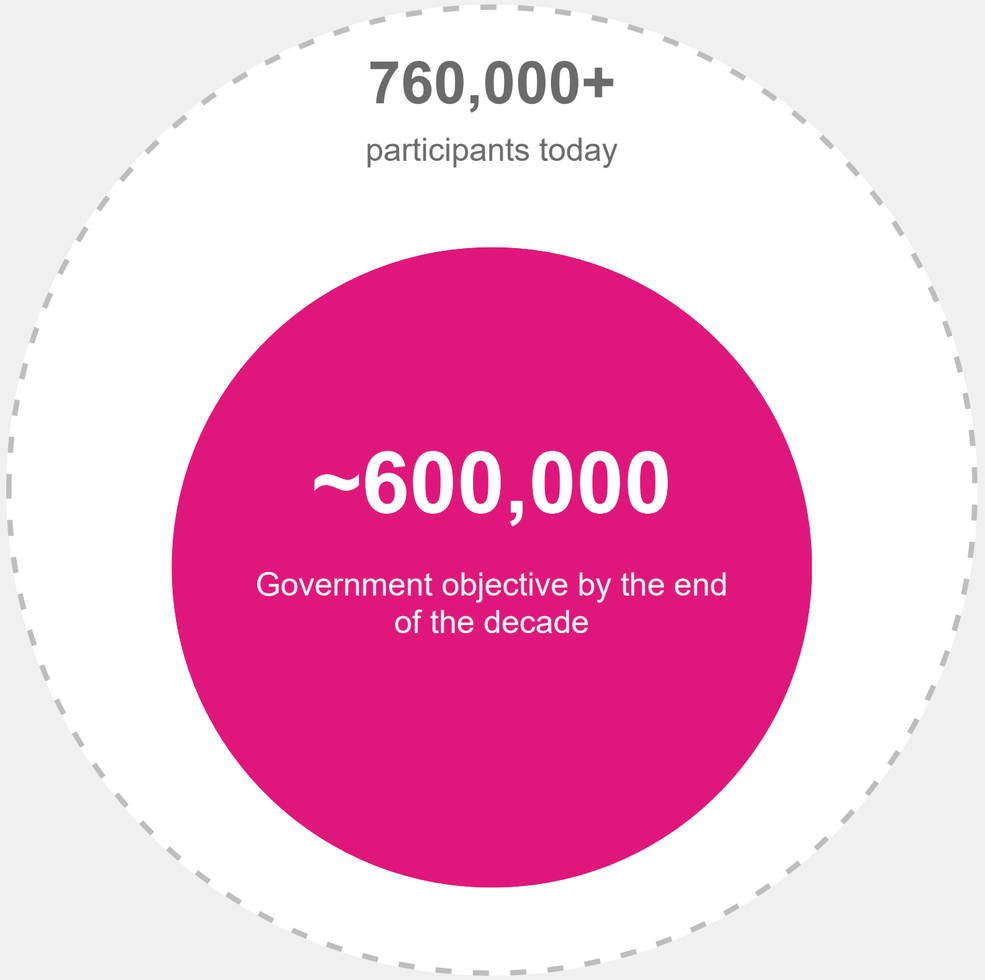


Today's session

1. The NDIS is changing
2. The compliance gaps we see at audit
3. The real cost of audit prep
4. What a good quality management system looks like
5. Systems that make life easier
6. Auditly live demo
7. Your questions



The NDIS is getting smaller



Early childhood
From 1 Oct 2026

Thriving Kids, a foundational support outside the NDIS, delivered by states

Psychosocial
In progress

More support expected through state and territory systems, still being developed

Eligibility and planning
From 1 Apr 2027

From diagnosis to functional capacity, with the I-CAN support needs assessment

Community participation
From 1 Oct 2026

Social and community participation budgets cut by 50%, daily activities by 10%

Plan management and coordination
Oct 2027 / Jul 2028

New plan management approach, then a new support coordination function

Sources: Dept of Health, Disability and Ageing (Securing the NDIS for Future Generations; Thriving Kids fact sheet); People with Disability Australia. Dates and figures may change; check before presenting.

2026: a year of new laws

APR | JUN | JUL | JUL–OCT | AUG | OCT

FEDERAL

NDIS Amendment (Integrity and Safeguarding) Act 2026

Bigger penalties, wider banning orders and new whistleblower protections

STATE

Victorian tenancy protections for SIL

Disability and tenancy law extended to people living in SIL

FEDERAL

SIL registration and SIL Practice Standards

SIL and platform providers must register; new SIL standards

STATE

Working with children check changes

Victoria: new powers, WWC Connect and mandatory training. Check your state

FEDERAL

NDIS Amendment (Securing the NDIS for Future Generations) Act 2026

Provider definitions, fraud offences, plan management reform and eligibility

FEDERAL

Plan budget changes

Community participation and daily activities budgets reduced

Every change has implications for your documents, your staff and your evidence.

One change, many documents

A change happens

A new law, standard, state rule, price limit or funding change

- **Policies and procedures**
- **Service agreements**
- **Support plans**
- **Intake and consent forms**
- **Risk assessments**
- **Staff handbooks and training**

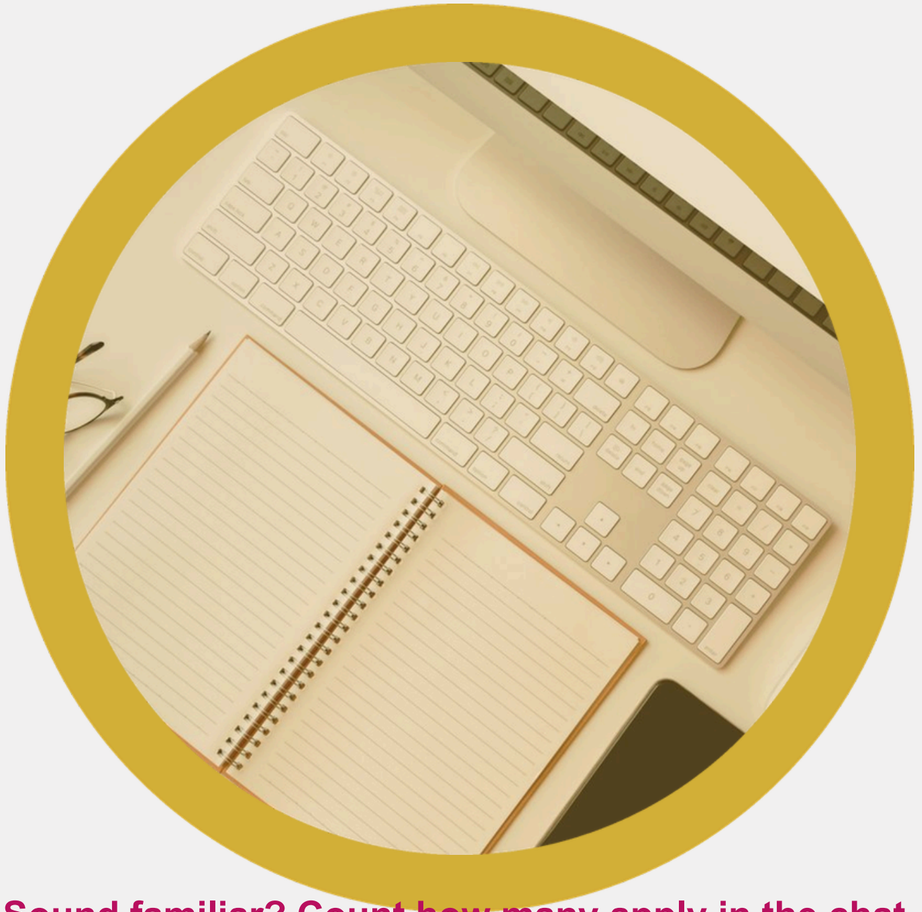
Then you need to

- Update every affected document
- Get them re-signed by participants
- Re-train and inform staff
- Keep evidence of each version

Without a system, this is chaos. **It needs to be managed systematically, every time something changes.**

Is it getting messy behind the scenes?

- Policies sitting in Word documents nobody has opened since registration
- Registers spread across different spreadsheets and folders
- Staff training and checks expiring without anyone noticing
- Incidents logged, but no follow-up or improvement recorded
- Internal audits that keep getting pushed back
- A mad scramble every time an audit is booked



Sound familiar? Count how many apply in the chat.

01

The compliance gaps we see at audit

Where providers most often come unstuck, and why



6 common gaps at audit

1

Governance evidence

Org charts, business plans, delegations and meeting minutes missing or out of date

2

Outdated policies

Policies that don't match the services you deliver now or the current standards

3

Disconnected registers

Incidents, complaints and risks logged, but not followed through to improvement

4

Staff file gaps

Expired screening or training, and missing performance reviews

5

Participant file gaps

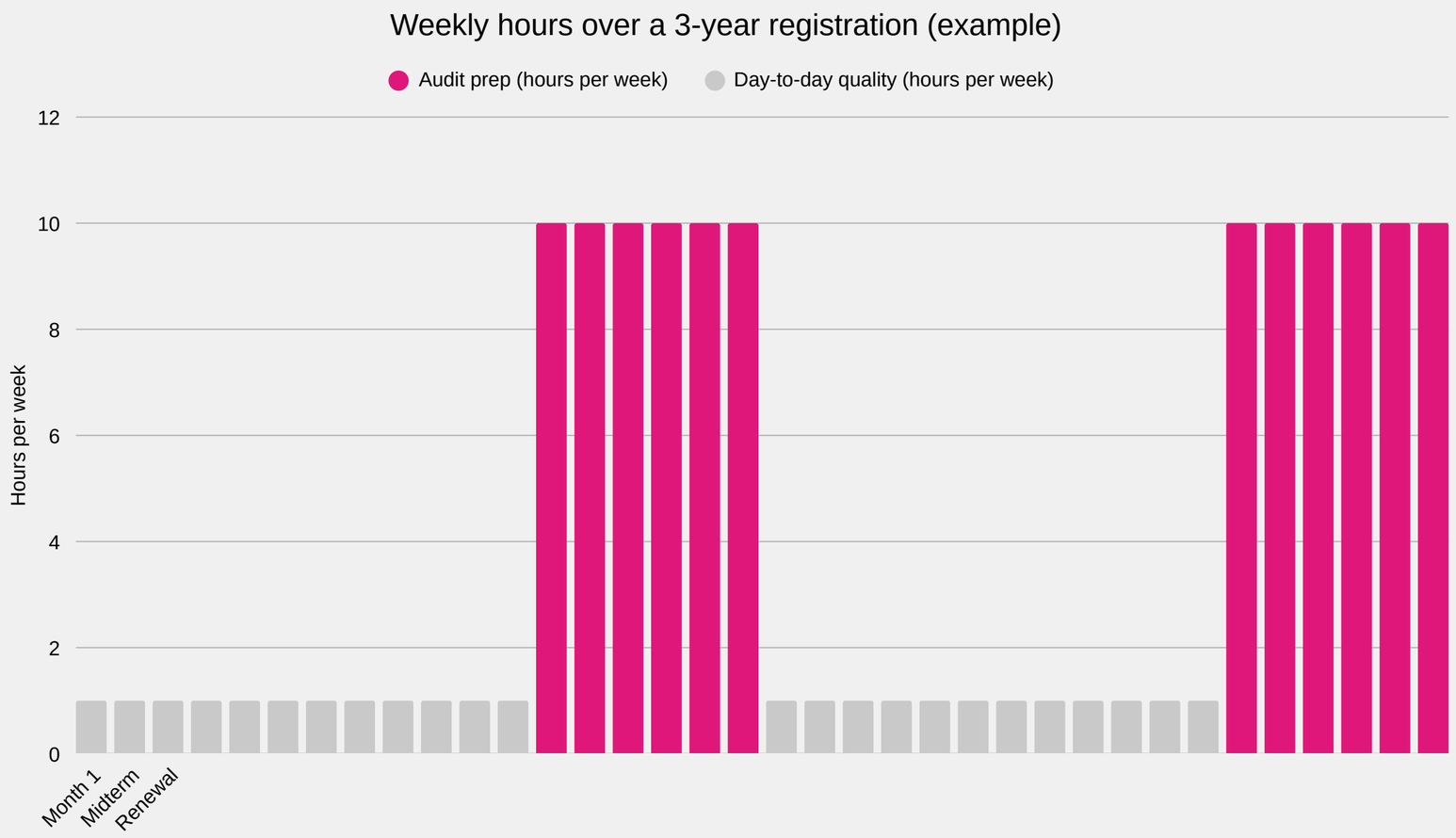
Support plans and risk assessments not reviewed on time

6

No internal audit trail

No schedule, no findings, and no evidence of what changed as a result

How most providers prepare for audit



18

months between audits

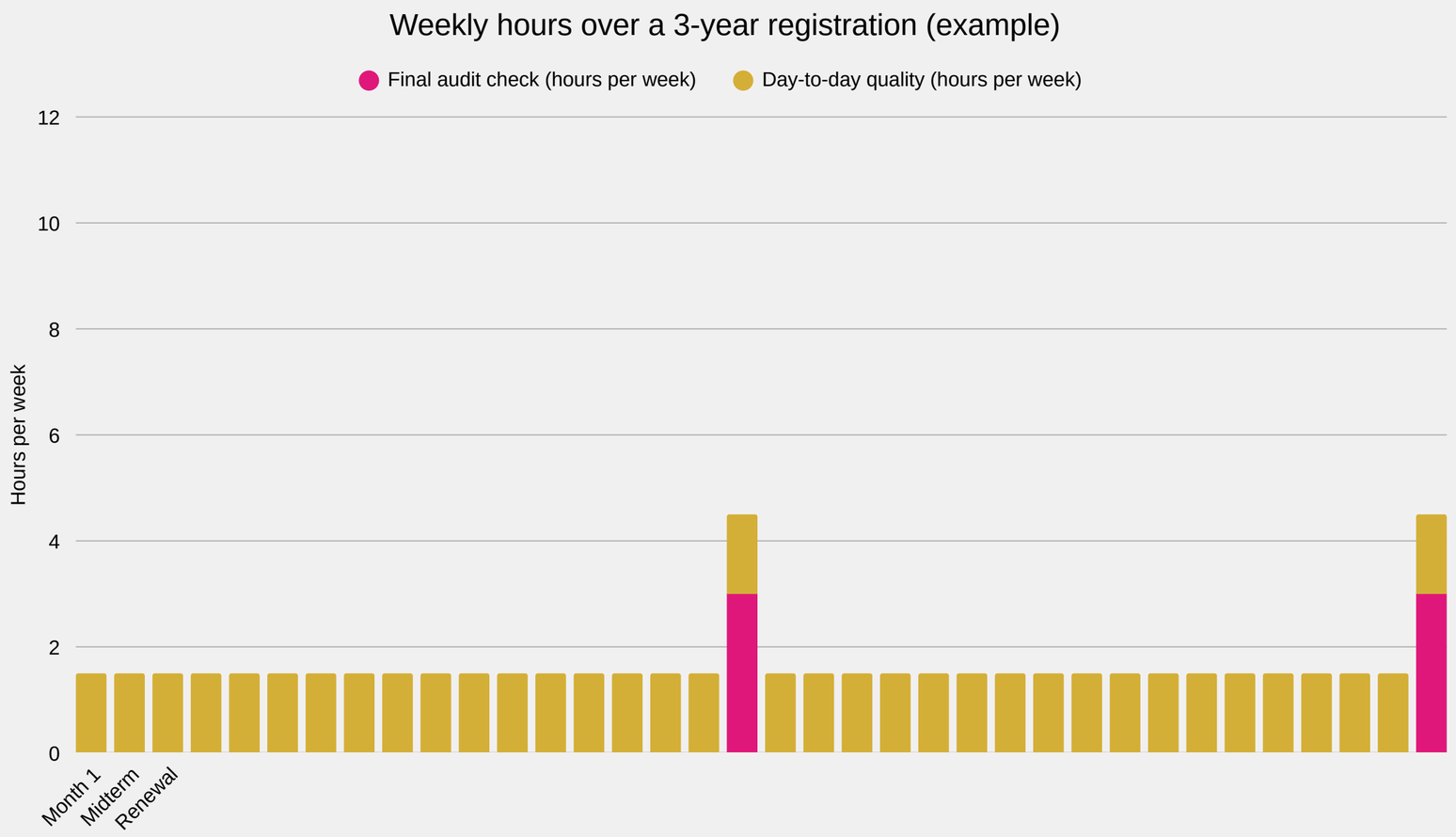
6

months of catch-up before each one

260

hours of your time per audit (10 hrs a week for 26 weeks)

With a system in place



Per 18-month cycle (example)

~330 hrs without a system

~130 hrs with a system

Small, steady effort instead of a 6-month scramble

About 60% less time

Quality is built into everyday work, so the audit becomes a check, not a project.

The invisible invoice

Like an overseas wedding, the ticket price is only the start. What does your audit really cost?

INVOICE

Audit prep without a system (example)

Audit fee (auditing body)	**$6,000–$8,000**
Your time: 10 hrs a week × 26 weeks × $100	**$26,000**
Key manager's time: 260 hrs × $70	**$18,200**
Updating documents and getting them re-signed: 50 participants × 1.5 hrs × $60	**$4,500**
Stress, team morale and turnover risk	**?**
Real cost of one audit	**$54,700+**

Example rates only. Swap in your own numbers.

How a system streamlines it

- Evidence builds as you go, not in a 6-month sprint
- Owner time shifts from doing to overseeing
- Tasks shared across the team, with clear visibility
- Document changes tracked, so you know who needs to re-sign
- Fewer surprises, less stress

02

What a good QMS looks like

Turning quality into a system, not a scramble



You already have a quality management system

Every registered provider does. It's your policies, your registers, your folders and how you handle feedback.

The real question: is it working, and was it set up on purpose as a system that manages quality?

A systemised QMS turns quality from something you scramble for into something that runs in the background.

- Less time and stress at audit
- Consistent practice across your team
- Issues caught early
- Clear accountability
- Evidence that builds as you go
- Better outcomes for participants

A good QMS makes the everyday easier

It's a clear plan for meeting every requirement under the standards, and it captures evidence as it comes in.

Your operating rhythm

Example cadence

WEEKLY — Team check-in: new incidents, complaints and actions due

MONTHLY — Management meeting: registers, risks, CI register and staff matters

QUARTERLY — Internal audit on your schedule, risk register and policy review

YEARLY — Governance review, business plan, training needs analysis

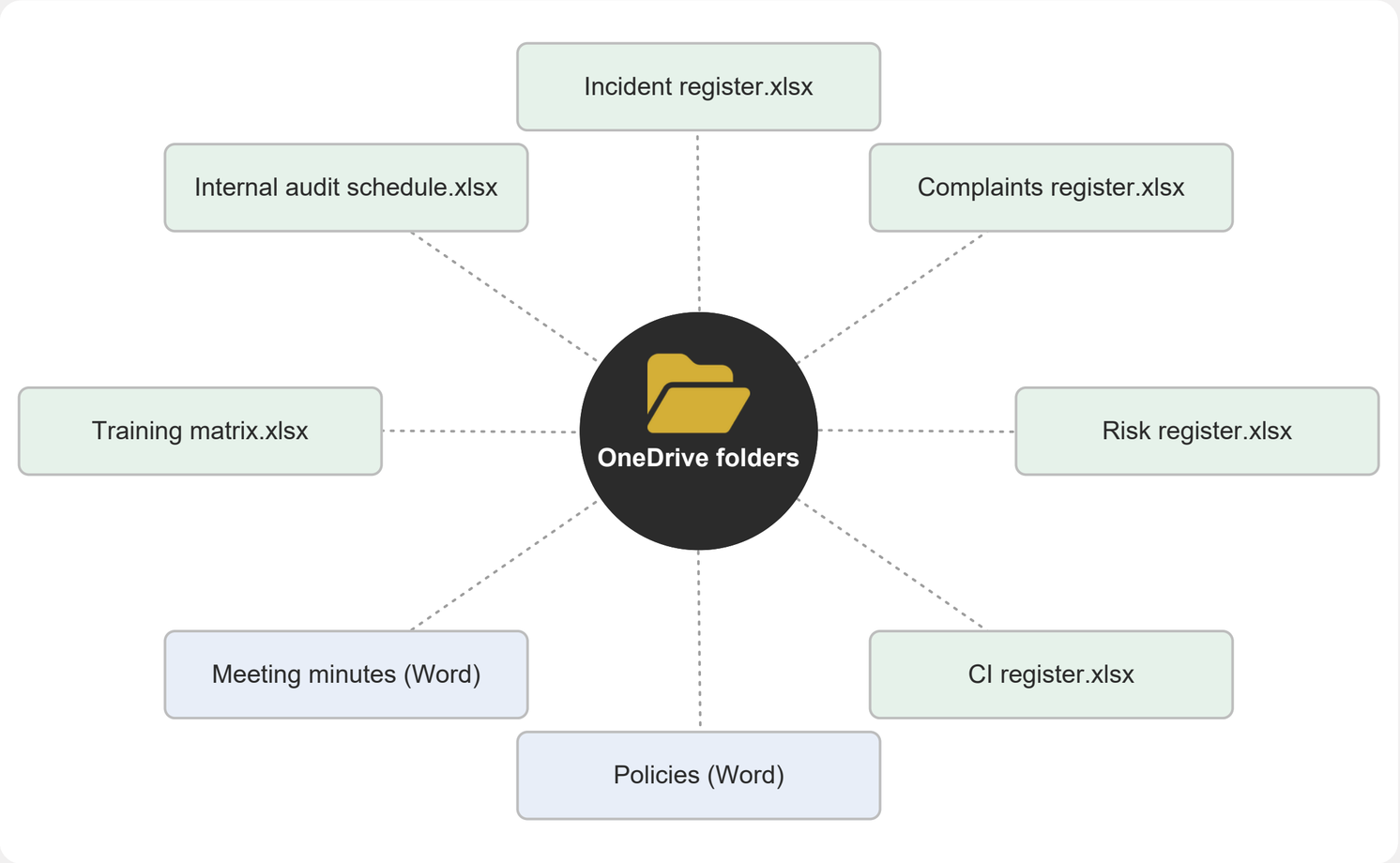
EVIDENCE CAPTURED AS IT HAPPENS

Meeting minutes	Actions added to your corrective action plans and registers
Improvements you make	Recorded in your Continuous Improvement register
Feedback you receive	Logged, actioned and closed off, with the outcome recorded
Everyday work	Forms and records saved where your auditor will look

If it's set up well, the system does the remembering for you.

Option 1: the DIY system

Registers, folders and documents you link together yourself



It can work, but you do the work

- You link registers to each other by hand
- Version control relies on file names
- Reminders live in calendars and heads
- Evidence is spread across folders
- It depends on one person keeping it up

OPTION 2

Auditly: a systemised QMS

The same building blocks, connected, with automation built in



[Add Auditly screenshot]

What's built in

- Registers connected to your CI register
- Policy updates pushed to you
- Reminders and tasks for your team
- Staff and participant document tracking
- Read-only access for your auditor

From feedback to improvement

WHERE IT COMES FROM

- Internal audits
- Complaints and feedback
- Incidents
- Risks and hazards
- Participant and staff input



WHAT HAPPENS NEXT

1. **Action assigned**
   Someone owns it, with a due date
2. **Improvement made**
   The fix is put in place
3. **Policies, forms or training updated**
   So the change sticks
4. **Monitored and reviewed**
   Checked at your next internal audit

The loop closes: what you learn feeds your next internal audit, and the cycle keeps improving quality.

03

Systems that make life easier

What changes day to day when quality runs on a system



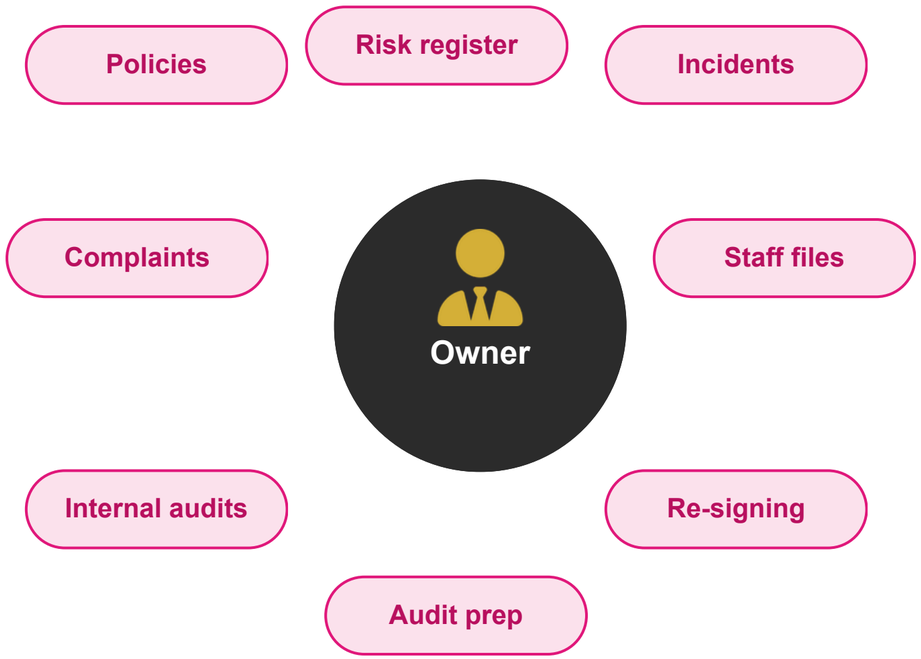
Before and after a system

Without a system		With a system
Hunting through folders and spreadsheets	→	**One central place for policies and records**
Checking government sites for changes	→	**Updates come to you, in plain English**
Chasing staff about expired training	→	**Automatic reminders before things expire**
Re-typing incidents into several registers	→	**Enter once, and it flows to your CI register**
Weeks of panic before every audit	→	**Evidence builds as you go**

Who looks after quality?

Most providers don't have a dedicated quality lead. It's often a hybrid role, or it all lands on the owner.

Without systems



Everything lands on one person

With the right systems

Owner
Oversight at a glance, not doing every task

Hybrid quality or operations role
Runs the internal audit schedule and CI register

Team leaders
Follow up incidents and complaints

Frontline staff
Complete forms from a simple link

Everyone can see what's done and what's due

Is your business built to last?

- [ ] Our policies reflect the services we deliver today
- [ ] We know when standards change and what it means for us
- [ ] Every incident and complaint is followed through to an improvement
- [ ] Our risk register is reviewed regularly
- [ ] Staff screening, training and reviews are current
- [ ] Participant support plans and risk assessments are reviewed on time
- [ ] We run internal audits to a schedule and act on the findings
- [ ] We could share our evidence with an auditor tomorrow

7–8 — **Strong foundations**
Keep it up and keep it current

4–6 — **Some gaps**
Map your processes and fix the weak spots

0–3 — **Time to build**
Start with policies and registers

Tick each statement that's true for you today. A quick self-check, not a formal assessment.

3 tips to get a system in place

1

Map your processes

- Map the lifecycle of a participant or staff member
- Spot every place you collect information day to day
- Create really easy ways to capture it
- Use technology to help, such as AI note-takers that push minutes into your template

2

Streamline internal audits

- Put an internal audit plan in place
- Delegate audits to the right people
- Track progress so nothing slips between audits

3

Document it and train your team

- Clear, easy-to-follow documentation
- Training for everyone who needs it
- Make each process as simple to follow as possible

Reduce key person risk: once it's documented, it's out of your head (or one key person's head) and the business can run without it.

Tip 1 in action: map the participant journey

At each stage, ask: what information do we collect, and how can we make capturing it easier?

Enquiry	Intake	Agreement	Planning	Supports	Review	Exit
INFORMATION CAPTURED						
Enquiry form, first contact notes	Intake form, consent, NDIS plan	Signed service agreement	Support plan, risk assessment, evacuation plan	Progress notes, incidents, feedback	Plan reviews, updated risk assessments	Exit summary, handover, records kept

Do the same for staff

Recruitment → Screening → Induction → Training → Supervision → Performance review → Exit

MEET

Auditly

Living policies and an active quality management system, in one workspace

Living Policy Engine

- Policy updates when standards change
- AI guardrails protect mandatory text
- One-click terminology mapping
- Version history for every edit

Active QMS

- Connected registers feed your CI log
- Staff and participant document tracking
- Internal audit schedule and tasks
- Read-only auditor access and export



Built for NDIS (Core and Modules 1–5a) and Support at Home providers

Gap by gap: how Auditly helps

The gap	How Auditly helps
Governance evidence	Internal audit schedule built from your registration scope, with tasks delegated to your team
Outdated policies	Living Policy Engine sends plain-English notifications when rules change, with version history
Disconnected registers	Incidents, complaints, risks and hazards feed straight into your Continuous Improvement register
Staff file gaps	Staff training, qualifications and checks tracked, with expiry reminders
Participant file gaps	Support plans, risk assessments and reviews tracked for each participant
No internal audit trail	Forms, risk updates and corrective actions logged automatically, with read-only auditor access

LIVE DEMO

Let's look at Auditly and how our system does this



Questions?

Pop them in the chat and we'll work through them together.



TRY AUDITLY

Start your 14-day free trial

Instant setup · No credit card required · Full access for 14 days

Start your free trial	app.auditly.au/signup
Watch the 7-minute walkthrough	auditly.au/policies
Join a live demo on Thursday	auditly.au
Call the Auditly team	1300 514 963



THE MAGAZINE FOR RISING DISABILITY PROFESSIONALS

Scan here to subscribe



tania gomez consulting

Educate | Inspire | Connect

VOL 02.

THE CULTURE EDITION

Christmas 2026

tania gomez consulting

- **Sydney** - 26 November, Lunch harbour cruise
- **Melbourne** - 8 December, 6-9pm at La Di Da
- **Brisbane** - 3 December 6-9pm at The Alliance Hotel



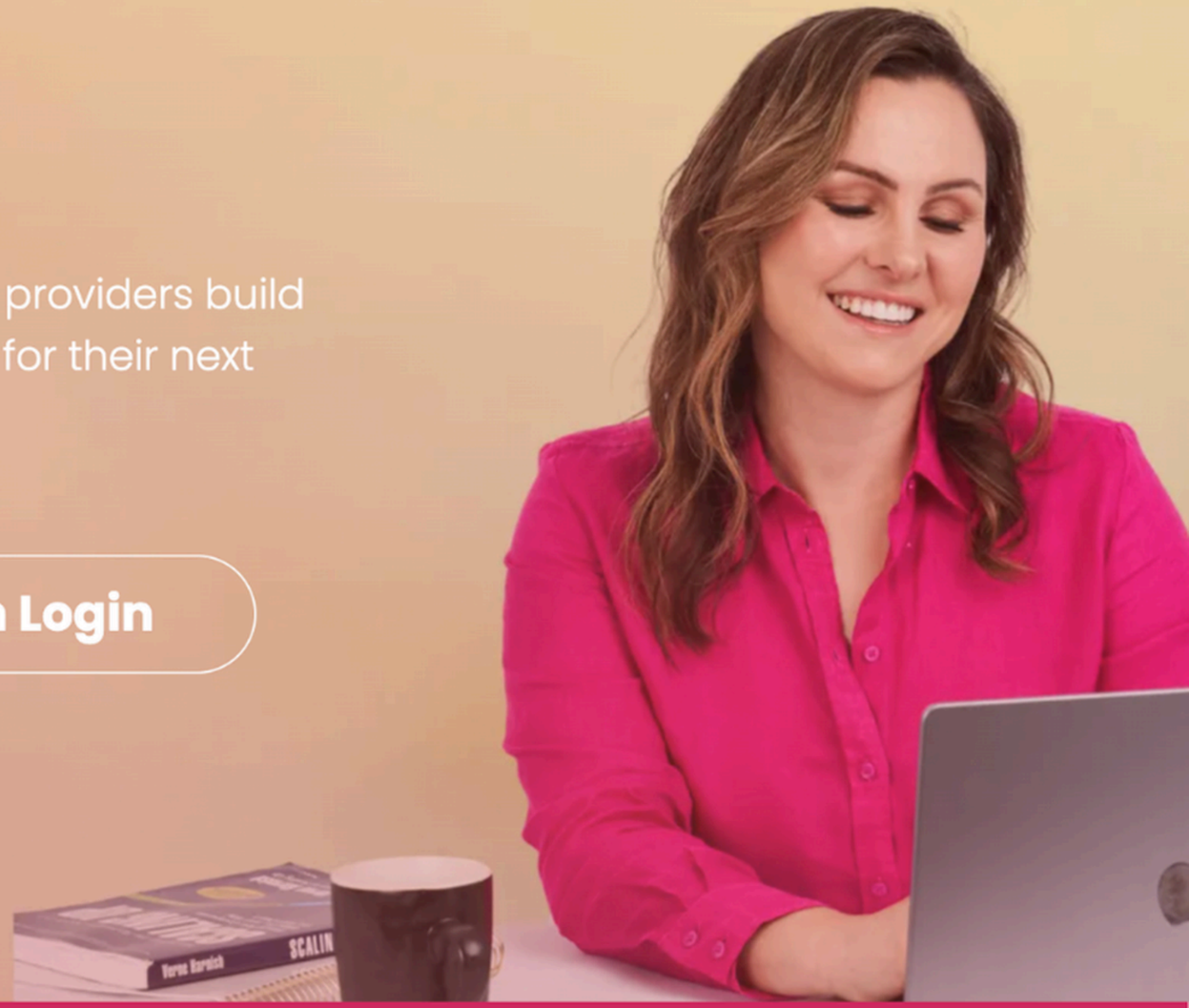
TANIA GOMEZ'S

Audit Ready

A structured, educational program that helps NDIS providers build clarity, capability, and confidence as they prepare for their next audit.

Reserve my spot

Program Login



Join Now

https://taniagomez.com.au/1-1-audit-support

tania
gomez
consulting

Book a Consult
with Tania

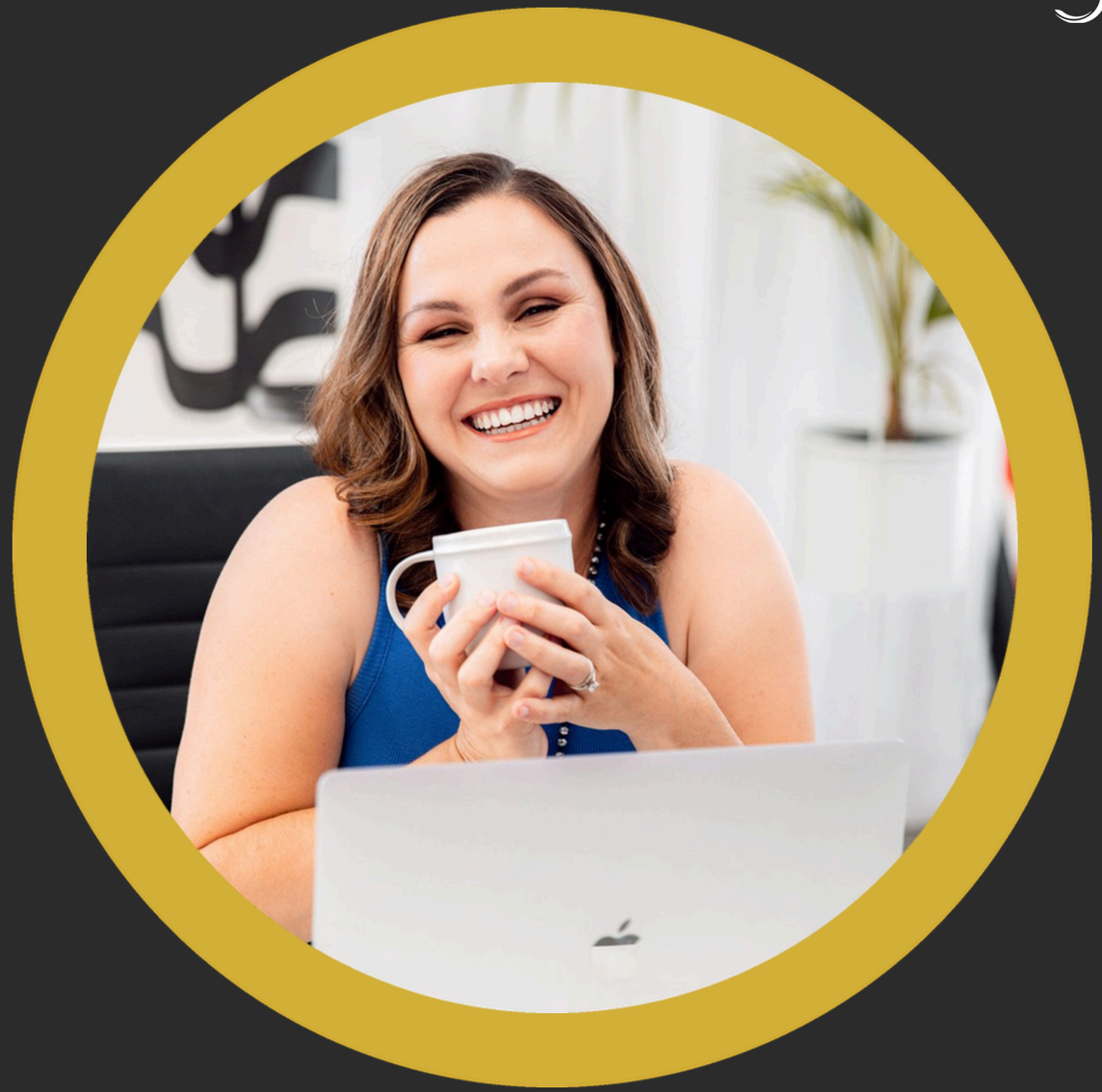


www.TaniaGomez.com.au

Book a 15 min consult with Tania

Thank you

Tania



tania gomez consulting × auditly