

Australian Community Industry Alliance (ACIA) Policy - Audit Time and Duration

This Policy is provided to Certification Bodies for use when undertaking ACIS audits.

This document shall be read in conjunction with the Australian Community Industry Certification Scheme 5.0 (ACICS 5.0) - in particular the definitions and requirements relevant to Audit Time and Duration. An extract of key clauses is provided in this Policy document.

The Audit Time and Duration outlined in this Policy document are considered to be the benchmark minimum time and duration required. As outlined in ACICS 5.0, there may be circumstances where Audit Time and Duration is increased or decreased.

Note that Client interviews are additional to the times calculated for Core and Supplementary Standards.

Planned Audit Duration						
Row	Item	WITHOUT Equivalence		WITH FULL Equivalence		
NOW	iteiii	Certification	Surveillance	Certification	Surveillance	
	Minimum Audit Duration allowance for Standards					
	Core Standards (1 to 5)					
1	Minimum Audit Time in total for the Standards under Core Standards	6 hours in total	3 hours in total	3 hours in total	2 hours¹ in total	
	Supplementary Standards – minimum Audit Time for each individual Standard within the relevant Standard ²					
2	Standard 6 – Complex Physical Support	20 minutes per standard	20 minutes per standard ³	10 minutes per standard	10 minutes per standard ³	
3	Standard 7 – Complex Behaviour Support	20 minutes per standard	20 minutes per standard ³	10 minutes per standard	10 minutes per standard ³	
4	Standard 8 – Mental Health Support	30 minutes per standard	30 minutes per standard ³	15 minutes per standard	15 minutes per standard ³	

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Planned Audit Duration							
Daw	Maria	WITHOUT Equivalence		WITHOUT Equivalence		WITH FULL Equivalence	
Row	Item	Certification	Surveillance	Certification	Surveillance		
5	Standard 9 – Assistive Technology	20 minutes per standard	20 minutes per standard ³	10 minutes per standard	10 minutes per standard ³		
	Minimum Audit Duration allowance for site visits						
6	Time for each additional Site ⁴ (where ACIS Relevant Clients receive services) to be visited during the audit	1 hour per site	1 hour per site	1 hour per site	1 hour per site		
	Minimum Audit Duration allowance for Client/staff interviews and file reviews ⁵						
7	Time for each Client interviews and file reviews to be conducted during the audit ⁶ (30 min for interviews and 15 minutes for file reviews)	45 minutes per Client (when not a joint Cl 45 minutes per Client (when interviewing Client or other Clients) ⁷		when interviewing a joint			
8	Time for each staff interviews and file reviews to be conducted during the audit (30 min for interviews and 15 minutes for file reviews)	45 minutes per staff member		45 minutes per staff member			
	Other items Certification Bodies should allow for, that impact Audit Duration ⁸						
9	Review of previous non-conformances	Determined by Certification Body					
10	The need for CALD/interpreters, etc	Determined by Certification Body					
11	Other items, where considered relevant by the Certification Body to increase or decrease Audit Duration	Determined by Certification Body					

¹ Surveillance Audit Time for the Core Standards (as categorised in ACIS) with full equivalence has not been reduced by 50% to acknowledge the expected focus on the Clinical Standard.

² The number of Supplementary Standards is determined by the standards within the scope of the audit.

³ Audit Time has not been reduced for Supplementary Standards during Surveillance audits as the risk-based approach permitted in the scheme will reduce the number of standards audited and resulting time allowance.

⁴ Calculation of the number of Sites to be visited shall be in accordance with the requirements of ACICS.

⁵ ACICS 5.0 outlines a minimum 30 minutes for interviews and a minimum 15 minutes for file reviews).

The minimum times for interviews and file reviews for a Client who is not also a NDIS/Aged Care Client has not been reduced under full equivalence as the equivalence policy operates to reduce the number of interviews/file reviews or site visits required (in relevant circumstances) rather than reduce the time required. Sites visits are in addition to the head office visit.

Planned Audit Duration

Row	ltem -	WITHOUT Equivalence		WITH FULL Equivalence	
		Certification	Surveillance	Certification	Surveillance

If a Certification Body is interviewing/file reviews in the following circumstances, the Certification Body should allow the specified time IN ADDITION to the time allowed in the other audit. This is intended to allow the Certification Body to ask questions relevant to ACIS.

- If the interview/file review is conducted with the Client who is being interviewed/file reviewed in the NDIS/Aged Care audit.
- If the interview/file review is conducted with a Client who is not an ACIS Relevant Client because there are insufficient numbers of ACIS Relevant Clients to meet sampling requirements (e.g. less than 5 ACIS Relevant Clients).

[§] No allowance has been specified for these items as Certification Bodies shall determine what is appropriate in the specific circumstances.

Extract from Australian Community Industry Certification Scheme 5.0

Note: the extracts below are provided for information only. The Certification Body shall ensure all relevant requirements of ACICS 5.0 are complied with, regardless of whether they are provided below.

Audit Day	The duration of an audit day is 8 hours, including 1 hour for lunch and excluding all other activities other than auditing.
Audit Duration	Part of Audit Time spent conducting audit activities from the opening meeting to the closing meeting, inclusive. Note: Audit activities normally include: - Conducting the opening meeting. - Performing document review while conducting the audit. - Communicating during the audit. - Assigning roles and responsibilities of guides and observers. - Collecting and verifying information. - Generating audit findings. - Preparing audit conclusions. - Conducting the closing meeting. Audit Duration does not include travel time (e.g. en-route or between sites) or breaks (other than the lunch break).
Audit Time	Time needed to plan and accomplish a complete and effective audit. Audit Time includes the total time on-site at a client's location (physical or virtual) and time spent off-site carrying out planning, document review, interacting with

7.4.7 Audit Time and Duration

- 7.4.7.1 Audit Durations should typically not be less than 80% of the Audit Time calculated rounded to the nearest whole number. This applies to initial Certification, Surveillance, Provisional and subsequent Certification Audits.
- 7.4.7.2 A Certification Body shall allow the following minimum times for file reviews and interviews:
 - An additional 30 minutes for each Client identified in the Total Client Sample for interviews.
 - b) An additional 15 minutes for each Client identified in the Total Client Sample for file reviews.
 - c) An additional 30 minutes for each staff member interviewed.
 - d) An additional 15 minutes for each staff file reviewed.
- 7.4.7.3 Audit Days shall be rounded to closest whole number.

client personnel and report writing.

7.4.7.4 Audit Time and Duration shall be calculated in accordance with ACIA's published policy.

7.4.7.5 Audit Time:

- a) Should be increased by the Certification Body where the Certification Body considers it appropriate to do so, after considering such factors as:
 - Complicated logistics involving more than one building or location where work is carried out or very large Sites relevant to the audit scope.
 - ii. The sample of ACIS Relevant Clients speaking in more than one language that require interpreters or other factors preventing auditors from working independently.
 - A high proportion of ACIS Relevant Clients with high risk or complex needs.
 - iv. The need to review and close non-conformities from previous audits.
- b) Shall be reduced where the Certification Body considers it appropriate to do so, after considering such factors as:
 - Applying Equivalence with other Standards, consistent with Scheme requirements.
 - Relying on Client and staff interviews and file reviews from other Scheme Certification audits, consistent with Scheme requirements.
 - Prior knowledge of the Service Provider's systems (e.g. previously audited against ACIS by the same Certification Body).
- 7.4.7.6 Reductions in Audit Duration shall not exceed 50% of the full duration outlined in the Audit Time and Duration policy documentation provided by ACIA.
- 7.4.7.7 Additional time required for the stage 1 audit or report writing shall not be used to reduce time planned for stage 2 audit auditing activities.
- 7.4.7.8 The audit plan shall include the duration of each major component, including associated rationale, and advised to the Service Provider. The Service Provider will ensure that the most appropriate organisational individual is scheduled to meet the requirements of each component in the plan.

7.4.8 Planning

- 7.4.8.1 As part of planning the evaluation activities, the Certification Body
- 7.4.8.2 The number of staff interviews and file reviews shall be based on a risk assessment by the Certification Body, after considering the following factors:
 - a) The number of ACIS Relevant Clients.
 - b) The number of sites to be audited.
 - c) The complexity of services provided to ACIS Relevant Clients.
 - d) Other factors considered relevant by the Certification Body.
- 7.4.8.3 In planning and undertaking its evaluation activities of Clients, Certification Bodies shall be cognisant of the vulnerabilities of Clients and shall confirm the Client received the Opt-Out communication from the Service Provider and was still comfortable participating in the audit process. Certification Bodies shall advise Clients selected for interview that, to support the interview process, they may have an independent person of their choice present at the interview.
- 7.4.8.4 In developing the audit plan for Certification and Surveillance audits, the Certification Body shall consider (where applicable):
 - a) Any parts of the Standard that were identified as non-conformities in the previous and relevant Certification or Surveillance audit.
 - b) The ACIA Self-Assessment document, completed by the Service Provider.
 - c) Relevant documents provided by the Service Provider.
 - d) Review of any material changes to the Service Provider.
 - e) Results from internal audits and management review.
 - f) The approach taken by the Service Provider in relation to its management system, operational control and service delivery.
 - g) The Service Provider's scope of service, including Client complexity.
 - h) The Service Provider's size.
 - i) ACIA Equivalence Policy for relevant Service Providers.
 - Accuracy of advertising claims made by the Service Provider, including websites and social media as per ACIA Guidelines re Use of ACIA Logo.
 - k) Other information available to the Certification Body relating to the Service Provider and relevant to the audit, including information from ACIA, Scheme Funders or Government Agencies.
 - Risk based considerations, as outlined in clause 7.1 (General Process Requirements).
- 7.4.8.5 The Certification Body shall advise the Service Provider of its audit plan in enough time for arrangements to be made to visit and interview Clients.
- 7.4.9 Unless otherwise agreed with ACIA, the Certification Body shall prioritise face to face Client interviews rather than virtual or telephone interviews, after taking into account such factors as Client preferences, significant travel distances, pandemic, etc. The rationale for not conducting Client interviews face to face shall be documented in audit records.

Audit Time and Duration Guidance – Examples

Examples are provided for information purposes only.

	mples to show how clauses are nded to work	Audit Time and Duration Guidance		
	mple 1: Service Provider			
The provider is undertaking a NDIS audit at the same time as the ACIS		Audit Duration (from opening to closing meetings)	Audit WITHOUT equivalence	Audit WITH full equivalence
	audit at the same time as the ACIS	1. Core standards	6 hours	3 hours
•	Supplementary Standards	Supplementary Standards		
	Complex phy - 5 (med mgt, wound care, TBI, palliative, altered nutrition)	Complex Physical Support (2 of the Quality Outcomes in scope do not have equivalence with NDIS – TBI	2.67 hours	1.67 hours
	 Complex behaviour – 3 Mental health – 1 	and palliative)		
•	No additional Sites	3. Complex Behaviour Support	1 hour	0.67 hour
•	5 Client interviews and file reviews required for audit	(1 Quality Outcome does not have equivalence with NDIS – complex cognitive)		
	 2 ACIS Relevant Clients are also NDIS participants and were 	Mental Health Support	0.5 hour	0.5 hour
	included in interviews and file reviews	(mental health Standard does not have equivalence with NDIS)	0.5 Hour	0.5 Hour
•	4 staff interviews and file reviews required for the audit	5. Assistive Technology	-	-
	o Interviews and file reviews of 2	Site visits		
	of the staff are relevant for the ACIS review	6. Additional Site Visits	-	-
•	Other items allowed for by the	Client/staff interviews and file reviews		
	Certification Body (without equivalence)	7. Client interviews and file reviews	3.75 hours	
	Review of previous non- conformances – none	Client is an ACIS Relevant Client and not a joint Client		2.25 hours
Oth.	CALD/Interpreters – none or items	b. Client is a joint Client or other Client		0.67 hour
Otne	er items - none	Staff interviews and file reviews	3 hours	1.5 hours
		Other items Certification Bodies should allow for, that impact Audit Duration		
		9. Review of previous non-conformances	-	-
		10. The need for CALD/interpreters, etc	-	-
		Other items, where considered relevant by the Certification Body to increase or decrease Audit Duration	-	-
		Audit Duration Total – Hours	16.92 Hours	10.26 Hours
		Audit Duration Total – Audit Days	2.11 Audit Days	1.28 Audit Days
		Noting that Audit Duration should typically not be (including Audit Duration) is calculated as (Audit		it Time, Audit Time
		Audit Time – Without equivalence – 2.64 Audit Days (rounded to 3 Audit Days)		
		Audit Time – With full equivalence – 1.6 Aud	lit Days (rounded to 2	Audit Days)
		Notes: In accordance with the Equivalence Policy and Item 2 (complex physical support) is calc		

Examples to show how clauses are intended to work						
		 Item 3 (complex behaviour support) is equivalence and 1 Quality Outcome w 		Outcomes at full		
		 Item 4 (mental health support) is calcu equivalence. 	lated at 1 Quality Outco	me without		
		Clients are living in own home, which does not qualify to be counted as a Site.				
		Client interviews/file reviews are calculated as follows:				
		 The Certification Body considers it appreviews that are required, the 2 interviecan be relied on, with some time added 	ews/file reviews of the jo	oint NDIS/icare Clie		
		There are 3 interviews/file reviews to be conducted where the Client is an ACIS Relevant Client and not a joint Client (3 X 45 minutes).				
		 There is additional time allocated who are joint Clients (2 X 20 min 	d to the interviews/file re			
		Staff interviews/file reviews are calculated a	•			
Evample 2: Service Provider		 The Certification Body considers it appreviews that are required, the 2 staff in NDIS review can be relied on. This me conducted when equivalence is considered. 	terviews/file reviews con ans there are 2 intervie	mpleted under the		
		This example shows the application of full equivalence. A Certification Body may consider it appropriate to not apply full equivalence — in which case the Audit Duration and Audit Time will be greater than the example shown for full equivalence.				
		Audit Time does not include travel time for Client Interviews.				
		 The Audit Time and Duration outlined in this 	accument is generally			
Exa	ample 2: Service Provider	minimum time and duration required. There Body increases or decreases Audit Time an so, after considering Scheme requirements.		where the Certifica		
	Imple 2: Service Provider Iertaking Certification Audit:	Body increases or decreases Audit Time anso, after considering Scheme requirements.	d Duration if it considers	where the Certifica s it appropriate to d		
	Iertaking Certification Audit: The provider is undertaking a NDIS	Body increases or decreases Audit Time and		where the Certifica		
ın	lertaking Certification Audit:	Body increases or decreases Audit Time anso, after considering Scheme requirements. Audit Duration (from opening to closing	d Duration if it considers Audit WITHOUT	where the Certifica s it appropriate to d		
ind	Intertaking Certification Audit: The provider is undertaking a NDIS audit at the same time as the ACIS audit Supplementary Standards	Body increases or decreases Audit Time anso, after considering Scheme requirements. Audit Duration (from opening to closing meetings)	Audit WITHOUT equivalence	where the Certifica s it appropriate to d Audit WITH ful equivalence		
ind	lertaking Certification Audit: The provider is undertaking a NDIS audit at the same time as the ACIS audit Supplementary Standards Complex phy - 8 (med mgt, wound care, catheter, bowel, enteral, airway, spinal, palliative)	Body increases or decreases Audit Time anso, after considering Scheme requirements. Audit Duration (from opening to closing meetings) 1. Core standards Supplementary Standards 2. Complex Physical Support (2 of the Quality Outcomes in scope do	Audit WITHOUT equivalence	where the Certifica s it appropriate to d Audit WITH ful equivalence		
ınd	lertaking Certification Audit: The provider is undertaking a NDIS audit at the same time as the ACIS audit Supplementary Standards Complex phy - 8 (med mgt, wound care, catheter, bowel, enteral, airway, spinal, palliative) Complex behaviour – 3	Body increases or decreases Audit Time anso, after considering Scheme requirements. Audit Duration (from opening to closing meetings) 1. Core standards Supplementary Standards 2. Complex Physical Support (2 of the Quality Outcomes in scope do not have equivalence with NDIS – spinal	Audit WITHOUT equivalence 6 hours	Audit WITH ful equivalence 3 hours		
ine	lertaking Certification Audit: The provider is undertaking a NDIS audit at the same time as the ACIS audit Supplementary Standards Complex phy - 8 (med mgt, wound care, catheter, bowel, enteral, airway, spinal, palliative) Complex behaviour - 3 Mental health - 1	Body increases or decreases Audit Time anso, after considering Scheme requirements. Audit Duration (from opening to closing meetings) 1. Core standards Supplementary Standards 2. Complex Physical Support (2 of the Quality Outcomes in scope do not have equivalence with NDIS – spinal and palliative)	Audit WITHOUT equivalence 6 hours 2.67 hours	Audit WITH fu equivalence 3 hours 1.67 hours		
ıno	lertaking Certification Audit: The provider is undertaking a NDIS audit at the same time as the ACIS audit Supplementary Standards Complex phy - 8 (med mgt, wound care, catheter, bowel, enteral, airway, spinal, palliative) Complex behaviour – 3	Body increases or decreases Audit Time anso, after considering Scheme requirements. Audit Duration (from opening to closing meetings) 1. Core standards Supplementary Standards 2. Complex Physical Support (2 of the Quality Outcomes in scope do not have equivalence with NDIS – spinal and palliative) 3. Complex Behaviour Support (1 Quality Outcome does not have equivalence with NDIS – complex	Audit WITHOUT equivalence 6 hours	Audit WITH ful equivalence 3 hours		
ine	Acrtaking Certification Audit: The provider is undertaking a NDIS audit at the same time as the ACIS audit Supplementary Standards Complex phy - 8 (med mgt, wound care, catheter, bowel, enteral, airway, spinal, palliative) Complex behaviour - 3 Mental health - 1 No additional Sites Client interviews and file reviews required for audit AUDITIONAL STANDARD A	Body increases or decreases Audit Time anso, after considering Scheme requirements. Audit Duration (from opening to closing meetings) 1. Core standards Supplementary Standards 2. Complex Physical Support (2 of the Quality Outcomes in scope do not have equivalence with NDIS – spinal and palliative) 3. Complex Behaviour Support (1 Quality Outcome does not have equivalence with NDIS – complex cognitive)	Audit WITHOUT equivalence 6 hours 2.67 hours	Audit WITH ful equivalence 3 hours 1.67 hours 0.67 hour		
ine	lertaking Certification Audit: The provider is undertaking a NDIS audit at the same time as the ACIS audit Supplementary Standards Complex phy - 8 (med mgt, wound care, catheter, bowel, enteral, airway, spinal, palliative) Complex behaviour - 3 Mental health - 1 No additional Sites Client interviews and file reviews required for audit	Body increases or decreases Audit Time anso, after considering Scheme requirements. Audit Duration (from opening to closing meetings) 1. Core standards Supplementary Standards 2. Complex Physical Support (2 of the Quality Outcomes in scope do not have equivalence with NDIS – spinal and palliative) 3. Complex Behaviour Support (1 Quality Outcome does not have equivalence with NDIS – complex	Audit WITHOUT equivalence 6 hours 2.67 hours	Audit WITH fur equivalence 3 hours 1.67 hours		
ını	Intertaking Certification Audit: The provider is undertaking a NDIS audit at the same time as the ACIS audit Supplementary Standards Complex phy - 8 (med mgt, wound care, catheter, bowel, enteral, airway, spinal, palliative) Complex behaviour - 3 Mental health - 1 No additional Sites Client interviews and file reviews required for audit 2 ACIS Relevant Clients are also NDIS participants and were included in interviews and file reviews staff interviews and file reviews	Body increases or decreases Audit Time anso, after considering Scheme requirements. Audit Duration (from opening to closing meetings) 1. Core standards Supplementary Standards 2. Complex Physical Support (2 of the Quality Outcomes in scope do not have equivalence with NDIS – spinal and palliative) 3. Complex Behaviour Support (1 Quality Outcome does not have equivalence with NDIS – complex cognitive) 4. Mental Health Support (mental health standard does not have	Audit WITHOUT equivalence 6 hours 2.67 hours	Audit WITH ful equivalence 3 hours 1.67 hours 0.67 hour		
ını	Intertaking Certification Audit: The provider is undertaking a NDIS audit at the same time as the ACIS audit Supplementary Standards Complex phy - 8 (med mgt, wound care, catheter, bowel, enteral, airway, spinal, palliative) Complex behaviour - 3 Mental health - 1 No additional Sites Client interviews and file reviews required for audit ACIS Relevant Clients are also NDIS participants and were included in interviews and file reviews staff interviews and file reviews required for the audit Interviews and file reviews of 4	Body increases or decreases Audit Time anso, after considering Scheme requirements. Audit Duration (from opening to closing meetings) 1. Core standards Supplementary Standards 2. Complex Physical Support (2 of the Quality Outcomes in scope do not have equivalence with NDIS – spinal and palliative) 3. Complex Behaviour Support (1 Quality Outcome does not have equivalence with NDIS – complex cognitive) 4. Mental Health Support (mental health standard does not have equivalence with NDIS)	Audit WITHOUT equivalence 6 hours 2.67 hours 1 hour	Audit WITH fu equivalence 3 hours 1.67 hours 0.67 hour		
ine	Intertaking Certification Audit: The provider is undertaking a NDIS audit at the same time as the ACIS audit Supplementary Standards Complex phy - 8 (med mgt, wound care, catheter, bowel, enteral, airway, spinal, palliative) Complex behaviour - 3 Mental health - 1 No additional Sites Client interviews and file reviews required for audit ACIS Relevant Clients are also NDIS participants and were included in interviews and file reviews staff interviews and file reviews required for the audit	Body increases or decreases Audit Time anso, after considering Scheme requirements. Audit Duration (from opening to closing meetings) 1. Core standards Supplementary Standards 2. Complex Physical Support (2 of the Quality Outcomes in scope do not have equivalence with NDIS – spinal and palliative) 3. Complex Behaviour Support (1 Quality Outcome does not have equivalence with NDIS – complex cognitive) 4. Mental Health Support (mental health standard does not have equivalence with NDIS) 5. Assistive technology	Audit WITHOUT equivalence 6 hours 2.67 hours 1 hour	Audit WITH fu equivalence 3 hours 1.67 hours 0.67 hour		
ine	Interviews and file reviews required for the saff are relevant for sand such saff are relevant for the saff are relevant for the saff are relevant saff saff are relevant for the saff are relevant for the saff are relevant saff saff are relevant saff saff saff saff saff saff saff saf	Body increases or decreases Audit Time anso, after considering Scheme requirements. Audit Duration (from opening to closing meetings) 1. Core standards Supplementary Standards 2. Complex Physical Support (2 of the Quality Outcomes in scope do not have equivalence with NDIS – spinal and palliative) 3. Complex Behaviour Support (1 Quality Outcome does not have equivalence with NDIS – complex cognitive) 4. Mental Health Support (mental health standard does not have equivalence with NDIS) 5. Assistive technology Site visits	Audit WITHOUT equivalence 6 hours 2.67 hours 1 hour	Audit WITH fu equivalence 3 hours 1.67 hours 0.67 hour		

Review of previous non-

CALD/Interpreters - none

conformances - none

Other items - none

5.25 hours

0.67 hour

Client is an ACIS Relevant Client

Client is a joint Client or other

and not a joint Client

Client

ended to work	Audit Time and Duration Guidance			
	Staff interviews and file reviews	4.5 hours	1.5 hours	
	Other items Certification Bodies should allow for, that impact Audit Duration			
	9. Review of previous non-conformances	-	-	
	10. The need for CALD/interpreters, etc	-	-	
	Other items, where considered relevant by the Certification Body to increase or decrease Audit Duration	-	-	
	Audit Duration Total – Hours	21.42 Hours	13.26 Hours	
	Audit Duration Total – Audit Days	2.68 Audit Days	1.66 Audit Days	
	Noting that Audit Duration should typically not be less than 80% of Audit Time, A (including Audit Duration) is calculated as (Audit Duration x 100 / 80):			
	 Audit Time – Without equivalence – 3.35 Audit Days (rounded to 3 Audit Days) Audit Time – With full equivalence – 2.08 Audit Days (rounded to 2 Audit Days) 			
	equivalence and 2 Quality Outcomes wit Item 3 (complex behaviour support) is calcular equivalence and 1 Quality Outcome with Item 4 (mental health support) is calcular equivalence. Clients are living in own home, which does not complete the complete term of the calculated as the complete term of the certification Body considers it approximately reviews that are required, the 2 interview can be relied on, with some time added There are 7 interviews/file reviews ACIS Relevant Client and not a join the complete term of the complete terms.	alculated at 2 Quality Count equivalence. It deat 1 Quality Outcount qualify to be counted as follows: It opriate that, of the 9 Clus/file reviews of the journ for ACIS specific quest to be conducted when the Client (7 X 45 minutes to the interviews/file response to the conducted when the counter of the	me without I as a Site. ient Interviews/file int NDIS/icare Clientions. This means: te the Client is an tes).	
	who are joint Clients (2 X 20 minu	·		
	Staff interviews/file reviews are calculated as The Certification Body considers it approrection reviews that are required, the 4 staff interview can be relied on. This meal conducted when equivalence is conside	opriate that, of the 6 starties. Friends file reviews corns there are 2 interviews.	npleted under the	
	This example shows the application of full equit appropriate to not apply full equivalence – ir Time will be greater than the example shown	n which case the Audit		
	Audit Time does not include travel time for Cli	•		
	The Audit Time and Duration outlined in this d minimum time and duration required. There m Body increases or decreases Audit Time and	ay be circumstances v	where the Certificatio	

Examples to show how clauses are intended to work

Audit Time and Duration Guidance

Example 3: Service Provider undertaking Surveillance Audit:

- The provider is undertaking a NDIS audit at the same time as the ACIS audit
- Supplementary Standards in provider's scope of service
 - Complex phy 5 (med mgt, wound care, TBI, palliative, altered nutrition)
 - o Complex behaviour 3
 - Mental health 1
 - After considering risk and other factors, the following standards are included in the surveillance audit (4 – med mgt, TBI, positive behaviour support and mental health)
- No additional Sites
- 5 Client interviews and file reviews required for audit
 - 2 ACIS Relevant Clients are also NDIS participants and were included in interviews and file reviews
- 4 staff interviews and file reviews required for the audit
 - Interviews and file reviews of 2 of the staff are relevant for the ACIS review
- Other items allowed for by the Certification Body (without equivalence)
 - Review of previous nonconformances – none
 - CALD/Interpreters none
 - Other items none

	lit Duration (from opening to closing etings)	Audit WITHOUT equivalence	Audit WITH full equivalence	
1.	Core standards	3 hours	2 hours	
Supplementary Standards				
2.	Complex Physical Support (1 of the 2 Quality Outcomes in scope and does not have equivalence with NDIS – TBI)	0.67 hours	0.5 hour	
3.	Complex Behaviour Support (1 Quality Outcome in scope has equivalence with NDIS – positive behaviour support)	0.33 hour	0.17 hour	
4.	Mental Health Support (mental health standard does not have equivalence with NDIS)	0.5 hour	0.5 hour	
5.	Assistive technology	-	-	
Site	visits			
6.	Additional Site Visits	-	-	
Clie	ent/staff interviews and file reviews			
7.	Client interviews and file reviews	3.75 hours		
	Client is an ACIS Relevant Client and not a joint Client		2.25 hours	
	b. Client is a joint Client or other Client		0.67 hour	
8.	Staff interviews and file reviews	3 hours	1.5 hours	
	er items Certification Bodies should w for, that impact Audit Duration			
9.	Review of previous non-conformances	-	-	
10.	The need for CALD/interpreters, etc	-	-	
11.	Other items, where considered relevant by the Certification Body to increase or decrease Audit Duration	-	-	
Aud	lit Duration Total – Hours	11.25 Hours	7.59 Hours	
Aud	lit Duration Total – Audit Days	1.41 Audit Days	0.95 Audit Days	
Noting that Audit Duration should typically not be less than 80% of Audit Time. Audit Time				

Noting that Audit Duration should typically not be less than 80% of Audit Time, Audit Time (including Audit Duration) is calculated as (Audit Duration x 100 / 80):

- Audit Time Without equivalence 1.76 Audit Days (rounded to 2 Audit Days)
- Audit Time With full equivalence 1.19 Audit Days (rounded to 1 Audit Day)

Notes:

- In accordance with the equivalence policy and the service provider's scope of service:
 - Item 2 (complex physical support) is calculated at 1 Quality Outcome at full equivalence and 1 Quality Outcome without equivalence.
 - Item 3 (complex behaviour support) is calculated at 1 Quality Outcome at full equivalence.
 - Item 4 (mental health support) is calculated at 1 Quality Outcome without equivalence.
- Clients are living in own home, which does not qualify to be counted as a Site.

Examples to show how clauses are intended to work		Audit Time and Duration Guidance		
inte	nided to work	Client interviews/file reviews are calculated as The Certification Body considers it approreviews that are required, the 2 interview can be relied on, with some time added There are 3 interviews/file reviews ACIS Relevant Client and not a jo There is additional time allocated who are joint Clients (2 X 20 minus) Staff interviews/file reviews are calculated as The Certification Body considers it approreviews that are required, the 2 staff interviews that are required, the 2 staff interviews are calculated as NDIS review can be relied on. This mean conducted when equivalence is considered when equivalence is considered it appropriate to not apply full equivalence — in Time will be greater than the example shown Audit Time does not include travel time for Clients and Duration outlined in this document in the and duration required. There may be	oppriate that, of the 5 C vs/file reviews of the jo for ACIS specific quests to be conducted when int Client (3 X 45 minuto the interviews/file retes). follows: oppriate that, of the 4 sterviews/file reviews consthere are 2 interviewed. uivalence. A Certification which case the Audit for full equivalence. ent Interviews. nent is generally consi	oint NDIS/icare Clients tions. This means re the Client is an tes). eviews of the Clients aff Interviews/file mpleted under the ws file reviews to be on Body may conside Duration and Audit dered to be the
	ample 4: Service Provider	Body increases or decreases Audit Time and Dura after considering Scheme requirements. Audit Duration (from opening to closing	tion if it considers it ap	propriate to do so, Audit WITH full
unc	dertaking Surveillance Audit: The provider is undertaking a NDIS	meetings)	equivalence	equivalence
•	audit at the same time as the ACIS	1. Core standards	3 hours	2 hours
	audit Supplementary Standards	Supplementary Standards		
•	Complex phy - 8 (med mgt, wound care, catheter, bowel, enteral, airway, spinal, palliative)	Complex Physical Support (the Quality Outcome in scope does have equivalence with NDIS – medication mgt)	0.33 hour	0.17 hour
	 Complex behaviour – 3 Mental health – 1 After considering risk and other factors, the following standards 	Complex Behaviour Support (the Quality Outcome in scope does have equivalence with NDIS – positive behaviour support)	0.33 hour	0.17 hour
	are included in the surveillance audit (3 – med mgt, positive behaviour support and mental health)	Mental Health Support (mental health standard does not have equivalence with NDIS)	0.5 hour	0.5 hour
•	No additional Sites	5. Assistive technology	-	-
•	7 Client interviews and file reviews required for audit	Site visits		
	o 2 ACIS Relevant Clients are	6. Additional Site Visits	-	-
	also NDIS participants and were included in interviews and file	Client/staff interviews and file reviews		
	reviews	7. Client interviews and file reviews	5.25 hours	
•	5 staff interviews and file reviews required for the audit	a. Client is an ACIS Relevant Client and not a joint Client		3.75 hours
	 Interviews and file reviews of 3 of the staff are relevant for the 	b. Client is a joint Client or other Client		0.67 hour
_	ACIS review Other items allowed for by the	8. Staff interviews and file reviews	3.75 hours	1.5 hours
•	Other items allowed for by the Certification Body (without equivalence)	Other items Certification Bodies should allow for, that impact Audit Duration		
	 Review of previous non- conformances – none 	Review of previous non-conformances	-	-
	o CALD/Interpreters – none	10. The need for CALD/interpreters, etc	-	-
	 Other items - none 			

Examples to show how clauses are intended to work	Audit Time and Duration Guidance				
	Other items, where considered relevant by the Certification Body to increase or decrease Audit Duration	-	-		
	Audit Duration Total – Hours	13.16 Hours	8.76 Hours		
	Audit Duration Total – Audit Days	1.65 Audit Days	1.10 Audit Days		
	Noting that Audit Duration should typically not be (including Audit Duration) is calculated as (Audit		it Time, Audit Time		
	 Audit Time – Without equivalence – 2.06 Audit Days (rounded to 2 Audit Days) Audit Time – With full equivalence – 1.38 Audit Days (rounded to 1 Audit Day) Notes: In accordance with the Equivalence Policy and the Service Provider's scope of service Item 2 (complex physical support) is calculated at 1 Quality Outcome at full equivalence. Item 3 (complex behaviour support) is calculated at 1 Quality Outcome at full equivalence. Item 4 (mental health support) is calculated at 1 Quality Outcome without equivalence. Clients are living in own home, which does not qualify to be counted as a Site. Client interviews/file reviews are calculated as follows: The Certification Body considers it appropriate that, of the 7 Client Interviews/file reviews that are required, the 2 interviews/file reviews of the joint NDIS/icare Coan be relied on, with some time added for ACIS specific questions. This mean 				
	 There are 5 interviews/file reviews ACIS Relevant Client and not a join 				
	 There is additional time allocated to the interviews/file reviews of the C who are joint Clients (2 X 20 minutes). 				
	Staff interviews/file reviews are calculated as	follows:			
	 The Certification Body considers it appropriate that, of the 5 staff Interviews/file reviews that are required, the 3 staff interviews/file reviews completed under the NDIS review can be relied on. This means there are 2 interviews file reviews to be conducted when equivalence is considered. This example shows the application of full equivalence. A Certification Body may cons it appropriate to not apply full equivalence – in which case the Audit Duration and Aud Time will be greater than the example shown for full equivalence. 				
	Audit Time does not include travel time for Cli	ent Interviews.			
	The Audit Time and Duration outlined in this document is generally considered to be the minimum time and duration required. There may be circumstances where the Certificati Body increases or decreases Audit Time and Duration if it considers it appropriate to do after considering Scheme requirements.				