

Audit Report Timeframes Policy	
Purpose	<p>This policy establishes ACIA's minimum requirements for Certified Auditing Bodies (CAB's) in relation to audit reporting timeframes under the Australian Community Industry Standard (ACIS).</p> <p>It aims to ensure timely, consistent, and transparent reporting, supporting the integrity of the ACIS certification process and enabling prompt action where corrective measures are required.</p>
Scope	<p>This policy applies to:</p> <ul style="list-style-type: none"> • All CAB's conducting Certification, Surveillance, or Recertification Audits under the ACIS Scheme. • All ACIS-certified Service Providers. • All audit-related communication, reporting, and decision-making processes linked to ACIS certification.
Policy Statement	<ol style="list-style-type: none"> 1. Planned and Completed Audits <ul style="list-style-type: none"> • CAB's must provide ACIA with: <ul style="list-style-type: none"> ○ A list of Certification and Surveillance audits completed in the last 12 months. (Due in February) ○ A list of planned audits over the next 6 months. (Due in February and August) 2. Audit Reporting to Service Providers <ul style="list-style-type: none"> • CAB's must issue the Audit Report, including any identified non-conformities and required corrective actions, to the Service Provider within 15 business days of the audit. 3. Corrective Action Plan (CAP) <ul style="list-style-type: none"> • Service Providers must submit their CAP to the CAB within 5 business days of written notification of non-conformities. • CAB's must review the CAP promptly and confirm acceptance or request amendments. 4. Closing Non-Conformities <ul style="list-style-type: none"> • Major non-conformities must be closed within 3 months, and minor non-conformities within 6 months of the initial written notification, unless an alternative timeframe is formally approved in writing by the CAB and communicated to ACIA (refer to 7.4.6.3(f) of <i>ACIA External 032 – ACIS Scheme V5.0</i>). Where a major non-conformity is downgraded to a minor non-conformity, the timeframe to downgrade is deducted from the 6 month period allowed for a minor non-conformity, and 6 months in total will be allowed for the close out of the non-conformity 5. Certification Decisions <ul style="list-style-type: none"> • The CAB must provide ACIA with the Final Audit Report and completed Self-Assessment (if applicable) upon finalisation. • The Certification Certificate must then be submitted to ACIA within 10 business days of the certification decision date, or 10 business days prior to the previous certification expiry date if the audit is completed well in advance. • Where delays occur due to internal compliance review processes, the CAB must ensure the total turnaround time from the audit to ACIA notification does not exceed 35 business days, unless an extension is agreed in writing. 6. Changes to Certification Status <ul style="list-style-type: none"> • CAB's must inform ACIA within 10 business days of any decision to terminate, reduce, suspend, or withdraw certification, including supporting evidence for the decision.

	<p>7. Significant Non-Conformities or Issues that Present Risk to Clients or Staff</p> <ul style="list-style-type: none"> • If, during an audit or as a consequence of an audit, the CAB identifies any non-conformities or issues that present a risk or risks to the people being supported by the provider, or to staff, they should notify ACIA within 24 hours of identifying the non-conformity or issue. This is in addition to the CAB's other reporting responsibilities. The notification can be verbal or via email. If verbal or via informal email, a brief written report of the issues identified are to be provided to ACIA within 5 business days of the notification. • Further information may be requested by ACIA based on the unique circumstances of the situation.
Responsibilities	<p>All CAB's must:</p> <ul style="list-style-type: none"> • Implement internal processes to meet or exceed the timeframes in this policy. • Communicate promptly with Service Providers and ACIA regarding any delays or barriers. • Participate in ACIA-led consultation processes to review and refine timeframes as needed.
Consequences of Breach	<p>Failure to comply with this policy may result in:</p> <ul style="list-style-type: none"> • Review of CAB's eligibility to conduct ACIS audits. • Notification to relevant accreditation bodies. • Potential suspension of CAB's authorisation under the ACIS Scheme.
References/ Resources	<ul style="list-style-type: none"> • ACIA External 031 - ACIS Standard V5.0 • ACIA External 032 – ACIS Scheme V5.0
Review	<p>This policy will be reviewed every 3 years or earlier if industry feedback, operational experience, or changes to ACIS requirements indicate a need for amendment.</p>