

## NDIS Certification Audit Results June 2026 (Easy Read)



### About this document

An independent **Auditor** assessed Gateways. This document explains what the auditor thinks about Gateways.

### What is an Auditor?

An auditor is a person who checks if an organisation is doing a good job.

- They looked at information and records
- They talked to clients, families and staff
- They checked if Gateways follows the NDIS rules
- They told Gateways what it is doing well.
- They also told Gateways what it can do better.

Auditors are independent. This means they do not work for Gateways and give their own opinion.

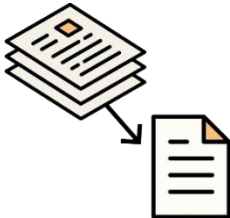
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### About this document (continued)



When we say “**we**” it means **Gateways**.

When we say “**clients**” it means people who use Gateways’ services and supports.



This Easy Read document is a summary of another document.

This means it only includes the most important information.

You can request a copy of the original document from Gateways.

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### **Good news!**

Gateways passed the mid-cycle NDIS Certification Audit.

The auditors found that Gateways continues to meet the NDIS Practice Standards.

The auditors said Gateways should keep its certification. Certification means Gateways can keep providing NDIS services.

The auditors did not find any serious problems.



### **What is working well?**

People have positive experiences with Gateways

Clients told us:

- they are happy with their supports
- they have trusted staff who have supported them for a long time
- services focus on the goals, needs and choices of each person.

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### Areas the Auditors told us we were really strong



#### Support Coordination

- Staff support people with complex needs.
- Gateways works well with other services and professionals.
- Staff try to find and manage risks early.



#### Behaviour Support

- Staff use support strategies that are based on good information and professional advice.
- Gateways wants to use less **restrictive practice**.  
A **restrictive practice** is something that limits a person's rights or movement.
- Practitioners receive strong supervision and support.

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### **Areas the Auditors told us we were really strong (continued)**



#### **High intensity supports**

- Health professionals help guide supports when needed.
- Staff receive client-specific training.
- Complex supports are delivered safely and consistently.



#### **Medication and health supports**

- Medication systems are generally working well.
- Medications are stored and administered safely.
- Oversight processes help keep participants safe.

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**The Auditors also told us that we could do some things better**



### **Information and complaints**



- Make more participant information available in Easy Read.
- Help staff better understand the complaints process.



### **Medication Processes**

- Get better at checking when medicine may be used to control behaviour.
- Check medicines that are only used when needed. Make sure they are still right for the person.



### **Health Monitoring**

- Improve some health records. For example, records about catheter care.

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**The Auditors also told us that we could do some things better (continued)**



### **Behaviour Support and Restrictive Practices**

- Strengthen staff understanding of restrictive practices.
- Make consent information clearer and more accessible.



### **Recording Information**

- Improve recording of training and evidence of practice.
- Make sure all reviews are done on time. This includes reviews about risk.



### **Policies and Systems**

Update some documents so they are clearer. This includes information about conflicts of interest in the Support Coordination handbook.

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### What this means



Gateways is a strong, stable and values-driven organisation.



Clients are at the centre of what we do.



Systems support quality, safety and continuous improvement.



The focus is on getting even better, not fixing major problems.

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### **Our Commitment**

We will continue to:



Listen to clients and families



Keep people safe



Support choice and independence



Improve our services



Learn and grow as an organisation



Thank you to our participants, families, carers, staff and partners who helped achieve this positive result.

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**How to contact Gateways if you have any questions about this document.**



You can call us on **5221 2984**



You can email us at **info@gateways.com.au**