

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



### About this document

An independent **auditor** assessed Gateways.

### What is an Auditor?

An auditor is a person who checks how an organisation is working.

- They look at information and records
- They talk to clients, families and staff
- They check if the organisation follows the NDIS rules.
- They tell the organisation what it is doing well.
- They also suggest ways the organisation can improve.

Auditors are independent. This means they are not part of Gateways and give their own opinion.



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

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

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



### **Good news!**

Gateways passed the mid-cycle NDIS Certification Audit.

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

Gateways has been recommended for certification.

No major problems were found.

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



### **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.

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



### **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.
- Risks are managed proactively.



#### **Behaviour Support**

- Staff use evidence-based approaches.
- Gateways is committed to reducing and removing restrictive practices.
- Practitioners receive strong supervision and support.

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



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



#### **High intensity supports**

- Clinical oversight is in place 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.

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



**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**

- Improve identification of chemical restraints.
- Review unused PRN (as needed) medications.



### **Health Monitoring**

- Improve some clinical documentation, such as catheter monitoring records.

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



**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.
- Complete [all](#) reviews on time, including risk assessment reviews.



### **Policies and Systems**

Update and strengthen some documents, including conflict of interest information in the Support Coordination handbook

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

### 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.

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



### **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.