

QECNT's reduced notice period A&R in practice

Phone call and email to commence A&R process



Step 1 Minimum 5 business days notice will be given

- An authorised officer (AO) will call the AP and/or service to advise of the A&R.
- The AO will ask for the service QIP and staffing record to be submitted through the NQA ITS portal within 48hrs
- A follow up email and commencement letter will be sent following the phone call.

- Required documents must be submitted via NQAITS within 48hr of the commencement letter being received
- The AO will send an email to confirm when the QIP has been received.

Step 2 QIP to be submitted



Step 3 Visit preparations

- Services should prepare documents for the A&R visit. A list is included in the commencement email.

NB: these will be documents that are already kept at the service. The only requirement is to ensure that they are readily available during the A&R visit. You are not required to submit these before the visit.

- The service may wish to prepare staff by engaging in a self-assessment (A template will be provided with the commencement email)
- You are encouraged to contact QECNT if you have any questions prior to the visit

Step 4 Further preparations



Step 5 Day before visit

- You may receive a phone call the day before the visit to check in.
- If you have any last-minute changes or considerations to advise the AO this is a useful time to discuss them.

- The AO will arrive at the agreed time and commence the visit
- Services are encouraged to operate as per day-to-day practice.

