



What is fraud?

Protecting the NDIS

Easy Read guide



ndis

[ndis.gov.au](https://www.ndis.gov.au)

How to use this guide



The National Disability Insurance Agency (NDIA) wrote this guide. When you see the word 'we', it means the NDIA.



This guide is written in an easy to read way. We use pictures to explain some ideas.

Bold

We have written some words in **bold**.

Not bold

This means the letters are thicker and darker.



We explain what these words mean.

There is a list of these words on page 20.



This Easy Read guide is a summary of another fact sheet.



You can find the other fact sheet on our website at www.ndis.gov.au



You can ask for help to read this guide.

A friend, family member or support person may be able to help you.

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What is fraud?



Fraud is something you plan to do that is not honest.



Fraud is a crime.



People commit fraud to get something for:

- themselves
- other people.



It is not fraud if you:

- are careless
- make a mistake.

What happens when someone commits fraud?



When you do the wrong thing, we call it **non-compliance**.

This includes if you do the wrong thing:



- on purpose



- by accident.

Fraud might be committed by:



- **service providers** – someone who supports people with disability, such as an organisation or individual



- **participants** – people with disability who take part in the NDIS

- a participant's:



- family member



- carer



- support worker.



People commit fraud against the NDIS in different ways.

These can include:



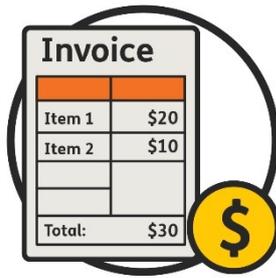
- breaking the law to get NDIA information



- giving us false information



- using fake documents or **invoices**.



An invoice is a document that includes:

- a list of services that need to be paid for
- the amount that needs to be paid.

Some people commit fraud by:



- using **funding** in the wrong way



- saying they used funding for services they didn't get.



Funding is the money in your plan that pays for supports and services.

Why is fraud a problem?



When someone commits fraud against the NDIS, they take funding away from participants who need it.



We want to protect all participants from fraud.



We need people to tell us if someone does the wrong thing.



We wrote a document that explains what we do if someone commits fraud against the NDIS.

It is called our Fraud Strategy Statement.



You can find our Fraud Strategy Statement on our website.

www.ndis.gov.au/about-us/fraud-and-non-compliance/fraud-strategy-statement



We look into small cases of fraud, like 1 person who does the wrong thing.



But the **NDIS Fraud Taskforce** (the Taskforce) looks into serious cases of fraud.



The Taskforce is a group of government departments that deals with people who break the law against the NDIS.

The Taskforce includes:



- the NDIA



- the Australian Federal Police (AFP)



- Services Australia.

When the Taskforce catches people who commit fraud, those people can:



- go to jail



- pay a big fine.



The Taskforce works with the AFP to:

- collect proof of what happened
- share the proof of what happened in court.

What if someone uses funding in the wrong way?



You should tell the NDIS Fraud Reporting and Scams Helpline if you think someone uses NDIS funding in the wrong way.

We might ask you:



- who is doing the wrong thing, such as a service provider or a participant
- when it happened and for how long
- what happened
- where it happened.



We might also ask you:

- why you think they did the wrong thing
- how you found out
- who else you have told.



You should try to have this information before you tell us.

What happens after you tell us



After you tell us, we will look into the problem.



Sometimes we can't do anything about the problem.



This might be because we can't:

- work out who you are talking about
- find proof of what happened.

Or it might be because the person you're talking about:



- isn't part of the NDIS



- doesn't have an NDIS plan.

If we find proof that someone did the wrong thing with NDIS funding, we might:



- find out more
- ask them to pay back the funding.

Or we might tell another organisation that is in charge of fixing these problems, such as the **NDIS Quality and Safeguards Commission** (NDIS Commission).



The NDIS Commission makes sure people with disability who take part in the NDIS:



- are safe
- get good services.

Where can you get help?

If you have questions about how to use your NDIS funding the right way, you can talk to your:



- NDIA Planner – someone who makes new plans



- Local Area Coordinator (LAC) – someone who helps people with disability find and use services and supports.



We made some examples of what supports the NDIS can fund.



You can find the examples on the 'Would we fund it' page on our website.

www.ndis.gov.au/understanding/supports-funded-ndis/reasonable-and-necessary-supports/would-we-fund-it



We also wrote some guidelines that explain how we should make decisions.



You can find the guidelines on our website.

ourguidelines.ndis.gov.au

Information for service providers

We have lots of information on our website for service providers, including how to:



- make service agreements



- keep records.



ndis.gov.au/providers/provider-compliance



The NDIS Quality and Safeguards Commission website also has information to help service providers do the right thing.



www.ndiscommission.gov.au/providers

More information

For more information about this fact sheet,
please contact us.



www.ndis.gov.au



1800 800 110



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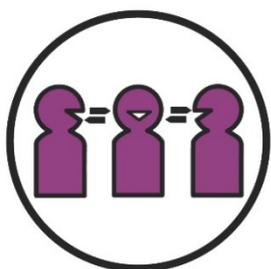
Support to talk to us



You can talk to us online using our webchat feature.

nccchat.ndis.gov.au/i3root

If you speak a language other than English, you can call:



Translating and Interpreting Service (TIS)

131 450

If you have a speech or hearing impairment, you can call:



TTY

1800 555 677



Speak and Listen

1800 555 727



National Relay Service

133 677

www.relayservice.gov.au

Word list



Fraud

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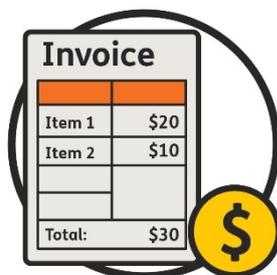
Fraud NDIS Taskforce (the Taskforce)

The Taskforce is a group of government departments that deals with people who break the law against the NDIS.



Funding

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Invoice

An invoice is a document that includes:

- a list of services that need to be paid for
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NDIS Quality and Safeguards Commission (NDIS Commission)

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- are safe
- get good services.

Non-compliance



If you do the wrong thing, we call it non-compliance.

This includes if you do the wrong thing:

- on purpose
- by accident.



Participants

Participants are people with disability who take part in the NDIS.



Service provider

A service provider supports people with disability.

A service provider can be an:

- organisation
- individual.



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