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What non-compliance is

Non-compliance can range from a simple mistake to committing a crime like fraud.

Non-compliance happens when people don't follow the NDIS code of conduct or the NDIS rules and regulations.

Not all non-compliance is on purpose.

Sometimes, non-compliance happens when a participant or provider makes a mistake. It's important to ask for help when something has gone wrong so we can work with you to fix any mistakes.

What non-compliance is like

Types of non-compliance

There are different types of non-compliance.

An error or mistake

An error or mistake can be when a person does the wrong thing without meaning to and without hoping to gain something for themselves.

Misuse

Misuse happens when a person uses NDIS funds in ways that aren't in line with the participant's plan or the law.

Conflict of interest

A conflict of interest is when a person or organisation has an opportunity to put what will benefit them (their own interests) ahead of the interests of the people they support.

Dishonest behaviour

Dishonest behaviour is when someone uses NDIS funds when they know it's the wrong thing to do. Someone behaves dishonestly when they take advantage of participants, their families or carers.

How to do the right thing

Doing the right thing means following the rules and standards of the NDIS and Australian laws. Sometimes we call this compliance.

Your plan funding must only be used to buy NDIS supports.

Learn more about what supports can be funded by the NDIS.

You can be compliant by using your funds for the NDIS supports that best help you work towards your goals and meet your needs.

Shopping around to find the right supports that offer the best value for money and quality will also help you be compliant.

Learn more about how to protect your NDIS plan from fraud and non-compliance.

How to report non-compliance

Report it in the following ways when you think someone is doing the wrong thing with your NDIS funds:

Online

Report any suspected fraud or non-compliance by completing our online tip-off form.

Phone

Call the NDIS Fraud Reporting and Scams Helpline on 1800 650 717.

Our helpline is open Monday to Friday 9 am to 5 pm AEST.

Give consent

Give consent to a trusted person to report the fraud on your behalf, such as a family member, friend or nominee, your provider or my NDIS contact.

NDIS Quality and Safeguards Commission

You can also report any concerns about how NDIS supports are delivered to you to the NDIS Quality and Safeguards Commission .

Related information

What is fraud

How to protect your NDIS plan

How to take steps when something is wrong

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