On this page:

What fraud is
What fraud is like
What reporting fraud to us is like

What fraud is

Fraud happens when people get benefits for themselves or others by being dishonest on purpose.

Fraud is more than being careless or making a mistake, which could be a type of non-compliance.

Fraud is a crime.

People who commit fraud against NDIS participants and the NDIS will be caught.

What fraud is like

Types of fraud

There are different types of fraud. All are illegal.

Making false claims

This includes:

- claiming for supports that were not provided
- charging for more than what was provided
- claiming the same invoice more than once
- charging more than agreed for the supports provided.

Overpricing

Overpricing is when providers charge an NDIS participant more for a support than the recommended price limit, or more than someone who does not have an NDIS plan. This is also called price gouging.

Access fraud

Using fake information and evidence when trying to become an NDIS participant is access fraud.

Eligibility fraud

Using fake information and evidence to try get more funding in an NDIS plan is eligibility fraud.

Identity theft

Using someone else's identity, contact details or address to try get access to an NDIS participant's funds is identity theft.

Deliberate non-disability related spending

This is a type of fraud where NDIS funds are used to pay for everyday expenses or items that aren't NDIS supports. This includes rent, home loan repayments or utility bills.

What reporting fraud to us is like

Tip-offs – telling us about someone who might have done something wrong – help us identify people who might be committing fraud.

If you suspect someone is doing the wrong thing with NDIS funds, you can report it to us.

How to report fraud

You can report fraud in the following ways:

Online

You can report any suspected fraud or non-compliance by completing our online tip-off form.

Phone

You can call the dedicated NDIS Fraud Reporting and Scams Helpline on 1800 650 717. Our helpline is open Monday to Friday 9am - 5pm AEST.

In person

A trusted person, such as a family member, friend or nominee, your provider or my NDIS contact can report fraud on your behalf.

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 .

What we do when you report fraud to us

We investigate all types of fraud.

It’s important to remember it is not your fault if you are a victim of fraud.

The Fraud Fusion Taskforce investigates individuals and businesses deliberately doing the wrong thing with NDIS funds.

Anyone who is taking part in fraud or non-compliant behaviours can have a range of consequences. These can include:

- education, requests to take corrective action or warnings
- suspending payments
- auditing payments and raising debt
- suspending or cancelling provider registration
- banning a person and/or provider from providing NDIS supports and services
- criminal law enforcement (arrest, charges and prosecution for activities associated with serious criminal activity which includes the possibility of jail)
- seeking civil penalties.

The safety and wellbeing of all participants remains our priority when we investigate or act against fraud or non-compliance.

Related information

What is non-compliance

How to take steps when something is wrong

What are the NDIS pricing arrangements and price limits

This page current as of
7 May 2026