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Step 1: Understand your role

Everyone has a role in stopping fraud and non-compliance in the NDIS.

It’s important NDIS funds are only used to pay for NDIS supports in line with your plan.

It’s also important people claiming NDIS funds for providing supports follow with relevant Australian laws, rules and regulations.

There are things you can do to protect your plan and funding from fraud and non-compliance.

Step 2: Understand your NDIS plan and budget

You should be familiar with the details of your plan, and what NDIS supports you can pay for with your funding.

Knowing this can help you spot claiming mistakes or misuse of your funds.

Step 3: Research providers

You can choose who delivers your NDIS supports and how they do this.

Find providers who meet your needs and will help you work towards your goals.

Providers shouldn't pressure you to buy services or supports you don’t want or need.

Check your provider’s license or registration and their experience with the NDIS Commission or other professional organisations.

Check if the provider has good reviews from other participants and provides good support to other people with disability.

Step 4: Create a service agreement with providers

A service agreement is an agreement between you and your provider that makes it clear what you have both agreed to.

A written service agreement is covered by Australian Consumer Law.

Step 5: Keep good records

You should keep good records no matter how your plan is managed. Keep records of the:

- NDIS supports you receive
- providers who deliver your NDIS supports
- claims you make.

Good records can include keeping emails, screenshots, diary entries and notes about your NDIS supports and claims.

You should check your records against your invoices to make sure the hours and days match the actual service provided.

You should also check any claims made against your plan. This helps to make sure all claims match your records and match the NDIS support delivered to you.

We can help you fix a mistake, if you think you have found one.

Step 6: Keep personal information safe and up to date

Don’t share your personal information with strangers.

Providers don’t need your my NDIS app or portal details. They also don’t need to know your myGov login to process any claims or service agreements. This is your personal information only.

Make sure you keep your contact details up to date. This will help us contact you if we find a mistake or someone accessing your plan who shouldn’t.

Know who you’ve given consent to access your plan and act on your behalf. This could be a nominee or guardian.

Step 7: How to get help

Call us

- Call us on 1800 800 110.

Use our service hub

- Submit an enquiry through our service hub .

Speak to us in person

- Talk to your my NDIS contact or visit your local office in person.

Video

Protect your plan

Learn about protecting your plan from fraud in this video.

Transcript for 'Protect your plan'

Related information

What is a service agreement

How to take steps when something is wrong

What are NDIS supports

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