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Option 1: If you've made a mistake

Step 1: Understand what a mistake is

It's important to understand the difference between making a mistake and fraud or non-compliance.

Learn more about what fraud and non-compliance look like.

We understand sometimes people make mistakes. It's important to ask for help when something has gone wrong so we can fix mistakes.

Step 2: Gather your information

When gathering information to help us fix an error or mistake, please think about:

- Who made the mistake – you, a provider, nominee or someone else?
- What happened and where did it happen?
- Claim details and any documents about the claim, such as receipts, service agreements, invoices or bank statements.

Step 3: Let us know. We're here to help you fix mistakes

Let us know by:

Calling us

Call us on 1800 800 110.

Using our service hub

Submit an enquiry through our service hub .

Speaking to us in person

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

Option 2: If you think someone else has done something wrong

Contact your provider or plan manager as soon as you can if you think they've made a mistake with a claim.

Talk to someone you trust if you don't feel okay talking to your plan manager or provider. They may be able to help you with your concern. You can contact us if you can't resolve the issue.

We may need to investigate if we think there's a problem with how your plan is being used. For example, we may check what supports have been bought with your funding or ask for more evidence, like a receipt.

Step 1: Understand the different types of fraud

It's important to understand fraud and report it. Fraud is more than carelessness or making a mistake, it is being dishonest on purpose.

Step 2: Gather any information that may help us

Consider the following questions when reporting what you think might be fraud:

- Who are you making a report about - a provider, someone employed by us, a participant, a nominee or someone else?
- What happened and where did it happen?
- When did it happen and for how long?
- How did you learn about it?
- Who else have you reported it to?

Step 3: Report it to us

You can report it to us if you think someone is doing the wrong thing with NDIS funds.

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, a contact from your provider or your 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 . You can report to them by:

- making a complaint on their website
- phoning 1800 035 544.

Option 3: If you've claimed a non-NDIS support

Step 1: Understand what can be funded by the NDIS

It's important NDIS funds are only used to pay for NDIS supports in line with your plan. We have lists available to help you understand what you can and can't spend NDIS funding on.

Step 2: Find out what to do when you need to pay us back

We understand most people try to do the right thing but sometimes make mistakes. It's important to let us know if you've claimed a non-NDIS support using NDIS funds.

Contact us if you've:

- spent your funding on supports that aren't in your plan or aren't NDIS supports
- made a mistake with your self-managed claims.

We can help you fix any mistakes and understand how to claim next time.

Step 3: If we need to recover funds

You may owe us a debt if you deliberately spend NDIS funding on supports that aren't in your plan or aren't NDIS supports. This means we'll need to be repaid the amount of money spent on supports that weren't in your plan. We may also vary your plan to change the way your funding is managed.

Learn more about how we manage and recover debts.

Step 4: Let us know.

We understand sometimes things go wrong. We're here to 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.

Related information

What is non-compliance

What is fraud

How to report fraud

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