1 September 2025

The Australian Government is acting to strengthen the privacy and safety of NDIS participants, under a tougher system of ID checks for providers.

All NDIS providers are progressively moving onto myID (formerly myGovID) with Relationship Authorisation Manager (RAM), to verify their identity on NDIS systems. This replaces the current platform, Provider Digital Access (PRODA).

myID is the Australian Government's Digital ID app and RAM is an authorisation service, used to verify individuals when they act on behalf of a provider.

Authorised users can access participants' plans, complete transactions and claim invoices for NDIS supports.

More than 11,000 provider staff access NDIS systems every day, so stronger ID checks will ensure participants have confidence that the people processing transactions related to their plans are who they say they are.

The system boost is part of The Federal Government's Crack Down on Fraud program, which received an additional $151 million funding in the 2025-26 Budget following initial investments of $83.9 million and $110.4 million last year.

The Fraud Fusion taskforce has stopped millions in estimated fraud.

- The Taskforce has launched more than 600 investigations, has many operations underway, and has referred 50 people to court.
- The NDIS Commission has undertaken 165 Taskforce related compliance actions against providers and individuals.
- Tip-off volumes have increased by 250% since the Fraud Fusion Taskforce was established.

For more information, including a how-to guide for providers, visit Improvements to how providers prove their identity.

Anyone with information about suspected fraud involving the NDIS should contact the NDIS fraud reporting and scams helpline on 1800 650 717 or fill out our online NDIS Fraud reporting form.

Attributable to Senator Jenny McAllister, Minister for the NDIS:

"Measures like myID allow us to crack down on identity fraud and make the NDIS more secure.

"It means we can be sure that everyone processing a transaction related to a plan is who they say they are.

“This is good news for hundreds of thousands of Australians with a disability and for the NDIS itself because data of participants, their family members and the broader integrity of the scheme is better protected.”

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