Different ways you can report fraud

We are committed to the safety and wellbeing of all NDIS participants and making sure NDIS funding is used the right way.

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

- 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 (family member, friend, nominee) or your NDIS partner can lodge a report on your behalf.

If you are concerned about the quality and safety of NDIS supports or services, you can report it to the NDIS Quality and Safeguards Commission .

For life-threatening situations and other emergencies, call 000.

What you will need when making a report

Before making a report, please make sure you are in a safe environment and have as much detail as possible with you.

Making a report may take time. The online form must be competed in one session and cannot be saved.

If you need help completing the form, you may wish to have a trusted person support you with the process.

When making the report, please consider:

- Who are you making the report about? This may include:
  - a provider or support coordinator
  - someone from the NDIA (NDIS planner or other staff member) or an NDIS partner
  - a participant or nominee.
- When did this first occur and how long has it been happening?
- What happened and where did this occur?
- Why do you find the behaviour suspicious?
- Have you spoken to or reported this to anyone else?
- Do you have any supporting information? This could include emails, receipts, service agreements, invoices, bank statements.

What happens when I make a report?

We take all reports seriously and analyse every single one. Please report all suspicions of fraud.

The information you provide is kept confidential, and your rights are protected by law. The more information you can provide at the early stages, the better able we are to investigate the matter.

After you make a report, you will receive a reference number. You do not need to make multiple reports for the same matter.

If you wish to provide further information about a matter previously reported, please complete the online tip-off form with your reference number.

Alternatively, call the dedicated NDIS Fraud Reporting and Scams Helpline on 1800 650 717 and quote your reference number.

We may need to contact you for additional information. Please note, we cannot do so if your submission is anonymous.

If you choose to remain anonymous, please provide as much information as you can to assist us with investigations.

Will I be notified of the outcome?

We regularly share outcomes of fraud investigations and our work to improve integrity in the NDIS.

However, sometimes we can’t provide information on a matter because we need to protect the privacy of individuals or the integrity of an investigation.

We also may not be able to provide any information about the conduct or outcome of an investigation due to our obligations under the Privacy Act 1988.

What actions does the NDIA take against non-compliance or criminal behaviour?

When deciding appropriate actions we consider the circumstances, attitudes, behaviours and activities of the person.

We know most people are trying to do the right thing, and we aim to promote this through education and support.

If the person has made a deliberate decision to do the wrong thing, we will take a stronger response.

If we find evidence of non-compliant behaviour, we may take action including:

- conducting an audit
- provide further education and guidance
- reclaiming a debt
- referring the matter to the NDIS Quality and Safeguards Commission.

If we find evidence of criminal behaviour, we will investigate further and may make a referral to the Commonwealth Director of Public Prosecutions to pursue criminal prosecution.

We may also take civil action to recover money lost as a result of fraud or intentional non-compliance.

Frequently asked questions

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