



Working with participants affected by fraud

Guide for NDIS providers

Fact Sheet | November 2024



NDIS participants (participants) or their families or carers may be the first to notice that their NDIS funds are being accessed by fraudsters. They may share their concerns with their providers or workers or raise a complaint with the National Disability Insurance Agency (NDIA) or the NDIS Commission. A participant may also raise concerns about their provider's behaviour without realising that it is fraudulent.

Signs that a NDIS provider may be committing fraud

- ◆ A participant's plan-funding is running out faster than expected, or there are unrecognisable claims made against the plan.
- ◆ A NDIS provider's claims against a participant's plan do not align with the

services or products the participant received.

- ◆ A NDIS provider or worker makes changes to the participant's plan without their knowledge or consent.
- ◆ A NDIS provider pressures a participant to accept services from businesses related to the provider.
- ◆ A NDIS provider or worker asks the participant for personal information that should not be shared (such as a password or PIN).
- ◆ The NDIS provider or worker has pressured a participant to give authority to act on the participant's behalf.
- ◆ Unusual business activities by a NDIS provider, such as
 - » hurriedly transitioning all participants to a new provider operated by the same people without explanation, or
 - » delivering unrelated non-NDIS goods or services at the same time as delivering NDIS supports, or
 - » the NDIS provider business is sold or changes ownership quickly and without warning or explanation.

- ◆ Rapid, unexpected or high-volume changes to the NDIS provider's staff or key personnel.
- ◆ A participant claims that other participants have been similarly affected by the same NDIS provider or NDIS worker.
- ◆ The NDIS provider appears to be running another business that has nothing to do with NDIS services, but that is making claims against the participant's plan.

Whilst the above signs are not definitive examples of fraudulent activity, they may provide an indication generally of conduct that may be of concern.

What to do if a participant raises concerns about fraud

If a participant raises concerns about behaviour that may constitute fraud by workers or personnel within your organisation, you must manage these issues according to your internal fraud management protocols and fraud management mechanisms. You can refer to the Managing the risk of fraud fact sheet for NDIS providers on the NDIS Commission website for guidance on fraud management.



If a participant raises concerns about behaviour that may constitute fraud by one of their other NDIS providers or support workers not associated with your organisation, you can refer them to the NDIA Fraud Reporting and Scams Helpline and support them to make a report. You can also make a report to the Helpline.

If a participant is affected by fraud this is likely to be a very stressful time for them and their supporters. It is important to work closely with affected participants to help identify how they can continue to access the supports they need despite fraud occurring against their plan. Participants may choose to cease or make changes to their supports. These participants may need help from their other NDIS providers, plan manager or support coordinator to access new services and supports. Participants may also seek support if they are asked to assist with an investigation.

Fair pricing is when there is no major price difference between the cost of a product or service for an NDIS participant compared to other customers. If a provider sets a higher price for NDIS participants and cannot justify the price difference, they may be in breach of the Code of Conduct and could face penalties.

If you have a concern or a complaint about unfair pricing, you can contact the NDIS Commission on:

Phone
1800 035 044

or

Visit
contactcentre@ndiscommission.gov.au



Reporting fraud against the NDIS

Suspected fraud against the NDIS can be reported to the NDIA Fraud Reporting and Scams Helpline:

Phone
1800 650 717

Visit
ndis.gov.au/reportfraud



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