**Your NDIS plan and keeping your information safe**

Your online safety is important to us.

The NDIA monitors for fraud and scams to ensure the safety of all NDIS participants and to protect the way the NDIS is delivered.

This video is about protecting yourself from scams and keeping your information safe.

A scam is a trick, usually aimed at getting money or private information from people. Scams are sometimes referred to as ‘fraud’ and they are against the law.

Scams come in many forms and scammers are very skilled at building your trust before they trick you.

A scammer may ask for private information, such as your NDIS participant number, NDIS plan details or bank details. They might ask you to pay an invoice for a service you have not used, and they usually want you to pay very quickly.

**How the NDIA is keeping your information safe**

The NDIA is bound by law to keep your information safe. The NDIA protects all personal information, and is clear about how this information is stored.

The NDIA has secure systems to protect your personal information from being lost or misused, and uses strategies to monitor and prevent fraud.

**How you can keep your information safe**

There are ways that you can help to keep your private information safe:

1. Be on alert for any unusual requests for your personal information or requests to change information about your plan;
2. Do not provide any personal information or banking details via phone, text or email;
3. Always keep your passwords a secret and update your computer programs regularly;
4. Do not open emails or attachments from people you do not know, even if they look safe;
5. Make sure to check your NDIS myplace portal regularly for any changes you do not recognise. If you can see something that doesn’t look right, contact your NDIS planner or Local Area Coordinator.

If you are concerned about suspicious activity, you can call the NDIS Fraud Reporting Hotline on 1800 650 717 or email [fraudreporting@ndis.gov.au](mailto:fraudreporting@ndis.gov.au)

You can find more information about protecting yourself from scams at scamwatch.gov.au