

You can report suspected fraud or non-compliance by:

- filling in our [online tip-off form](#)
  - this will assist the Agency in getting the important information we need to follow up properly and quickly
  - you will receive a reference ID once you have submitted the tip-off
- if you need help completing the online tip-off form you can call the NDIS Fraud Reporting and Scams Helpline on 1800 650 717.
- emailing [fraudreporting@ndis.gov.au](mailto:fraudreporting@ndis.gov.au)

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When making your report, please consider the following questions:

- Who are you making a report about?
  - A provider
  - Someone employed by the NDIA or our Partners in the Community
  - A participant or nominee
- When did it occur and for how long?
- What happened?
- Where did it occur?
- Why does it seem suspicious?
- How did you learn about this?
- Who else have you reported this matter to?

## What happens when you make a report

We take all reports seriously and assess every allegation made to us. Depending on the nature of the allegation and the evidence provided to us, we may:

- start a formal investigation into the matter
- undertake compliance activities including:
  - audits
  - education
  - reclaiming debts
- refer the allegation to another authority.

In some cases, we may not take any further action. This is usually because:

- we are unable to properly identify the business or person associated with the allegation
- the business or person you name doesn't provide services to the NDIS, or have involvement with the NDIS

- the person you name isn't an NDIS participant
- the information provided isn't relevant to the NDIA or the NDIS
- we confirm the person is not doing anything wrong and is acting within the rules of the NDIS.

The more information you can provide at the early stages, the better able we are to look into the matter.

Where possible, we will let you know what action we are taking in response to your allegation.

Sometimes we can't tell you what we're doing because we need to protect the privacy of individuals or the integrity of an investigation. We also may not be able to give you any information about the conduct or outcome of the investigation due to our obligations under the *Privacy Act 1988*.

## If we find evidence of non-compliant behaviour

We may take action including:

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

## If we find evidence of criminal behaviour

We will investigate further and prosecute the perpetrators.

This means we 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.

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