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The NDIA has zero tolerance for fraud against the NDIS, participants and the NDIA. Any amount of fraud is unacceptable.

[Fraud](#) is a crime. It requires intent. People who commit fraud try to get benefits for themselves or others by being dishonest.

Fraud is more than carelessness or making mistakes. If someone unintentionally does the wrong thing, we call this [non-compliance](#).

There are a number of ways people commit fraud against the NDIS and the NDIA:

- unlawfully obtaining and using NDIA information or restricted data
- providing false or misleading information
- using fake documents and invoices
- making claims for services or products that were not provided
- misusing funds
- theft
- unlawful disclosure of official information
- accounting fraud (e.g. false invoices, misappropriation)
- fraudulently claiming leave, travel and other entitlements
- misuse of assets, equipment or other facilities.

Criminal behaviour will always be investigated and perpetrators will be prosecuted.

## Consequences of fraud

When people do the wrong thing with NDIS funds:

- it takes money from a participant's NDIS budget
- stops participants from being able to purchase the supports they genuinely need
- makes it harder for participants to pursue their goals
- puts additional pressure on carers, family, friends and support networks.

Participants who have been the victim of fraud and non-compliance have also told us they:

- feel fear or shame
- have lost trust in their providers and the NDIS
- are worried they will lose more supports if they report suspicious behaviour to us.

## **Our approach to addressing fraud**

We use a range of strategies to identify, investigate and act on fraud:

- we use information and data to detect and respond to people who are doing the wrong thing with NDIS funds
- we continue to improve our processes to reduce opportunities for people to do the wrong thing
- we work with the Australian Federal Police, Services Australia, and other Commonwealth and State government agencies to identify, warn, and prosecute offenders
- we work closely with other regulatory bodies including the National Disability Quality and Safeguards Commission and the Australian Competition and Consumer Commission (ACCC).

We also rely on tipoffs to help us identify people who may be doing the wrong thing with NDIS funds.

We regularly check the strength of our fraud and corruption control through:

- risk assessments
- regularly updating our Fraud and Corruption Control Plan.

Our Fraud and Corruption Control Plan outlines how we are meeting our responsibilities under the:

- [Public Governance, Performance and Accountability Act 2013](#)
- [Commonwealth Fraud Control Framework 2017](#) .

Our approach to compliance and enforcement within the NDIS is outlined in our Compliance and Enforcement Framework:

- [Compliance and Enforcement Framework \(DOCX 778KB\)](#)
- [Compliance and Enforcement Framework \(PDF 1.1MB\)](#)
- [Easy Read - Compliance and Enforcement Framework \(PDF 3MB\)](#).

## **Reporting suspected fraud is everyone's responsibility**

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We expect everyone who engages with the NDIA and NDIS to act with honesty and integrity.

Participants, nominees and providers who use NDIS funds to pay for supports in line with an NDIS plan must comply with relevant Australian laws, rules and regulations.

NDIA staff, partners and contractors must also make sure that Commonwealth money is used in accordance with the law.

If you think someone is doing the wrong thing with NDIS funds, you should [report it to us](#).

Your report will be kept confidential, and your rights are protected by law.

Public officials who suspect wrongdoing within the Commonwealth public sector can also raise their concerns by making a [public interest disclosure \(PID\)](#) under the [Public Interest Disclosure Act 2013](#).

## More information

- [Report suspicious behaviour](#)
- [Public Interest Disclosure Scheme](#)

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