27 May 2024

The NDIA and NDIS Quality and Safeguards Commission is writing jointly to all plan managers and support coordinators who support participants to remind them of their obligations to:

- meet record keeping responsibilities
- meet conflict-of-interest obligations
- not engage in practices which facilitate the misuse of NDIS funds
- comply with all Commonwealth, State and Territory laws, including tax obligations .

NDIS plan managers and support coordinators play a significant role supporting participants to spend their plan appropriately. They enable participants to use their supports in the most efficient and effective manner.

But while most of them do the right thing, we know sometimes, some do not. Plan managers and support coordinators that have the best interests of participants at heart should not need to compete with these unethical and criminal entities.

We want NDIS participants to receive the best support possible and to ensure every dollar we have goes towards delivering services that make a difference.

We have zero tolerance for plan managers or support coordinators engaging in malicious behaviours and are progressively removing them, and their networks from the NDIS.

We are also referring them to law enforcement agencies.

We recognise those plan managers and support coordinators who are supporting participants, often in challenging circumstances, and who do the right thing.

Further information

NDIS Minister, the Hon. Bill Shorten has issued a media release on the letters.

If you have any concerns about the practices of any NDIS providers (including plan managers, health professionals or support coordinators) or participants, we strongly encourage you to report suspicious behaviour through the NDIA Fraud Reporting Form .

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