20 February 2026

The NDIS Quality and Safeguards Commission and the NDIA are taking action to safeguard people with disability in the Northern Territory from exploitation by unscrupulous NDIS providers.

Investigations are underway into concerns some providers have offered cash, alcohol, cigarettes and other inducements to pressure participants into signing up, and then claimed funds for services not delivered.

Concerns also include participants being asked to sign agreements they did not understand.

The NDIA and NDIS Commission are clear that these practices are extremely serious and utterly unacceptable.

The NDIS Commission has:

- executed 8 investigative warrants in the NT between September and December 2025, in response to complaints of provider or worker wrongdoing*
- conducted over 50 site visits in the NT between September and December 2025, including both provider offices and participant homes where NDIS supports are delivered, in response to risks identified through regulatory intelligence
- led a targeted campaign to improve quality, safeguarding and consumer independence for First Nations communities which spoke directly with participants, advocates and frontline disability workers in the NT.

The NDIA has:

- Critically examined more than 1,000 public tip-offs related to 145 providers operating in the NT in the past three years.
- Identified 20 providers servicing NT participants for serious compliance action including Fraud Fusion Taskforce criminal investigation and multi-agency administrative measures.
- Targeted unscrupulous providers moving into the NT market from Melbourne and Sydney, including by manually checking all claims before payment. In most cases, these providers have been permanently removed from the NDIS.

Fraud Fusion Taskforce investigators this week executed warrants at multiple Darwin locations after a multi-agency operation identified an NDIA employee allegedly used his position to refer NDIS participants to his own provider business.

The Darwin man appeared in court charged with five offences related to $5 million in suspicious NDIS claims that carry jail terms of up to 10 years.

NDIA investigations have shown there is a strong link between providers making “incentive” or “referral” payments and fraud.

When the Agency identifies providers offering incentives or engaging in high pressure sales tactics, quick action is taken – including stopping payments to suspect providers, conducting manual payment reviews and referring matters for fraud investigation.

These actions ensure payments are not made until the NDIA is satisfied the claims and providers are legitimate.

Where further concerns are raised, the NDIA will undertake expanded audits and refer providers to Fraud Fusion Taskforce partner agencies for further investigation, such as the ATO or NDIS Commission.

The NDIA co-leads the Fraud Fusion Taskforce, established by the Australian Government in November 2022.

The Taskforce comprises 24 government agencies that work together to detect and prevent fraud.

The Taskforce has disrupted more than 2,500 NDIS providers with a pattern of incorrect or non-compliant claims or other significant risk indicators.

The NDIS Commission and NDIA strongly encourage anyone who is aware of alleged fraud or improper inducements to report it immediately.

Reports can be made to:

- NDIA Fraud Reporting and Scams Helpline on 1800 650 717 or via the online fraud reporting form
- NDIS Quality and Safeguards Commission on 1800 035 544 or via the online complaints form

*To protect the integrity of ongoing investigations, the Commission does not comment on open matters. Once finalised, compliance and enforcement actions are published on the NDIS Commission website .

Quotes attributable to NDIS Quality and Safeguards Commissioner Louise Glanville:

“Coercion has no place in the NDIS. Using inducements to pressure participants into signing agreements is unlawful. Participants must be able to make informed decisions about their NDIS supports, so that choice and control are real.

“NDIS Commission officers have been on the ground in Alice Springs, Tennant Creek, Katherine and Darwin, to speak with participants face-to-face and investigate providers.

“Northern Territory providers are on notice that we will use the full range of our regulatory powers – including banning orders, registration revocation, and litigation in the federal court – against anyone who seeks to exploit participants or the Scheme.

“Proposed legislative reforms currently before the Parliament would give the NDIS Commission even stronger powers to address promotional conduct that undermines the objectives of the NDIS.”

Quotes attributable to NDIA chief executive Graeme Head:

“We have zero tolerance for any provider that does not act in the interests of NDIS participants, including those offering ‘incentive’ or ‘referral’ payments.”

“This is unacceptable behaviour and we invest significant resources to prevent and disrupt it, sharing intelligence with our Fraud Fusion Taskforce partners to ensure our participants are protected.

“We’re making sure participants have access to safe and high-quality services regardless of where they live, backed by strong safeguards.”

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