On this page:

What a scam is
What a scam is like
Video

What a scam is

A scam is an illegal trick. Scams usually try to get money from people illegally. A scam is a type of fraud.

Scams target people of all backgrounds, ages and income levels across Australia. All of us may be vulnerable to a scam at some time.

What a scam is like

Recognising a scam

It’s important to know what a scam is and the different types of scams so you can recognise one.

Scams happen because they look like the real thing and catch you off guard when you’re not expecting it.

Scammers are getting smarter. They take advantage of new technology, products or services and major events to create believable stories to convince you to give them your money or personal information.

Types of scams

There are different types of scams. These include:

Pretending to be someone else

This scam is common. The scammer will pretend to be someone you can trust. They might say they’re from a government department or business that you know.

Participants have reported receiving calls from scammers pretending to be us. The scammers usually claim there’s a debt against your plan and you’ll lose access to the NDIS if you don’t

give them your personal information. This includes bank details, addresses and Medicare details. They might also ask you to repay these ‘debts’.

We’ll never call you and threaten to cancel your access to the NDIS because of a debt.

Sending a fake invoice

Sometimes a scammer will send an email with a fake invoice. These emails can look real but they’ll ask you to pay money into a different bank account.

You should call your provider and ask them if they sent the email if you get one. You should report it to us if they didn’t.

Trying to get your private information

Sometimes a scammer will try to get your personal information. This could include your log in details for your online bank account, your credit card information or other passwords.

They can do this by sending a fake email with a link. A virus or malware can start to collect your personal information and data if you click the link or open a document.

These scams often impersonate government departments including us, Department of Health, Services Australia and the Australian Taxation Office.

Pretending to be a charity

Some scammers will contact you via phone, mail, email or face-to-face and pretend to be a charity. Often these messages look like the real thing, but then they’ll ask you to click on a link, make a payment or share personal information.

You should always check if a charity is registered with the Australian Charities and Not-for-profit Commission Charity Register before you donate.

Pretending to be someone else and using your plan

A scammer might steal your information and use your NDIS funding.

What to do if you think you’ve been scammed

The ACCC provides information to Australians about how to recognise, avoid and report scams. Visit Scamwatch to report a scam to the ACCC.

We’re also here to help you.

You should tell us if you suspect someone has contacted you pretending to be an NDIA employee, NDIS partner or NDIS provider. You can report it in the following ways:

Online

Report any suspected scams by completing our online tip-off form.

Phone

Call the dedicated NDIS Fraud Reporting and Scams Helpline on 1800 650 717. Our helpline is open from Monday to Friday between 9am and 5pm AEST.

In person

A trusted person, such as a family member, friend or nominee, your provider or my NDIS contact can report scams on your behalf.

NDIS Quality and Safeguards Commission

You can also report any concerns about how NDIS supports are delivered to you to the NDIS Quality and Safeguards Commission .

Video

Learn about how to keep your information safe from scams in this video.

Keeping your information safe

Transcript for 'Keeping your information safe'

Related information

What is fraud

What are your consumer rights

How to take steps when something is wrong

This page current as of
28 July 2026