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Step 1: Understand your compliance responsibilities

Compliance in the NDIS means following the rules set out by us and the National Quality and Safeguards Commission (NDIS Commission). You agree to comply when you register to deliver NDIS supports.

We know that most providers do the right thing and deliver high quality NDIS supports to their participants.

Non-compliance can range from a simple mistake to dishonest behaviours and fraud.

You must make sure you:

- make claims for payments that are correct and truthful
- only provide and charge for NDIS supports that are in line with a participant's plan
- identify, declare and manage any conflict of interest, including disclosing this information to the participant
- behave fairly and ethically in all financial dealings
- don't purposely mislead anyone to gain a financial or other advantage
- don't try to convince a public officer to act unethically
- report and self-correct if you become aware that you're non-compliant.

Step 2: Learn what fraud looks like and how to avoid committing fraud

Fraud against the NDIS is a threat to participant safety and wellbeing. We have zero tolerance for fraud against the NDIS and its participants.

We all have a role to play in safeguarding participants, their plans and the NDIS from fraudsters.

When you commit fraud, it hurts and costs everyone

Committing fraud means participants are not getting the NDIS supports or services they need. Fraud puts participant safety at risk and puts pressure on participants' carers, family, friends and support networks.

Fraud also impacts you

Fraud can impact you through:

- damage to your reputation
- loss of income
- de-registration, suspension or banning from the NDIS
- loss of resources
- lower staff morale.

There are consequences for committing fraud

Most providers do the right thing. We provide education and support to make it easier to get it right.

If you or your employees do the wrong thing on purpose, there are serious consequences. This may include being banned from providing NDIS supports and services for participants or jail time for stealing money from participant plans.

You can report fraud

Please report it if you think a provider or provider employee is doing the wrong thing with NDIS funds, or is engaging in non-compliant or fraudulent behaviour.

Step 3: Familiarise yourself with NDIS laws, rules and regulations

The NDIS Code of Conduct

All participants have the right to access safe and ethical NDIS supports and services. The NDIS Code of Conduct helps all providers respect and uphold those rights by defining expected conduct, behaviour and culture.

NDIS laws, rules and policies

NDIS laws, rules and policies outline our core functions and framework, and the rules and policies registered providers need to follow when delivering NDIS supports.

The NDIS Workforce Capability Framework

The NDIS Workforce Capability Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS.

The NDIS pricing arrangements and pricing limits

The NDIS pricing arrangements and pricing limits help registered providers know the most they can charge for NDIS supports. You can negotiate pricing for NDIS supports with participants, but you can't charge more than the price limits.

NDIS Practice Standards

The NDIS Practice Standards specify the quality standards registered providers need to meet when delivering supports and services to participants.

Step 4: Make service agreements with participants

We highly recommend you make service agreements with participants. A service agreement is a signed agreement between you and a participant.

It outlines what NDIS supports and services you will deliver and how you will deliver them.

Step 5: Learn how to keep good records

You need to keep complete and accurate records of NDIS supports delivered to participants.

These records include:

- invoices
- support logs
- rosters
- case notes
- service agreements.

It is your responsibility to make sure their claims for payment are complete, truthful and accurate.

We review claims regularly to make sure they are compliant. You can help us verify that payment claims are compliant by keeping complete and accurate records of NDIS supports you deliver to participants.

Related information

What is a conflict of interest

What is non-compliance

What is fraud

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