30 May 2017

The public should be aware of a potential scam involving people who claim to be from the National Disability Insurance Agency attempting to defraud National Disability Insurance Scheme participants by telephone.

Scam artists are calling people with disability demanding they hand over bank account details and threatening them with prison if they do not cooperate.

The National Disability Insurance Agency has strict privacy rules and would never threaten a person with prison for refusing to provide personal details.

If anyone is unsure about any contact they receive they can ask for the caller's name and number and verify this by contacting the NDIA directly on 1800 800 110 or by visiting their nearest NDIA office.

If you believe it is a scam please report it to feedback@ndis.gov.au, or call 1800 800 110.

National Disability Insurance Agency chief executive officer David Bowen said people should always check the credentials of the caller.

"It's a criminal act to try and defraud NDIS participants of their funding… if you are in any doubt about the identity of your caller or their purpose – ask for their name and number and then call the NDIA on 1800 800 110," Mr Bowen said.

The public can visit the privacy section on the NDIS website to find out more about the NDIA's procedures for handling personal information.

There is also more information on known scams on the Australian Government www.scamwatch.gov.au website.

Across a range of sectors the Australian Competition and Consumer Commission reported a 47 per cent increase in scam reported in 2016 compared with the previous year.

In 2016 the ACCC's Scamwatch and the Australian Cybercrime Online Reporting Network received a combined 200,000 reports about scams and losses reported to Scamwatch, the Australian Cybercrime Online Reporting Network and other scam disruption programs totalled $299.8million.

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