

Fraud and Non-Compliance

What is Fraud?

[Fraud](#) is when people do the wrong thing on purpose, there are many types of fraud, but these are all a crime. Some examples include overcharging, claiming for supports that were not provided, using fake information or deliberately spending money for non-disability related purchases.

What is Non-Compliance?

[Non-compliance](#) can be a range of activities where the wrong thing happens. It can be a mistake, misuse, a conflict of interest or dishonest behaviour. It happens when people do not follow the NDIS rules and regulations.

What does the NDIA do to prevent fraud and non-compliance?

The NDIS takes fraud and non-compliance seriously. To prevent these things, the NDIA completes a number of compliance activities. Often this means that they will review invoices and claims that are paid from participant's plans and check to make sure that they are correct and are following the rules.

One example of how they check these things is a [compliance review](#). This is when the NDIA contacts plan managers, providers or participants and asks for more information about an invoice. The NDIA does these reviews to protect participants and to help people learn to do the right thing.

The amount of claims that the NDIA looks into is increasing and the chance you may be asked for more information about some of your invoices is likely. After the changes to the NDIS legislation came into effect from October 2024, the NDIA has more power to take compliance action against providers and participants.

This means that the NDIA can:

- Temporarily pause your claim and request more information before they make a decision.
- Cancel your claim before it has been paid.
- Ask you or your provider for more information about a claim that was paid in the past.
- Request that you pay them back for an invoice that has been paid in the past.
- Make changes to how your funding is managed if the wrong thing happens many times.

If your invoice is selected for a compliance review, P2P will let you know.

It is important that participants are using their NDIS funding for approved NDIS supports. The NDIA can help you to make sure that you are spending correctly.

If you are worried that your provider might be doing the wrong thing, you can tell the NDIA or the [Quality and Safeguards Commission](#).