

**Senate Community Affairs Legislation Committee**  
Public Hearing – 25 July 2024  
NDIS Amendment (Getting the NDIS Back on Track No.1) Bill 2024  
ANSWER TO QUESTION ON NOTICE  
National Disability Insurance Agency

**Topic:** Fraud tip-off process

**Question reference number:** NDIA IQ24-000032

**Question asked by:** Anne Urquhart

**Type of Question:** Spoken. Hansard Page: 54

**Date set by the Committee for the return of answer:** 31 July 2024

**Question:**

Senator URQUHART: Wow! Okay. In those three different processes, somebody makes a tip-off, whether it's online, through the telephone or by email. Do they then get feedback? Obviously, some of it's anonymous, so you're probably not able to feed back, but I suspect some of it isn't anonymous. Can you just step me through the process? Obviously, you've got a body of work to do in determining whether or not there is fraudulent activity. Once that's done, is there feedback to the individuals who have got in touch and said, 'Look, we think there could be something happening here'? Are they kept in the loop? What's the process?

...

Senator URQUHART: Yes. Is the person aware—or are they made aware, I suppose—that there is a process that you go through? It's not outlining it, but are they told, 'We've received your email and there's now a process'? Is that sort of how it works?

...

Mr Flowers: That process might vary depending on the content of the concern raised.

Senator URQUHART: Of course, yes.

Mr Swainson: But absolutely we can take that on notice and provide some more information.

**Answer:**

The National Disability Insurance Agency (NDIA) takes all tip-off reports seriously and assess every allegation made. The more information people are able to provide at the early stages, the better the NDIA is able to look into the matter. Where possible, the Agency will let the person know what action is being taken in response to their allegation.

Tip offs are reported by emailing the Fraud Reporting mailbox, contacting the National Contact Centre (NCC) or via the new webform on the National Disability Insurance Scheme (NDIS) website at [ndis.gov.au/form/ndia-fraud-reporting-form](https://www.ndis.gov.au/form/ndia-fraud-reporting-form):

- if received via email, there is acknowledgement by an automatic response
- if the tip-off is anonymous by contacting the NCC, there will be an acknowledgement at the point of the discussion
- if received via the webform, there is acknowledgement by receipt of a unique reference number. This can also be an anonymous report.

Once received, the tip-off is assessed for health and safety and/or participant risks and other concerning behaviours. Following this assessment, there are 2 different pathways:

- if the tip-off is not about their own affairs i.e. not about their own plan etc., then there will not be ongoing feedback about the tip-off
- if the tip-off is about their own plan or affairs i.e. their plan has been defrauded or their provider is doing something suspicious (to them), then there could be a range of interventions that would be visible. While no direct feedback is provided to the informant, these things may give notification to the participant or nominee that there is action underway. There may also be other publicly available indicators of relevance, such as banning orders. Examples of these interventions include:
  - money may go back into their plan
  - the Agency may facilitate moving them to a new provider
  - the Agency may ask for intervention from a specialist support coordinator to support them or their family
  - the Agency may seek statements if there is a fraud investigation

Depending on the nature of the allegation and the evidence provided, the Agency may:

- commence a formal investigation into the matter
- undertake compliance activities including:
  - audits
  - education
  - reclaiming debts
- refer the allegation to another authority.

In some cases, the NDIA may not take any further action. This is usually because:

- the Agency is unable to properly identify the business or person associated with the allegation
- the business or person named doesn't provide services to the NDIS, or have involvement with the NDIS
- the person you name isn't an NDIS participant
- the information provided isn't relevant to the NDIA or the NDIS
- the Agency confirm the person is not doing anything wrong and is acting within the rules of the NDIS.

Sometimes the NDIA cannot tell the person what the Agency is doing because of protecting the privacy of individuals or the integrity of an investigation. The Agency also may not be able to give any information about the conduct or outcome of the investigation due to obligations under the *Privacy Act 1988*. Further information can be found on the NDIS website at: [ndis.gov.au/contact/report-suspicious-behaviour](https://www.ndis.gov.au/contact/report-suspicious-behaviour)