

**Question on notice no. 600**

**Portfolio question number: NDIA SQ24-000148**

**2024-25 Budget estimates**

**Community Affairs Committee, Social Services Portfolio**

**Senator Jordon Steele-John:** asked the National Disability Insurance Agency on 3 June 2024—

Mr Dardo: Ninety per cent of the plan managers have significant indicators of fraud.

Senator STEELE-JOHN: What evidence do you have for that?

Mr Dardo: We've done the analysis on their claiming behaviours. I can talk about these because we've now implemented some controls in the last couple of months.

Senator STEELE-JOHN: You can table data backing it up, Mr Dardo.

Mr Dardo: Yes, we absolutely can.

....

Senator STEELE-JOHN: I would like you to take this on notice, Mr Dardo: I'd like you to provide to the committee all data relating to your statement in relation to plan managers. I would like you to identify which communications you or the agency have sent to large registered providers within the Alliance20 group, because I would hate for people to conclude that this government is happy to target support coordinators but also happy to leave alone the service providers who are currently supportive of their legislation. I would also like you to take on notice the precise number of cases within the last financial year in which a participant has claimed or attempted to claim for the use of mobile phones, rental bonds or cleaning fees-whatever the bloody hell that is-theme park passes, treadmills, TV antennas and birdseed...

**Answer —**

Please see attached answer.

**Senate Community Affairs Legislation Committee**

**ANSWER TO QUESTION ON NOTICE**

2024-25 Budget Estimates

**The Hon Bill Shorten MP**

Minister for the National Disability Insurance Scheme

Minister for Government Services

**Topic:** NDIS Plan Managers

**Question reference number:** NDIA SQ24-000148

**Question asked by:** Jordon Steele-John                      **Outcome Number:** 3

**Type of Question:** Spoken                                      **Hansard Page/s:** 126

**Date set by the Committee for the return of answer:** 25 July 2024

**Question:**

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**Answer:**

In April 2023, the National Disability Insurance Agency (NDIA) started implementing a set of fraud risk indicators utilising various data sources including but not limited to internal payment data and complaints information.

The NDIA used those indicators to assess the risk of fraud by various plan manager entities. In the cohort of 1,011 smaller plan managers who supported between zero and 100 participants, the NDIA identified that 899 (89%) had at least one significant fraud risk indicator.

The NDIA is working with the National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission (NDIS Commission) and Fraud Fusion Taskforce (FFT) partner agencies on a broad range of interventions to improve the integrity of plan managers, regardless of size.

These include:

- An outbound letter campaign to all plan managers, advising them of integrity risks being addressed and consequences of poor integrity behaviours
- Significant increases in pre-payment integrity checks
- Significant increases in application of payment locks where risky behaviours or claims are being detected
- Significant increases in targeted audits, investigations and prosecutions
- Significant increases in revocation of provider registrations, in partnership with the NDIS Commission, and
- Significant increases in preventing registration of providers that present potential risk to the NDIS.

The NDIA is aware of a participant who has claimed all the items specifically listed by Senator Jordon Steele-John including “mobile phones, rental bonds, cleaning fees, theme park passes, treadmills, TV antennas and birdseed”. This participant also made other inappropriate claims despite repeated advice from the NDIA to themselves, and their providers about these claiming behaviours.