



Reporting Fraudulent Activity Procedure

All About You – Disability Services is committed to providing high quality support services to participants. Any suspected incidents of fraudulent activity will be reported to the relevant parties as soon as they are identified.

Below are the steps that should be followed in the event of All About You – Disability Services identifying that fraudulent activity may be occurring in relation to participant support or coordination of support services:

1. If identified by a staff member, contact the Managing Director immediately.
2. The Managing Director will contact the participant's Planner to advise and obtain their guidance on how best to proceed.
3. The Managing Director will contact the participant's Guardian (if they have one) and explain the situation.
4. The Planner will refer this information to the Internal Investigations team at the National Disability Insurance Agency (NDIA).
5. Unless there is significant risk to the participant's safety, support should continue as usual.
6. No further discussions regarding the suspected fraudulent activity should occur with staff or the participant while the Internal Investigations team conduct their inquiries.
7. Complete any other steps as directed by the Planner.

In accordance with the NDIA fraud strategy, support providers suspected of fraudulent activities can be categorised under the following behaviours:

Concerns about how a provider conducts business:

- Falsification of invoices
- Having unsuitable or unqualified personnel providing services
- Using NDIA or NDIS branding to mislead participants
- Providing supports without the consent of the participant

Encouraging misuse of funds, issues with spending and/or claiming:

- Under-servicing a participant (eg; charging for an hour but only delivering 40 minutes of support)
- Altering the date of supports provided (eg; to a weekend) to increase the rate charged
- Claiming for support that were never provided
- Charging for one-to-one rates for supports delivered in a group
- Claiming for supports provided prior to plan approval
- Charging unreasonable amounts/time for travel

Eligibility for registration as an NDIA Registered Provider:

- Provision of misleading information in order to obtain registration status (eg; not holding the appropriate qualifications to provide the services offered, or falsely claiming to hold a higher intensity support qualification than is held)

Misuse of participant or Agency information

- Inappropriate use of personal information without consent of the participant

Conflicts of interest

- Suspected collusion with other parties (eg; involving NDIA staff, Partners in the community etc) to gain an advantage
- Attempts to inappropriately influence participants to use services which result in a benefit to the provider

Further information and examples of fraudulent activities that involve NDIA employees, including Partners in the Community, and participant behaviours can be found on the National Disability Insurance Scheme website at www.ndis.gov.au/about-us/fraud-strategy/reporting-suspected-fraud.

Any incidents of suspected fraud should be reported to the Fraud Hotline on 1800 650 717.