# **Transcript – Protect your plan**

[Voiceover] **Protect your plan**

Sometimes people choose to do the wrong thing with NDIS funds. This is called fraud. As a NDIS participant it’s important to know how you can protect your plan against fraud.

This video will explain some ways to protect your plan, what to look out for, and how you can report fraud if it happens.

**Ways to protect your plan**

There are different things you can do to protect your plan. These might include:

* Asking your plan manager or provider questions about the support they give you
* Checking the supports they offer are affordable and in line with your plan
* Not discussing your plan or other personal details with someone you don’t know, and;
* Keeping accurate and complete records of the supports you pay for with your NDIS funds - these records can help you in case of potential fraud.

We understand that mistakes do happen; if you make a genuine mistake, we are here to help you fix it.

**What to look out for**

There are many different ways people might commit fraud. The things they do might include:

* asking to look at your plan if you don’t know them
* pretending to work for the NDIA
* asking for your plan details or other personal information, or;
* offering or claiming for services not included in your plan.

**How to report fraud**

If you think someone is doing the wrong thing with NDIS funds, you can report it by calling the NDIS Fraud Reporting and Scams Helpline on 1800 650 717, or emailing fraudreporting@ndis.gov.au.

You can also report it to the NDIS Commission by calling the NDIS Commission on 1800 035 544, or emailing contactcentre@ndiscommission.gov.au

Your NDIS planner or local area coordinator can help you understand your plan and provide advice and support to help protect you against fraud.

There is also helpful information on our website.

[End transcript]