



**NDIS Quality  
and Safeguards  
Commission**

## **Own Motion Inquiry**

### **Terms of Reference**

#### **Platform Providers Operating in the NDIS Market**

##### **Purpose**

The purpose of this Inquiry is to examine how Platform Providers operate in the NDIS Market. The Commissioner wants to hear from people with disability accessing NDIS services and supports through Platform Providers, and Platform Providers themselves. The Commissioner intends to share key learnings and helpful resources with the goal to promote participant rights to safe and quality NDIS supports. The Commissioner will also consider whether the current regulatory settings that cover this part of the NDIS Market are appropriate.

The Commissioner is conducting this Inquiry as part of her core functions under the *National Disability Insurance Scheme Act 2013* (the NDIS Act), which include upholding the rights of people with disability, promoting continuous improvement amongst NDIS providers and the delivery of progressively higher standards of supports and services to people with disability, and monitoring changes in the NDIS market which may indicate emerging risk.

##### **Why Platform Providers?**

People with disability can (and should), to the greatest extent possible, determine how services are best delivered to meet their needs and who should be delivering them. When accessing NDIS funded services and supports, people with disability also have the right to be safe. Safety is not just about the conduct and capabilities of workers delivering services.

In the right to choice and control, people with disability and their support networks require access to a diverse and sustainable market in which innovation, quality and contemporary best practice feature. The NDIS is intended to support informed choice, where participants have information to engage in safe and quality supports and have confidence in those decisions due to the regulatory framework underpinning supports.

The number of Platform Providers now represent a significant and growing proportion of the NDIS market. There are registered and unregistered Platforms

Providers with variations in how quality and safeguards are approached to facilitate the delivery of supports.

The Commissioner has heard Platform Providers can offer people with disability flexibility, responsiveness and increased control and connection with supports and workers. The feedback given to the Commissioner also highlights uncertainty about who is responsible for ensuring services are delivered safely and of a high quality. The NDIS Commission is seeking to support people with disability by gaining an enhanced understanding of this part of the NDIS market.

### **NDIS Platform Providers**

‘NDIS Platform Provider’ refers broadly to businesses that provide online platforms and online subscription services to connect workers with NDIS participants. NDIS Platform Providers include registered NDIS providers and NDIS providers who are not registered.

### **Scope of Review**

The participant’s experience when accessing services through NDIS Platform Providers, and the adequacy of those services, will be the central focus of the Inquiry.

Issues to examine and consider regarding NDIS Platform Providers include but are not limited to:

- Participants access, experience and engagement.
- Supports and services accessed and delivered.
- Quality and safeguarding arrangements aligned with the NDIS Code of Conduct spanning quality improvement and assurance.
- Trends, patterns and insights from data and feedback.
- Relationship between Platform Providers, workers and participants including contractor and billing arrangements.
- Differing business models, assurance and governance structures.

These issues will be considered consistent with the Commissioner’s powers and functions under the NDIS Act.