



Platform Providers operating in the NDIS market – Table of costs June 2023

All information contained within this table has been accessed from the respective Platform Provider websites. Relevant links have also been included for further information from each Platform Provider.

Who pays the Platform Fee?	When does the Platform Fee apply?	How is the Platform Fee applied?	Engaging in services off platform and any fees	Other relevant information
Assist Now: Assist Now Terms and Conditions				
<p>Service Providers pay a membership subscription fee, there are a range of membership levels which range from \$9.00 per month to \$45.00 per month and is funded by the participant.</p> <p>Assist Now also offers Pay-as-You-Go plans. These plans vary in length and features and range from \$9.00 for 2 months to \$44.85 for 6 months.</p>	<p>Platform fees are charged as a subscription membership.</p> <p>Membership duration is determined by the plan selected.</p>	<p>Membership plans vary in length and number of 'credits' available.</p> <p>'Credits' are used when participants click on a Service Provider's link/s (Call, SMS, email and web site).</p> <p>Unused credits expire at the end of the plan duration and cannot be refunded or carried forward to next plan period.</p>	<p>Creating off platform, private engagements for services between participants and workers does not appear to be referred to on the Assist Now website.</p> <p>It is unclear if any penalties would apply in this situation.</p>	<p>Not applicable.</p>

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CARESEEKERS: Terms and Conditions				
<p>Workers pay 9% fee which is deducted from the worker's hourly rate and is funded by the participant.</p> <p>Participants pay 5% fee which is added to the hourly rate for the participant.</p> <p>*Agency managed participants attract a higher fee.</p>	<p>Platform Fees are calculated based on each hour of support.</p>	<p>Workers will generate invoices as soon as practicable after services are provided.</p> <p>These will be available to participants via Careseekers online payment system, CarePay.</p> <p>Invoices must be reviewed within 7 days and if correct, payment must be made immediately.</p> <p>If an invoice is not reviewed or rejected within 7 days, Careseekers automatically accept the invoice to be approved.</p>	<p>Creating off platform, private engagements for services between participants and workers is not allowed.</p> <p>If a member (worker or participant) violates this they will have to pay:</p> <p>a. \$2,000; or</p> <p>The payment that would have been made if the service was paid via the Careseekers site.</p>	<p>Careseekers offer other services to support workers. Additional fees may be charged for these services. It is unclear what these services may include.</p>
FIND A CARER: Terms and Conditions Frequently asked questions for participants				

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<p>Participants pay a platform fee which ranges from 12.5% to 25%. It is unclear how this percentage is applied to each booking.</p> <p>Participant platform fees are affected by method of payment and level of support.</p> <p>Workers pay a payment gateway charge, the cost of this charge is unclear.</p>	<p>Platform fees are charged per booking.</p>	<p>Platform fees and workers fees apply at the time that the participant makes a booking.</p> <p>Services may be cancelled if payment cannot be processed.</p> <p>Payment is held by the Find A Carer online payment system until 7 business days after the support service has been delivered.</p>	<p>Creating off platform, private engagements for services between participants and workers is not allowed.</p> <p>If workers do so, their account will be deactivated and if the activity persists, will be deleted from the Find a Carer site.</p> <p>It is unclear if any penalties apply to participants if engaging workers off platform.</p>	<p>Not applicable.</p>
<p>Five Good Friends: Terms and Conditions</p>				
<p>Workers pay a platform fee, the cost of this charge is unclear but is funded by the participant.</p> <p>Participants pay a membership subscription fee. It is unclear what this fee is and if different membership levels are available.</p>	<p>Platform fees are charged as a subscription membership.</p> <p>Membership is for a minimum 12 weeks. Memberships cannot</p>	<p>Invoices will be provided weekly and must be paid in full within 7 days from the date the invoice is issued.</p>	<p>Creating off platform, private engagements for services between participants and workers is not allowed.</p> <p>Membership may be discontinued if this occurs.</p>	<p>If a participant cancels a booking with less than 24 hours' notice, then the worker can decide whether to charge for the booking or not.</p> <p>If a worker cancels a booking with less than 24 hours' notice, then Five Good Friends will take reasonable measures for rescheduling the</p>

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<p>Participant membership fees are affected by the complexity of help required and case management.</p> <p>Fees for agency managed NDIS participants will not exceed the capped rates of NDIS</p>	<p>be cancelled until after 12 weeks.</p> <p>Fees can include a Care Management fee, a Lookout Remote Care Monitoring fee, and an administration fee.</p>		<p>It is unclear if any financial penalties would also apply in this situation.</p>	<p>service at no additional cost to the participant.</p> <p>It does not appear that there are any penalties for workers who cancel.</p>
<p>Hireup: Pay Rates for participants Pay Rates for Support Workers</p>				
<p>Platform or administration fees are not explicitly referred to on the Hireup website.</p> <p>However, we can calculate the difference between what the participant pays and what the worker receives for each hour of support.</p> <p>Example 1: For Weekday support between 6:00am to 8:00pm (with a shift length of 2 hours and above), the participant pays \$55.82 per</p>	<p>Fees are calculated based on each hour of support.</p>	<p>For self managed participants, invoices will be sent to you.</p> <p>Plan-managed participants will have their invoices sent to their plan manager.</p> <p>NDIA managed participants will have their invoices paid through the NDIS MyPlace portal.</p> <p>Invoices must be paid within 7 days.</p>	<p>There does not appear to be a direct penalty for engaging supports off the Hireup platform.</p> <p>However, Hireup does note that access to Hireup features would be lost. This includes losing access to Hireup insurance, assurance of paying workers award wages, Hireup’s completing the administration side of</p>	<p>If a participant cancels a booking 2-12 hours before the shift start time, then the participant must pay the worker for a 2 hour shift.</p> <p>If a participant cancels a booking less than 2 hours before the shift start time, then the participant must pay the worker the full amount for the shift.</p> <p>If a worker cancels a booking they must advise the participant as soon as possible, preferably 48 hours prior to the start of the shift or at</p>

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<p>hour and the worker receives \$37.35 (inclusive of super). This is a difference of \$18.47 per hour.</p> <p>Example 2: For Weekend support any time on a Sunday (with a shift length of 2 hours and above), the participant pays \$94.01 per hour and the worker receives \$66.82 (inclusive of super). This is a difference of \$27.19 per hour.</p>			<p>supports and new potential obligations for participants.</p>	<p>the very least 2 hours before the booking.</p> <p>Workers will only be penalised when cancellations become a continued pattern or they do not communicate the cancellation with the participant. Penalties include warnings, suspension or termination of employment.</p>
<p>Humdrum: Pricing scale</p>				
<p>Platform or administration fees are not explicitly referred to on the Humdrum website.</p> <p>However, we can calculate the difference between what the participant pays and what the worker receives for each hour of support.</p> <p>Payment rates can be chosen between the minimum Social,</p>	<p>Fees are calculated based on each hour of support.</p>	<p>For self-managed participants, payments must be made weekly via the Humdrum app.</p> <p>These payments will be processed by Stripe which does not store card details or automatically deduct payments.</p> <p>Plan managed participants will need to choose how much money to allocate to Humdrum. Humdrum</p>	<p>Creating off platform, private engagements for services between participants and workers does not appear to be referred to on the Humdrum website.</p> <p>It is unclear if any penalties would apply in this situation.</p>	<p>Not applicable.</p>

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<p>Community, Home Care, and Disability Services (SCHADS) Industry Award and the maximum base rates set by the NDIS. These are called ‘base rates’.</p> <p>There are surcharges for supports accessed during the evening and night time, on the weekend and public holidays.</p> <p>Humdrum also offers therapy services which have their own costs per hour depending on the type of therapy.</p> <p>Example 1: For the minimum base rate that can be charged for supports, the participant pays \$39.00 per hour and the worker receives \$33.15 (inclusive of super). This is a difference of \$5.85 per hour.</p> <p>Example 2: For the maximum base rate that can be charged for supports (no surcharges for evening/weekend support), the</p>		<p>will invoice the plan manager after confirming the money is available.</p> <p>NDIA managed participants will need to choose how much money to allocate to Humdrum. Humdrum will create the service booking and invoice the NDIS each week for the services received.</p>		

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<p>participant pays \$56.00 per hour and the worker receives \$48.62 (inclusive of super). This is a difference of \$7.38 per hour.</p>				
<p>Kynd: Pricing Terms and Conditions</p>				
<p>Workers pay 12% fee which is deducted from the worker's hourly rate and is funded by the participant.</p> <p>Participants will pay one hourly rate as set by the worker. Kynd takes 12% from this as their platform fee and the worker will keep 88%.</p> <p>Kynd offer a BYO option where you can bring along a participant or worker and manage the relationship via the Kynd platform.</p>	<p>Platform Fees are calculated based on each hour of support.</p>	<p>For approved bookings, Kynd sends an invoice direct to the participant if they are self managed or to their plan manager if they are plan managed.</p> <p>Invoices must be paid within 5 days.</p>	<p>Creating off platform, private engagements for services between participants and workers is not allowed.</p> <p>If a support worker has a current account with Kynd and for 12 months after the termination of their account, and they provide off platform, private support services to a participant found via the Kynd platform, they will have to pay an 'introduction fee'.</p> <p>This totals:</p>	<p>If a participant cancels a booking on short notice – defined by the NDIS Pricing Arrangements as:</p> <ul style="list-style-type: none"> - not showing up for a scheduled support within a reasonable time; or - giving less than seven (7) clear days' notice, <p>then the worker can decide whether to charge the full amount for the booking or not.</p> <p>No fees will be charged if a participant cancels with more notice than this.</p>

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<p>In this situation, Kynd keeps a 7% platform fee.</p>			<p>a. \$2,000 for support workers; or b. \$3,000 if you are a company or organisation.</p> <p>It does not appear that any fee would apply to a participant in this situation. However, their account may be suspended or closed.</p>	<p>If a Support Worker needs to cancel or reschedule a booking, they must use their best endeavours to give 48 hours' notice to the participant.</p> <p>There does not appear to be any penalty for cancellations made by support workers and participants will not be charged in this instance.</p>
<p>Like Family: Payment rates Terms and Conditions</p>				
<p>Workers pay a platform fee which is deducted from the worker's hourly rate and is funded by the participant.</p> <p>Platform fees are not calculated as a percentage but we can calculate the difference between what the participant pays and what the worker receives for each hour of support.</p> <p>Example 1: For Weekday support the participant pays</p>	<p>Platform Fees are calculated based on each hour of support.</p>	<p>Like Family is responsible for issuing invoices on behalf of support workers once the support has been provided.</p> <p>For self managed participants, invoices will be sent to you.</p> <p>Plan-managed participants will have their invoices sent to their plan manager.</p> <p>NDIA managed participants will need to give Like Family a service booking – this outlines an amount</p>	<p>Creating off platform, private engagements for services between participants and workers is not allowed.</p> <p>Creating these arrangements is not allowed while you have a current account with Like Family and for 12 months after closing your account. This applies to both workers and participants.</p>	<p>Participants can cancel a booking up to 24 hours in advance without any fees.</p> <p>If a participant cancels with less than 24 hours notice, the worker can decide to</p> <ul style="list-style-type: none"> - reschedule the booking, participant will not be charged and worker is not paid. Or, - Accept the cancellation, the participant will be charged for

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<p>\$50.00 per hour and the worker receives \$38.30. This is a difference of \$11.70 per hour.</p> <p>Example 2: For Weekend and Public Holiday support, the participant pays \$66.00 per hour and the worker receives \$50.40. This is a difference of \$15.60 per hour.</p>		<p>of money, time period and support category. Like Family will then claim directly to the NDIS on your behalf.</p>	<p>Access to the platform may be suspended or terminated if this occurs.</p> <p>It is unclear if any financial penalties would also apply.</p>	<p>the booking and the worker can receive payment*.</p> <p>*Participants will not be charged for last minute cancellations if they occur as a result of an emergency or to take precautions against COVID-19.</p> <p>If a worker cancels a booking at any time, the participant will not be charged and the worker will not receive payment.</p> <p>There is no penalty for workers cancelling a booking. However, worker's cancellation rate will be shown on their profile. Workers who regularly cancel or cancel last-minute will have higher cancellation rates than those who do not.</p> <p>Participants can use these cancellation rates as a guide.</p>
<p>Mable: Pricing Terms and Conditions</p>				

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<p>Workers pay 10% fee which is deducted from the worker's hourly rate and is funded by the participant.</p> <p>Participants pay 7.95% fee which is added to the hourly rate for the participant.</p>	<p>Platform Fees are calculated based on each hour of support.</p>	<p>After a support session, workers submit their hours. Participants or their representative must then approve the hours and Mable will then generate an invoice.</p> <p>Invoices are generated weekly on Wednesdays. The invoice is sent to the participants or their representative.</p>	<p>Creating off platform, private engagements for services between participants and workers is not allowed.</p> <p>If a support worker has a current account with Mable and for 12 months after the termination of their account, and they provide off platform, private support services to a participant found via the Mable platform, they will have to pay an 'avoidance fee'.</p> <p>This totals:</p> <ol style="list-style-type: none"> a. The total fees that would have been payable to Mable if the service was paid via the platform; or b. \$5,000. 	<p>Mable offer 3 payment options for workers to receive pay and affect how quickly they will be paid.</p> <ol style="list-style-type: none"> 1. Regular payments – payment is sent within 2 days of Mable receiving payment. Participant funding source and payment method affects how quickly Mable receives payment. 2. 10-Day payments – Mable pays the worker within 10 days from invoice approval, even if the payment is still being collected from the client or their funding source. This is a self-selected option via the app and only available to workers who have 20+ approved support hours submitted on the platform and Mable checking that your account is in good standing. 3. Express pay – guarantees workers receive payment within 3 business days via PayNow Finance (subject to eligibility). A 1.5% fee applies.

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Mobility: Terms and Conditions				
<p>Participants pay a platform fee, which is added to the base hourly rate set by the worker.</p> <p>The cost of this charge is unclear as it will only be made available when a job is accepted and in communications with workers.</p>	<p>Platform Fees are calculated based on each hour of support.</p>	<p>Workers submit a Services Completion Notification to Mobility after delivering support. Mobility will then debit the participant's primary account payment method. A receipt will then be generated.</p> <p>If you are a plan managed participant then Mobility may set your plan as the primary account payment method.</p>	<p>Creating off platform, private engagements for services between participants and workers does not appear to be referred to on the Mobility website.</p> <p>It is unclear if any penalties would apply in this situation.</p>	<p>If a participant cancels a booking a cancellation fee may apply. It is unclear how much this fee would be and when it applies.</p> <p>If a worker does not complete a booking after providing a Services Completion Notification, the worker must pay the amount pay to Mobility who will refund the participant. The worker will also have to pay Mobility the platform fee.</p>
Suitsme: Pricing Frequently asked questions				

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<p>Platform or administration fees are not explicitly referred to on the Suitsme website.</p> <p>However, we can calculate the difference between what the participant pays and what the worker receives for each hour of support.</p> <p>There are surcharges for supports accessed during the evening, on the weekend and public holidays.</p> <p>Example 1: For Core Supports received on a Weekday during the daytime, the participant pays \$64.04 per hour and the worker receives \$42.08 (inclusive of super). This is a difference of \$21.96 per hour.</p> <p>Example 2: For Core Supports received on a Sunday, the participant pays \$116.24 per hour and the worker receives \$75.64 (inclusive of super). This</p>	<p>Platform Fees are calculated based on each hour of support.</p>	<p>For self-managed participants, invoices will be sent to you.</p> <p>Plan-managed participants will have their invoices sent to their plan manager.</p> <p>NDIA managed participants will have their invoices claimed directly to the NDIA through their online portal.</p>	<p>Creating off platform, private engagements for services between participants and workers does not appear to be referred to on the Suitsme website.</p> <p>It is unclear if any penalties would apply in this situation.</p>	<p>Participants can cancel a booking up to 8 hours in advance without any fees.</p> <p>If a participant cancels with less than 8 hours notice, the participant will be charged the full booking cost and the worker will receive this payment.</p> <p>A session may be cut short if there is an incident. In these cases, Suitsme will charge the participant for the entire booking and pay the worker for the entire session.</p> <p>If a worker cancels a booking then they will not be paid for the booking. There does not appear to be and penalty for workers cancelling a booking.</p>

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<p>is a difference of \$40.60 per hour.</p> <p>Participant payment rates are affected by the type of support received. These rates are according to the Temporary Transitional Pricing (TTP) rates as per the NDIS Pricing Arrangements and Price Limits.</p>				
<p>Support Network: Support Network</p>				
<p>Participants pay 5% fee which is added to the hourly rate for the participant.</p> <p>Workers pay 0.02% fee which is deducted from the worker's hourly rate and is funded by the participant.</p>	<p>Platform Fees are calculated based on each hour of support.</p>	<p>As soon as practicable after each support session, workers must confirm the booking via the platform.</p> <p>Participants must review and accept or reject this Service Record within 24 hours. If a Service Record not accepted or rejected within 24 hours, Support Network automatically accepts the Service Record to be accepted and accurate.</p>	<p>Creating off platform, private engagements for services between participants and workers is not allowed.</p> <p>Access to the platform may be suspended or terminated if this occurs.</p> <p>It is unclear if any financial penalties would also apply.</p>	<p>Not applicable.</p>

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		After acceptance, Support Network will generate an invoice and payment must be paid via direct debit or within 10 business days.		
tappON: Terms and Conditions				
Workers pay 20% fee which is deducted from the worker's hourly rate and is funded by the participant.	Platform Fees are calculated based on each hour of support.	<p>Fees are due at the time of booking.</p> <p>Payments will be processed by Stripe. Stripe may charge a processing fee each time a participant makes a payment.</p> <p>Payment made to workers may also be subject to a processing fee by Stripe. This means each transaction, workers will be paid their hourly rate (set by the worker) minus the 20% platform fee and any applicable Stripe fee.</p>	<p>Creating off platform, private engagements for services between participants and workers does not appear to be referred to on the tappON website.</p> <p>It is unclear if any penalties would apply in this situation.</p>	<p>Once a booking is made, services are to be provided. Any cancellations are up to the worker.</p> <p>Participants can only cancel a booking in accordance with each worker's own booking cancellation policy.</p>