

Participant Guide to Platform Providers

This guide is for NDIS participants who would like to know more about using Platform Providers. A Platform Provider is fee based app or website an NDIS participant may use to connect with workers to deliver their NDIS services and supports.



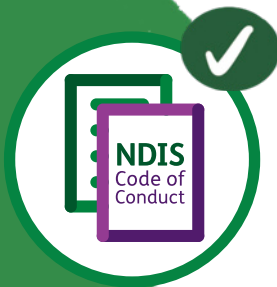
Quick facts about Platform Providers



Participants who use a Platform Provider to connect with workers have the right to be treated with respect, feel safe, and receive quality services for a fair price.



Platform Providers are NDIS Providers. NDIS Providers are individuals or organisations that deliver NDIS funded supports or services to an NDIS participant.



The NDIS Commission regulates Platform Providers and workers through the NDIS Code of Conduct. Participants can contact the NDIS Commission if they have any concerns about a Platform Provider or worker.



Some Platform Providers are registered with the NDIS Commission. This means the workers on their platforms will be screened. The NDIS Worker Screening Check is the worker screening scheme for the NDIS.



Platform Providers charge fees for connecting participants to workers. Platform Provider fees can be complex. Workers can also be charged fees so may increase their hourly rate to cover their platform fees.



Comparing Platform Providers

Platform Providers can be hard to compare because they are all so different. The following tips can help participants when using Platform Provider services.

Safety and Privacy:

- Platform Providers should prioritise the health, safety and well-being of participants and workers on their platform.
- Complaint and Feedback processes offered by Platform Providers should be easy to access and responsive.
- Platform Providers play an important role in supporting participants to find good quality services that meet their needs.
- Platform Providers may ask for personal and sensitive information. Platform Providers should provide clear guidance about why personal information is needed, how it is used and how it will be protected.

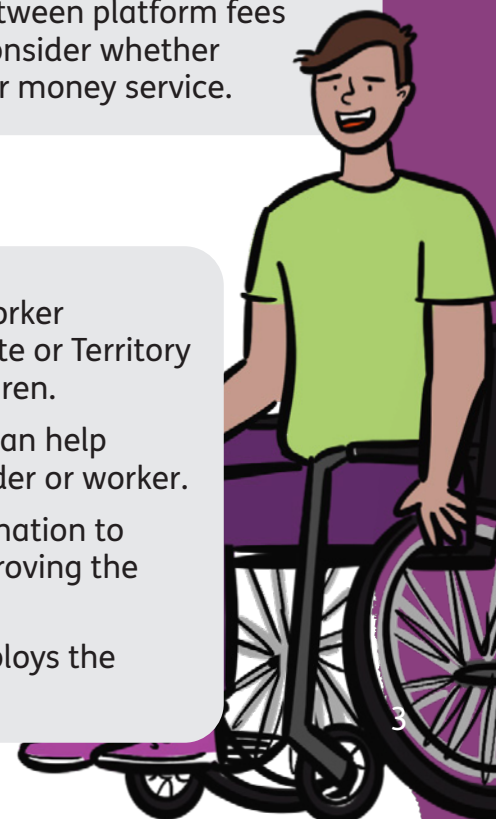


Platform Provider Services:

- **Platform Terms and Conditions** can be difficult to understand. Platform Providers should give clear guidance about the services they offer.
- Participants may be responsible for the health and safety of the workers they choose. Platform Providers should provide clear guidance about participant and worker responsibilities and acceptable behaviour.
- Platform Provider fees and payment processes vary. Platform Providers should explain the difference between platform fees and worker fees. This helps participants consider whether the Platform Provider is offering a value for money service.

Workforce:

- Platform Providers should promote the use of the NDIS Worker Screening Check for all workers as well as the relevant State or Territory Working with Children Check for services delivered to children.
- The [NDIS Commission's Workforce Capability Framework](#) can help participants know what to look for when choosing a provider or worker.
- Platform Providers should offer clear and accessible information to participants about the process they undertake before approving the workers on their platform.
- Participants should not assume the Platform Provider employs the workers on their platform.



NDIS Commission Contact Information and Resources



[NDIS Workforce Capability](#)
[Own Motion Inquiry into Platform Providers](#)



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