When you choose a platform provider

Easy Read

About this information

This information is from the **NDIS Quality and Safeguards Commission**.

We will say **NDIS Commission** for short.

The **NDIS Commission** makes sure NDIS services give you good and safe supports.

This information helps you when you choose a NDIS **platform provider**.
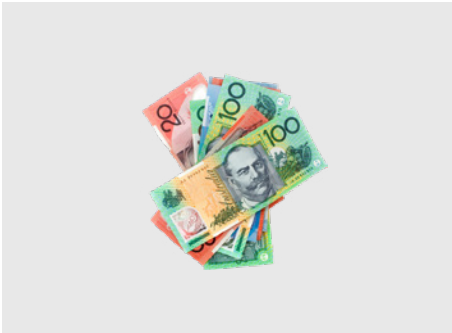
www

A **platform provider** is an online service.

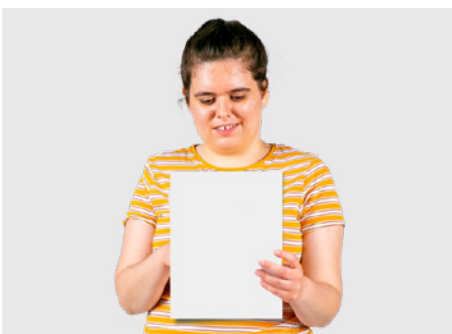This might be a website or app on your phone.

You can use the platform provider to find a support worker near you.

You must pay money to use a platform provider.

It can be hard to find the right platform provider for what you need.

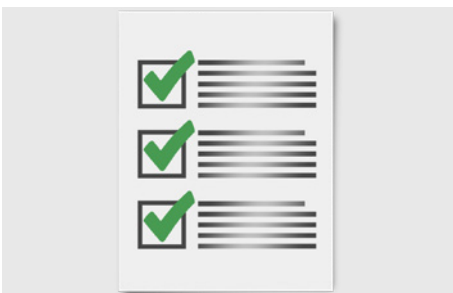This information tells you what you should look for when you choose one.

Things to look for with a platform provider

These are the things you should look for when you choose a platform provider.

1. Is the pricing information clear

2. Do you get a good service for your money

3. Things you must pay extra for

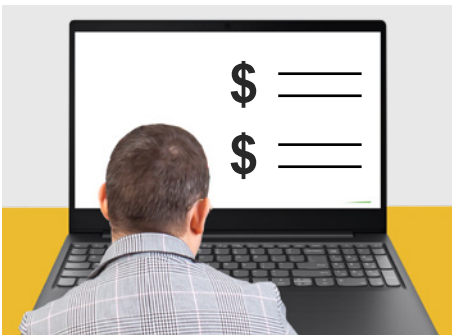4. How do cancellations work

5. How are issues sorted.

We will talk more about each of these things next.

Clear information

A good platform provider should have clear information on their website.

It should be easy to understand what things cost.

This should be information about

- What you have to pay the platform provider

- How much the worker gets.

What you have to pay might be different if your NDIS money is

- **Self managed**

or

- **Plan managed**

or

- **NDIA managed.**

Self managed means you look after your NDIS funding yourself.

Plan managed is when someone looks after your NDIS funding for you.

NDIA managed is when the NDIA looks after your NDIS funding.

It should always be clear how much of your NDIS money the platform provider will keep.

This is because some platform providers take more than others.

Are the services good for what you pay

You should think about if you get good services for what you pay.
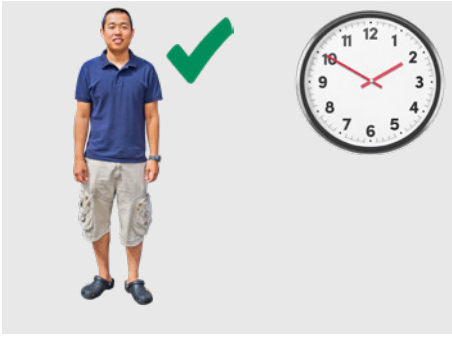

You should check how much the platform provider will keep from your NDIS funding.

You should be able to see if the support workers have their **NDIS worker screening check**.

NDIS worker screening checks say if someone is safe to work with people with disability.
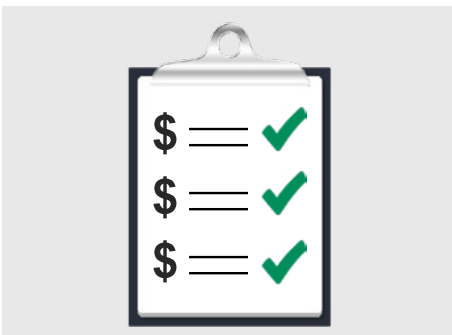
You can ask that support workers get an NDIS worker screening check at any time.

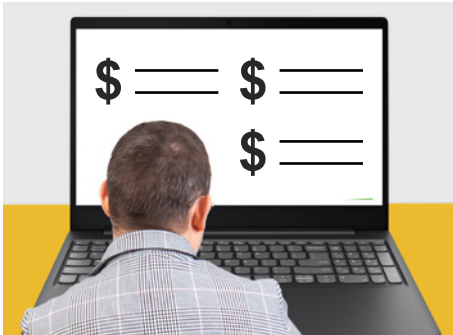You should be able to see if the platform provider is an **NDIS registered provider**.

NDIS registered providers are service providers that have been checked by the NDIS Commission.

You can check if the platform provider looks after all your payments.
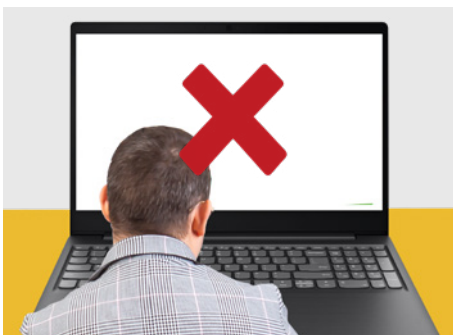
Things that cost extra money

You should be able to check if there are any extra costs to have support.

Platform providers can charge a big fee if you start paying a support worker yourself.

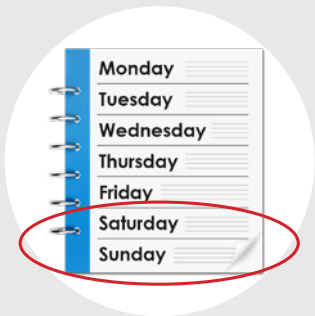This is because it means you do not use the platform provider anymore.

It might also mean that you will not be able to use the platform provider anymore.

You should be able to check if there any other costs to have support
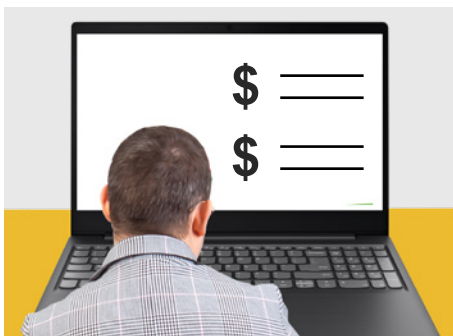
• In the evening
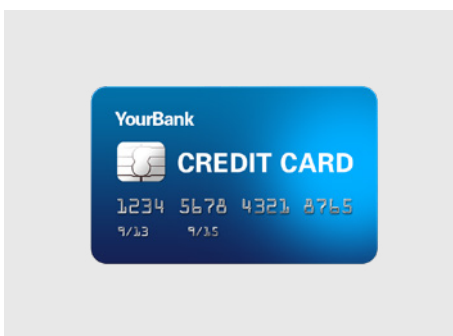
• On weekends

• At other times.

You should be able to find out who looks after **worker insurance**.

Worker insurance is money that pays for things if the support worker gets hurt.

You should be able to check if you have to pay any extra fees.

This might be like paying extra if you want to use a credit or debit card.

Cancellations

Cancellations are when you tell the platform provider you do not need the support anymore.

It should be easy to find out how cancellations work.

You should be able to see if you will be charged any extra fees if

- You cancel the support
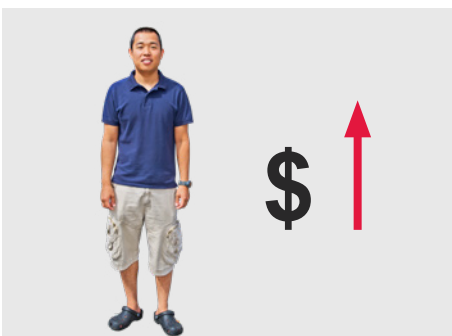
- The support worker cancels.

There should be rules for what happens if your support workers can not work all of a sudden.

This might be because they are sick.

It should be clear if you or the platform provider must find another support worker.

It must also be clear if you have to pay money if they find you another support worker.

Sorting out issues

Sometimes there are issues that need to be sorted.

There should be a clear way how to sort out issues.

An issue could be how many hours your support worker did and what you should pay.

You should check if there is a way for you to see what hours the support worker said they did.

There should be clear rules for what happens if a support worker is late.

There should be clear rules for how to make a **complaint**.

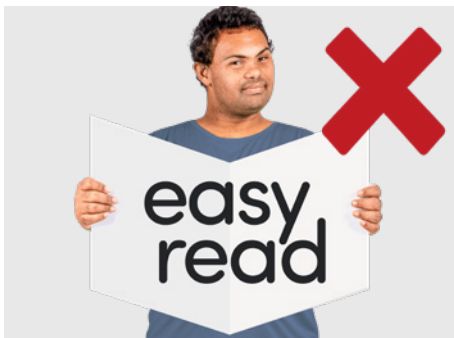A **complaint** is when you tell the platform provider that you are not happy with something.

You should also be able to see what happens after you made a complaint.

More information

For more information about platform providers you can go to our website

www.ndiscommission.gov.au

The website is not in Easy Read.

You can ask support from someone you trust to read the information.

Council for Intellectual Disability made this document Easy Read. **CID** for short.
You need to ask CID if you want to use any pictures in this document.
You can contact CID at **business@cid.org.au**.