



**NDIS Quality
and Safeguards
Commission**

Changes to Platform Providers

What we found out

Easy Read version



Acknowledgement of Country



Aboriginal and Torres Strait Islander peoples are the First Peoples of Australia.



They have always looked after Country.

Country means the land, water, sky and everything within them.



We respect the important connection that Aboriginal and Torres Strait Islander peoples have with Country.



And we respect their Elders from the past and now.

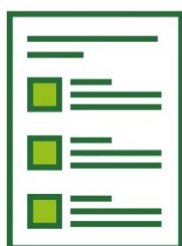
How to use this document



NDIS Quality
and Safeguards
Commission

We are the NDIS Quality and Safeguards Commission (NDIS Commission).

We wrote this document.



We wrote some words in **bold**.

We explain what these words mean.

There is also a list of these words on page **23**.



You can ask someone you trust for support to:

- read this document
- find more information.



This is an Easy Read summary of another document.

It only includes the most important ideas.



You can find the other document on our website.

www.ndiscommission.gov.au/about-us/ndis-commission-reform-hub/mandatory-registration



What's in this document?

What is this document about? 5

What did we want to find out about? 9

Who did we hear from? 14

What did we hear? 17

What will we do next? 22

Word list 23

Contact us 25

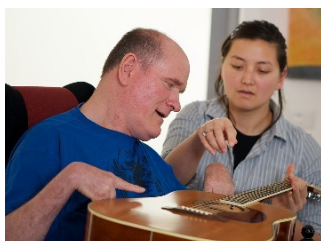
What is this document about?



The **National Disability Insurance Scheme (NDIS)** provides services and support to people with disability.



We wanted to know what people think about changing rules for some **NDIS providers**.



NDIS providers support people with disability by delivering a service.



Platform Providers are a type of NDIS provider.

Platform Providers are online services that **NDIS participants** can use.



NDIS participants are people with disability who take part in the NDIS.



Platform Providers connect NDIS participants to workers they can get NDIS supports from.

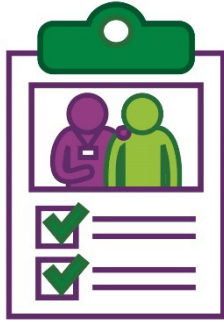


Platform Providers often have a:

- website
- app.



We are going to change the rules so all Platform Provider must be **registered**.



When a provider is registered it means we have checked they can deliver a certain type of support.



This helps to make sure they provide good and safe services.



We asked people what they think about the new rules to make sure providers are registered.



In this document we just call them the new rules.



This includes **feedback** they had about how Platform Providers work now.



When you give feedback, you tell someone what they:

- are doing well
- can do better.



This document shares what we heard.

What did we want to find out about?



In **2023**, we looked into Platform Providers.

We found out that there is more we need to do to:



- improve Platform Providers



- make sure Platform Providers are safe.



There were **2** things we wanted to find out more about.

We explain them below.

1. How we should explain Platform Providers



We want to find the best way to explain what a Platform Provider is.



We looked at other laws and reports about online services like Platform Providers.



We also asked for feedback on our first idea about how to explain Platform Providers.

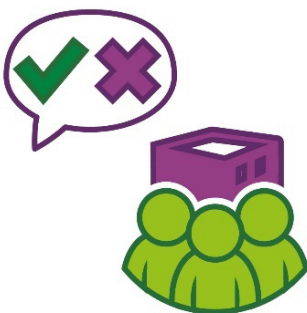
Our first idea about how to explain
Platform Providers was that it would:



- only include NDIS supports and services



- focus on the things Platform Providers all have in common.

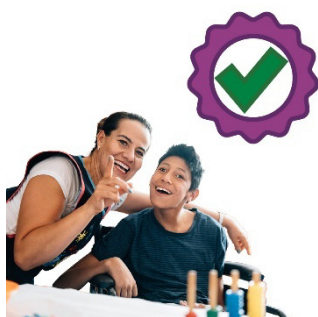


We also want to be able to decide if an
organisation can be a Platform Provider.

2. How Platform Providers should be registered



We wanted to hear from people about how the new rules for Platform Providers could be good for participants.



This included ideas about how being registered could help Platform Providers keep making the **quality** of services better.

Quality is about providing good services that:



- meet the needs of people with disability



- give people with disability choice and control.

We also wanted to hear any ideas people had about:



- checking registered Platform Providers are doing the right thing



- finding new ways to improve services.

Who did we hear from?

We heard from:



- NDIS participants



- family members and carers of NDIS participants



- workers

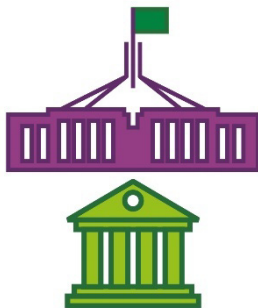


- NDIS providers.

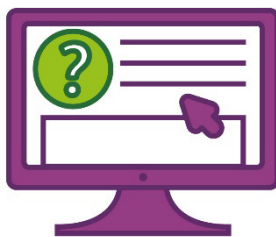
We also heard from:



- groups who speak up about disability



- other parts of the government.

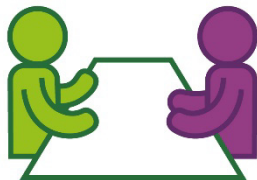


229 people answered our survey about the new rules for Platform Providers.



26 people wrote to us about the new rules for Platform Providers.

We also had meetings with:



- **18** different Platform Providers



- government organisations.



In these meetings we talked about what we heard from the community.

What did we hear?

How Platform Providers are registered



We heard that Platform Providers are important to NDIS participants and workers.



But people told us more can be done to make sure services from Platform Providers are:

- safe
- good quality.



Some people told us they are worried about the new rules for Platform Providers.



They worry the new rules for Platform Providers might affect a participant's choice and control.

For example, it might affect how participants choose who they want to receive support from.

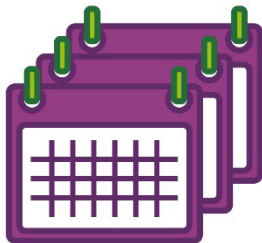


Some people said they like the new rules for Platform Providers.

This is because registered Platform Providers can help make sure:



- there are more quality supports to choose from



- quality supports last a long time.



We also heard registered Platform Providers should follow the same rules as other providers.

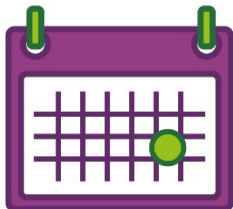


We heard from a lot of people about how we should start registering Platform Providers.

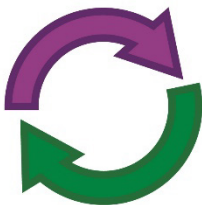


People told us that we need to be clear when we share information about Platform Providers.

This includes information about:



- when we will start to register Platform Providers



- any changes to Platform Providers.

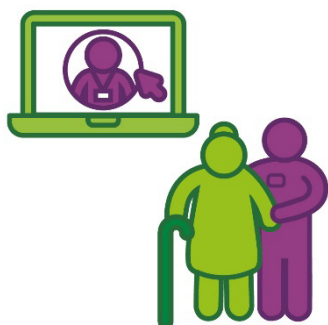
How we explain Platform Providers



We told people we will explain Platform Providers by talking about the things they all have in common.



A lot of people told us they were happy with us explaining Platform Providers this way.



People told us it should be easy for Platform Providers to work in the NDIS and **aged care**.



Aged care is services and support for older people.



We heard Platform Providers work in many different ways.

This is important for participants to have choice and control.



This means the way we explain Platform Providers needs to let them keep working in different ways.



We think we should explain Platform Providers by how they connect participants to:

- providers and workers
- NDIS services.



This will include all the different types of Platform Providers in the NDIS.

What will we do next?

We will use what we've heard to:



- decide how we should explain Platform Providers



- help us register Platform Providers.



We will keep talking to NDIS participants about the way we'll register Platform Providers.



We will also share information with the community before any laws change.

Word list

This list explains what the **bold** words in this document mean.



Aged care

Aged care is services and support for older people.



Feedback

When you give feedback, you tell someone what they:

- are doing well
- can do better.



National Disability Insurance Scheme (NDIS)

The NDIS provides services and support to people with disability.



NDIS participants

Participants are people with disability who take part in the NDIS.



NDIS provider

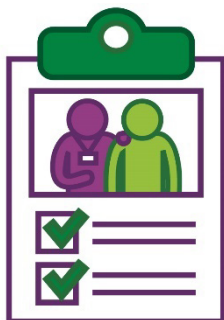
Providers support people with disability by delivering a service.



Quality

Quality is about providing good services that:

- meet the needs of people with disability
- give people with disability choice and control.



Registered

When a provider is registered it means we have checked they can deliver a certain type of support.

This helps to make sure they provide good and safe services.

Contact us



You can call us from:

- 9 am to 5:30 pm Sydney time
- Monday to Friday.



You can call us.

1800 035 544



You can send us an email.

consultation@ndiscommission.gov.au



You can write to us.

NDIS Quality and Safeguards Commission
PO Box 210
Penrith
NSW 2750



You can go to our website.

www.ndiscommission.gov.au



TTY

133 677



The National Relay Service

Speak and Listen

1300 555 727

SMS relay number

0423 677 767



Internet relay calls

internet-relay.nrscall.gov.au



You can follow us on LinkedIn.

au.linkedin.com/company/ndiscommission



You can follow us on Facebook.

www.facebook.com/NDISCommission



The Information Access Group created this Easy Read document using stock photography and custom images.

The images may not be reused without permission.

For any enquiries about the images, please visit

www.informationaccessgroup.com.

Quote job number 6326-B.