



NDIS Quality
and Safeguards
Commission



Inquiry into platform providers



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The **NDIS Quality and Safeguards Commission** made this information.

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



The NDIS Commission makes sure you

- Are safe when you get NDIS supports



- Get good NDIS services.



This information says what we found out in our **inquiry** into **platform providers**.



An **inquiry** is when we look into something.



Platform providers are NDIS services that

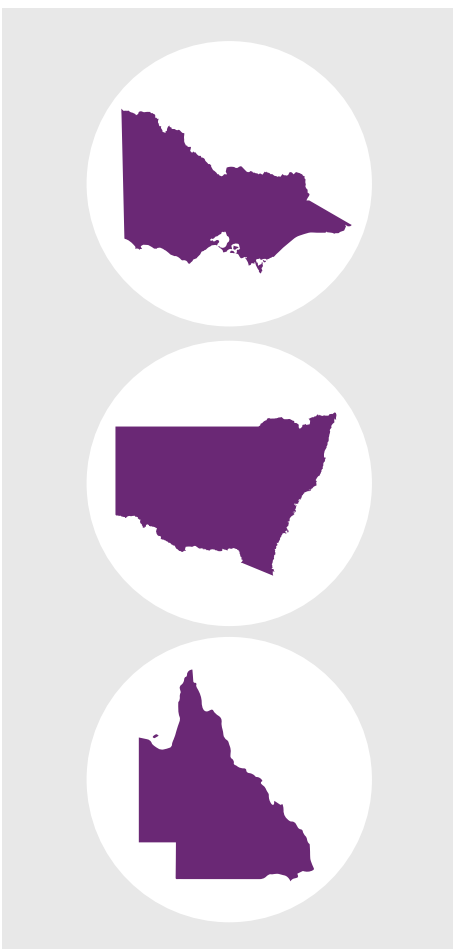
- Are online
- Help people with disability find support workers.

Participants who use platform providers



We looked at the kind of **participants** who use platform providers.

Participants are people who get support from the NDIS.

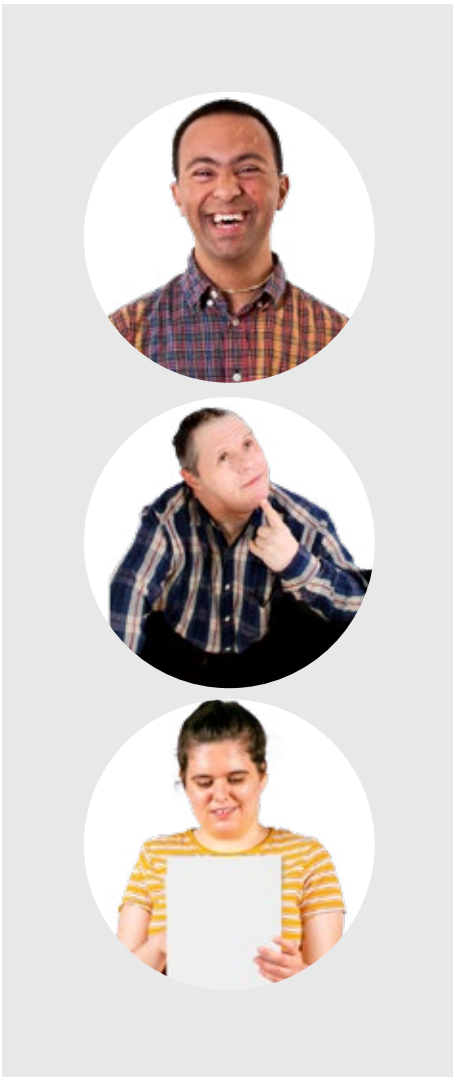


Most participants who use platform providers live in

- Victoria
- New South Wales
- Queensland.



They live in or close to the big cities.



Most participants who use platform providers have

- Autism

- **Psychosocial disability**

This is about the way you think and feel

- **Intellectual disability**

This is about how you can read and write.



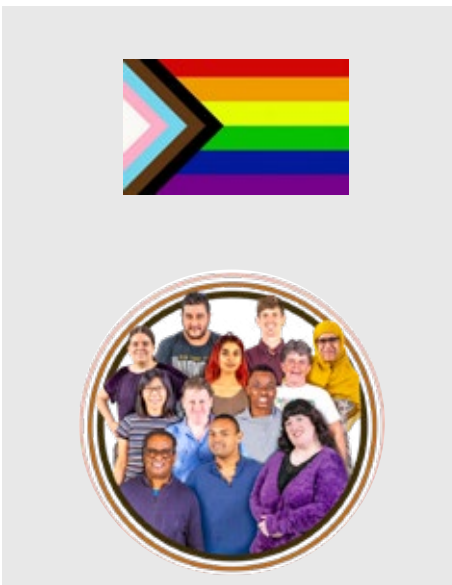
Most participants get support from an NDIS provider to look after their NDIS money.



Participants who are 18 or younger do not use platform providers a lot.



First Nations people also do not use platform providers a lot.



Some people who use platform providers say they

- Are **LGBTIQA**

LGBTIQA are people who have different sexuality and genders

- Speak languages that are not English.



These people said it is good when they can see if a service provider is **inclusive**.

Inclusive means they respect who you are.



Most participants use platform providers for supports to

- Do things in the community
- Get help with personal things.

Why participants like platform providers



Participants like platform providers because

- They help them have choice
- They can make NDIS providers easier to use.



Platform providers are the only way some people can get services and supports.



Many participants use platform providers to find NDIS providers that respect them.

How platform providers work in the NDIS



Platform providers let participants choose who supports them in the NDIS.



Participants like this because they want to feel safe when they get any support from workers.



There are lots of different prices for platform providers.



This means lots of participants are not sure if the platform provider is a good way to spend their money.



Platform providers do not make it easy to find information about money.



Participants said they have to do a lot when they use platform providers.



We found out this can be more hard for some people than others.

What participants told us



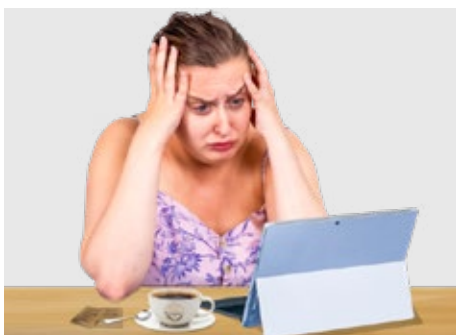
Participants told us about times they felt bad and not safe when using platform providers.



We found that lots of platform providers do not check if service providers are safe to work with people with disability.



A lot of people were not sure how platform providers and NDIS providers work together.



Participants said it can be very hard and stressful to use platform providers.



They said they share personal information with platform providers.



Some platform providers used this information the wrong way.



Participants said all NDIS providers should know about disability and how to support people.

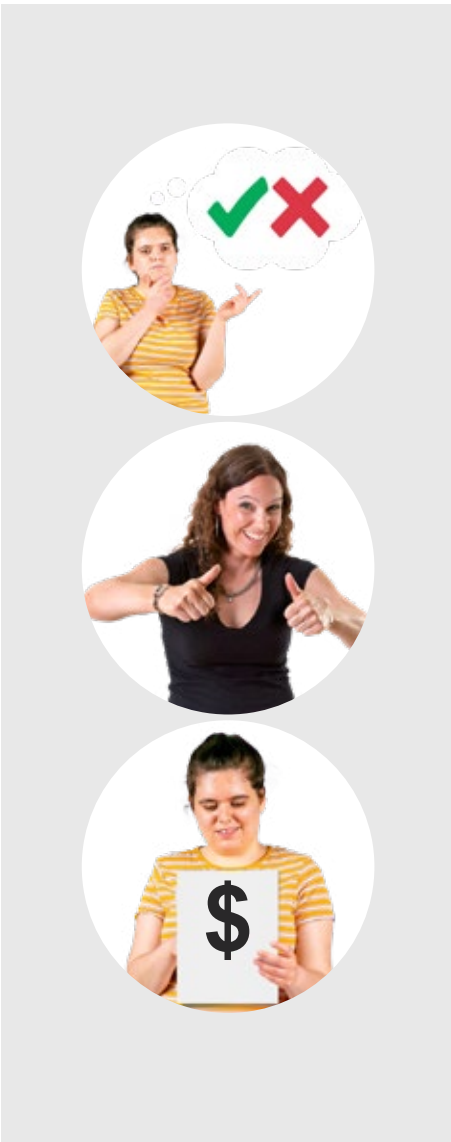


They also said some NDIS providers ask them for too much money.

What we will do next



What we found out will help us do things better.



We will

- Support participants to make decisions when they use platform providers
- Make sure all platform providers do things to keep people with disability safe
- Make sure people can get more information about platform providers like how much money they cost.

We will



- Work more with the NDIS providers on the platform providers
- Make sure everyone's personal information is kept safe and **private**.

Private means no one else can see it.