



Frequently Asked Questions – Platform Providers

Q. What is a Platform Provider?

A 'Platform Provider' is used to describe an NDIS provider (including registered and unregistered providers) that uses a profile-based platform to connect participants with workers to deliver NDIS supports. Platform Providers often use an app or website where participants and workers create a "profile".

Other terms used to describe Platform Providers include online platforms, on-demand platforms or digital platforms.

Q. Are Platform Providers NDIS Providers?

A Platform Provider is an NDIS Provider if they collect any money from an NDIS funded plan throughout the course of their business process. A Platform Provider can still be an NDIS Provider even if the service agreement is between a worker and a participant. Platform Providers can be NDIS Registered Providers or NDIS unregistered providers.

Q. Are Platform Providers subject to the NDIS Code of Conduct?

Platform Providers and anyone delivering NDIS services and supports via a Platform Provider are NDIS Providers and have obligations under the [NDIS Code of Conduct](#). All NDIS Platform Providers must adhere to all obligations under the [NDIS Code of Conduct](#).

Q. Are people who deliver services via Platform Providers screened?

Not all the time. Registered NDIS providers must ensure that key personnel and other workers in certain types of roles have a NDIS Worker Screening Check and meets the requirements of the NDIS Practice Standards. Unregistered providers are bound by the NDIS Code of Conduct but do not have the same worker screening obligations.

Background checking services undertaken by unregistered Platform Providers vary and can be limited. Participants are encouraged to request information on the screening checks done by their Platform Provider. Participants can check that their workers have completed a NDIS Worker Screening Check using the [NDIS Worker Screening Database](#). The NDIS Commission's [Workforce Capability Framework](#) can help participants know what to look for when choosing a provider or worker.

Q. What is the NDIS Worker Screening Check?

The [NDIS Worker Screening Check](#) is an assessment of whether a person who works, or seeks to work, with people with disability poses a risk to them. The assessment will

determine whether a person is cleared or excluded from working in certain roles with people with disability.

There is a [NDIS Worker Screening Database](#), a national register of all NDIS workers who have completed or applied for the NDIS Worker Screening Check. The NDIS Commission monitors and updates the register regularly.

Q. What are “platform related” charges?

Platform Providers may charge fees to workers or participants for using their platform. These fees can be complicated, and in some cases Platform Providers charge both the provider and participant. In response, some workers have introduced platform related charges. This involves increasing the hourly rate that they charge participants to cover the cost of the fee they are paying to platform providers.

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.

Q. What resources are available to support participants using Platform Providers?

The NDIS Commission developed a guide for participants about using platform providers. The guide is available on the NDIS Commission website: [Own Motion Inquiry into Platform Providers in the NDIS Market | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](#).

The NDIS Commission has developed the NDIS Workforce Capability Framework (The Framework). The Framework provides a number of tools to help participants know what to look for when engaging providers or workers, including through platform providers. The Framework is available on the NDIS Commission website: [Framework | NDIS Workforce Capability \(ndiscommission.gov.au\)](#).

Q. Can I make a complaint to the NDIS Quality and Safeguards Commission (NDIS Commission) about a Platform Provider?

Yes, if a Platform Provider is charging an NDIS funded plan, then you can [make a complaint](#) to the NDIS Commission about that Platform Provider. We encourage you to make complaints to the NDIS Commission if you believe an NDIS Platform Provider has not met their obligations under the [NDIS Code of Conduct](#).

Participants are encouraged to raise concern or complaints with Platform Providers directly, as this is often the best way to have an issue resolved quickly. All registered NDIS providers must have a complaints management and resolution system in place.