



**NDIS Quality
and Safeguards
Commission**

How we will make Platform Providers registered

We want to hear from you

Easy Read version



How to use this document



NDIS Quality
and Safeguards
Commission

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

We wrote this document.



Word list

We explain the words in **bold**.

There is also a list of these words on page 17.



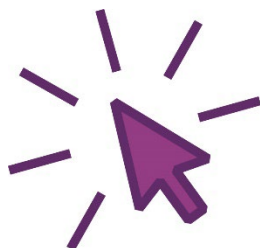
You can ask someone you trust for support to:

- 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

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.



What's in this document?

About Platform Providers 5

What we want to know 8

1. How Platform Providers should be registered 10

2. How we should explain Platform Providers 13

How to send us your ideas 16

Word list 17

Contact us 18

About Platform Providers



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



NDIS providers give services that support people with disability



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.



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.



We are going to make a rule that all Platform Providers must be **registered**.



When a Platform Provider is registered, they have to follow more rules.



These rules make sure services are:

- good
- safe.

What we want to know

We want to know what the community thinks about:



- Platform Providers



- how we should get Platform Providers registered.



We want to know what you have to say about **2** ideas.

Our ideas are about how we should:



- register Platform Providers



- explain what Platform Providers are.



On the following pages we:

- explain each of these ideas more
- have some questions for you to answer.



We explain how you can send us your ideas on page [16](#).

1. How Platform Providers should be registered



Platform Providers will be registered after
1 July 2025.

We want to make sure Platform Providers support:



- what NDIS participants need

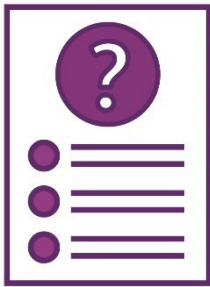


- the choice and control of NDIS participants



- new and safe ways to deliver services.

Questions for you to answer



We have some questions below for you to answer.



How could being registered help Platform Providers deliver safe and good services?



How could being registered help Platform Providers make sure NDIS participants have choice and control?



How can we make it easy for everyone to understand how registered Platform Providers works?

This includes:



- workers



- NDIS providers



- NDIS participants.

2. How we should explain Platform Providers



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



To do this, we want to think about what is the same for all Platform Providers.

For example, all Platform Providers:



- have an app or website



- use an NDIS participant's plan to pay for their service.

All Platform Providers also:



- connect NDIS participants and workers



- connect NDIS participants to NDIS services.

Questions for you to answer



We have some questions below for you to answer.



To explain Platform Providers, we want to think about what is the same for all of them.



What works well about this way of trying to explain them?



What do you think does not work well about how we want to explain Platform Providers?



What do you think we need to include when we explain Platform Providers?

How to send us your ideas

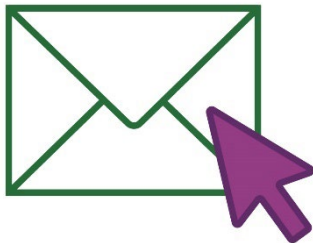


You will need to send us your ideas before
7 March 2025.



You can:

- write your answers in an email
- send us the email.



consultation@ndiscommission.gov.au



You can also answer our questions in the survey
on our website.

survey.websurveycreator.com/s.aspx?s=063ddfaa-bc83-4ca4-95dc-7af05fe61d6f

Word list

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



National Disability Insurance Scheme (NDIS)

The NDIS provides services and support to people with disability.



NDIS participant

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



NDIS provider

A provider is someone who supports people with disability by delivering a service.



Registered

When a Platform Provider is registered, they have to follow more rules.

Contact us



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



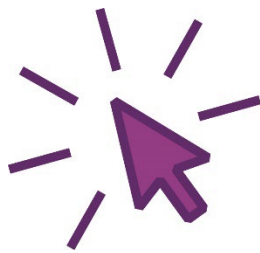
The National Relay Service

Speak and Listen

1300 555 727

SMS relay number

0423 677 767



Internet relay calls

internet-relay.nrscall.gov.au



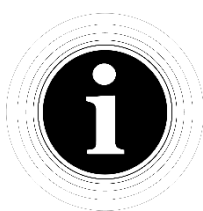
You can follow us on LinkedIn.

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 6074.