



Things to consider



Platform Providers

March 2025

1

Transparency and Honesty

- ◆ Are all fees clearly stated on the website?
- ◆ Is it clear when the fees apply (membership, per hour, per booking)?
- ◆ Is it clear how much the worker will receive?
- ◆ Do costs change depending on how your NDIS funding is managed (self managed / plan managed / or NDIA managed)?



2

Value for Money

- ◆ Can you calculate how much the Platform will keep from your funding? Is the example provided accurate? See below for help with calculations
- ◆ If the Platform decides to increase their prices, is it clear what extra value or benefits you will get?
- ◆ What checks do workers have? You can request workers obtain an [NDIS Worker Screening Check](#) at any time
- ◆ Is the Platform an NDIS registered provider or unregistered?
- ◆ Besides finding a worker, is it clear what else you get for your money?
- ◆ Does the Platform handle all aspects of invoicing or will you still have invoices sent to you for you to action?



3

Extra Costs

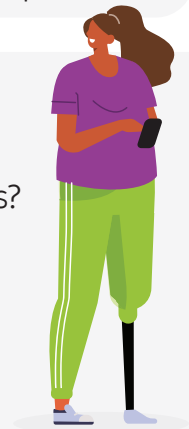
- ◆ Some Platforms will charge a fee for taking a worker/participant relationship offline, this can cost thousands of dollars – does the platform make it clear whether they charge such a fee?
- ◆ Are there additional costs for support in the evening, on weekends, or at other times?
- ◆ Who is responsible for worker insurance?
- ◆ Are there additional payment processing fees? (e.g. payment companies such as Stripe)



4

Cancellations

- ◆ Is there a clear cancellation process?
- ◆ Are participants and workers treated the same for cancelling?
- ◆ What happens if your worker cancels on short notice?
- ◆ Who will be responsible for finding replacement support (Platform or participant)?
- ◆ Will any fees be charged if support is cancelled? Is this the same if the worker cancels?



5

Dispute Resolution

- ◆ Is there a process for participants to review the hours the worker has submitted for accuracy?
- ◆ What happens if a worker is late?
- ◆ Does the Platform have a complaints process? Is it clear how complaints will be handled?



To calculate how much the Platform Provider will keep from your funding, we find the difference between what you (the participant) pay and what the worker receives for each hour of support.

Example 1

- ◆ Hourly rate agreed with worker: \$50 per hour
- ◆ Participant fee: Nil (\$0) per hour
- ◆ Worker fee: 20% (\$10) per hour

You can use the following equations:

Total participant cost = \$50 per hour
(hourly rate PLUS participant fee)

Worker receives = \$40 per hour
(hourly rate MINUS worker fee)

Platform Provider keeps = \$10 per hour
(total participant cost MINUS worker receives)

Example 2

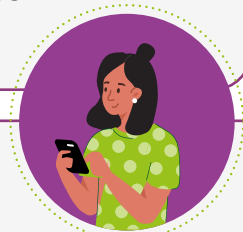
- ◆ Hourly rate agreed with worker: \$50 per hour
- ◆ Participant fee: 5% (\$2.50) per hour
- ◆ Worker fee: 10% (\$5) per hour

You can use the following equations:

Total participant cost = \$52.50 per hour
(hourly rate PLUS participant fee)

Worker receives = \$45 per hour
(hourly rate MINUS worker fee)

Platform Provider keeps = \$7.50 per hour
(total participant cost MINUS worker receives)



Example 3

For 2 hours or more of weekday support between 6:00am to 8:00pm:

- ◆ Participant pays: \$55.82 per hour
- ◆ Worker received: \$37.35 per hour

Platform Provider keeps = \$18.47 per hour
(total participant cost MINUS worker receives)

More information

Rights of people with disability

<https://www.ndiscommission.gov.au/rules-and-standards/rights-people-disability>

NDIS Code of Conduct

<https://www.ndiscommission.gov.au/rules-and-standards/ndis-code-conduct>

Fair pricing

<https://www.ndiscommission.gov.au/rules-and-standards/ndis-code-conduct/fair-pricing>

NDIS Worker Screening Check

<https://www.ndiscommission.gov.au/workforce/worker-screening>

Provider registration

<https://www.ndiscommission.gov.au/provider-registration/about-registration>

Platform providers

<https://www.ndiscommission.gov.au/rules-and-standards/quality-practice/platform-providers>

