



NDIS Quality
and Safeguards
Commission

Participant guide to Platform Providers



Easy Read

www.ndiscommission.gov.au

About this information



**NDIS Quality
and Safeguards
Commission**

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

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

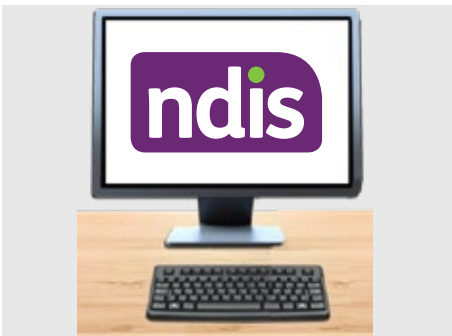


The NDIS Commission makes sure you

- Are safe when you get NDIS supports
- Get good NDIS services.



This information is about **Platform Providers**.

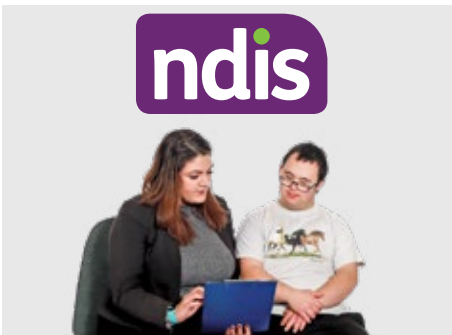


A **Platform Provider** is an online place where you can find workers for your NDIS services.

Things you should know about Platform Providers



There are some things you should know about Platform Providers.



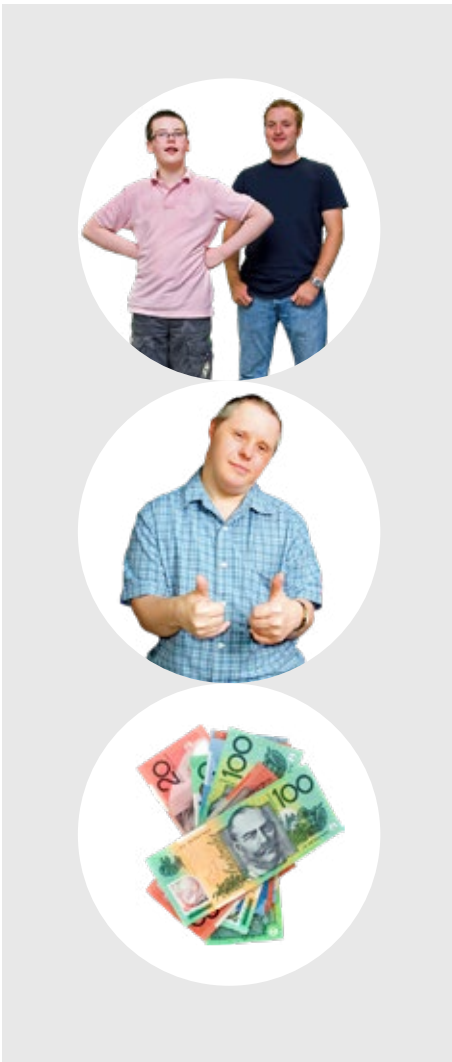
Platform Providers are **NDIS providers**.



NDIS providers are services or people that give NDIS supports.



You use your NDIS money to pay for Platform Providers.

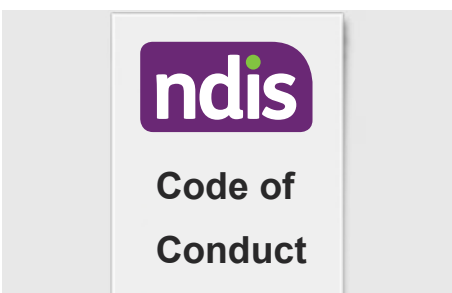


When you use Platform Providers you have the right to

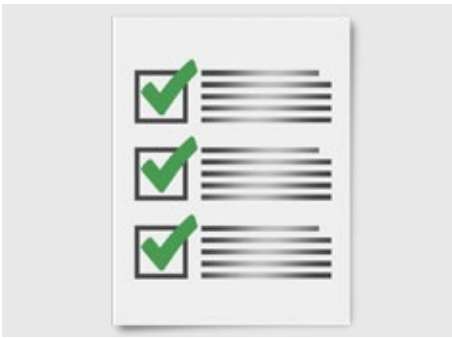
- Be treated with respect
- Feel safe
- Get good services for good money.



We check if Platform Providers and workers follow the rules they all have to follow.



1 of these rules is called the **NDIS Code of Conduct.**



The **NDIS Code of Conduct** says how providers and workers should act.



This makes sure participants get safe and good supports.



You can contact us if you have any worries about any Platform Providers.

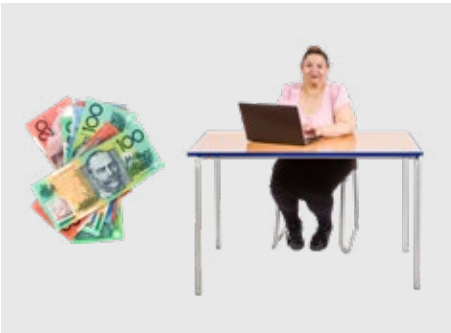
Prices for Platform Providers



There are lots of different prices for Platform Providers.



It can be hard to know how much they cost and why.



Platform Providers should tell you how much money

- You need to pay them
- The worker gets.



This can help you think about if the Platform Provider is good for your money.

Tips for when you use Platform Providers



These are some tips for when you use Platform Providers.



Platform Providers should make sure you are safe when you use them.



They should have information about how to

- Make **complaints**
- Give **feedback**.



A **complaint** is when you speak up if something is not okay.



Feedback is when you speak up to say if you like or do not like something.



Platform Providers should make it easy for you to make a complaint or give feedback.



They should be quick to get back to you about your complaint or feedback.



Platform Providers might ask for your personal information.



This could be information like your address and birthday.

The Platform Provider should tell you



- Why they need this information



- How they will use this information



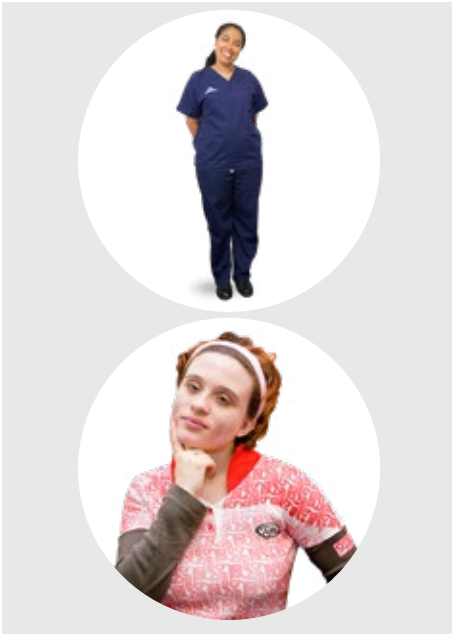
- How they will keep the information safe.



Platform Providers should have clear information about what they do with the information you give.



For some Platform Providers you might need to make sure the workers are safe.



The Platform Provider should have clear information about

- Who the worker works for
- What you need to do when you use the workers.



You can ask your Platform Providers about this.



This will help you know

- How you and the workers can stay safe
- What is ok and not ok.



Platform Providers should have clear information about how they check their workers are safe.



It is good when Platform Providers ask their workers to get

- **NDIS Worker Screening Check**
- **Working with Children Check** if they work with children.



An **NDIS Worker Screening Check** says if workers are safe to work with people with disability.



A **Working with Children Check** says if workers are safe to work with children.



We have information and training that say what all NDIS workers must do to give good supports.



It is called the **Workforce Capability Framework**.

We will say the **framework** for short.



The framework can help you know what to look for when you choose a Platform Provider or worker.



You can read the framework at

www.workforcecapability.ndiscommission.gov.au/framework



The framework is not in Easy Read.

You can ask for support to read it.

More information



**NDIS Quality
and Safeguards
Commission**

You can contact the NDIS Commission for more information about Platform Providers.



You can

- Call us on 1800 035 544



- Email us at contactcentre@ndiscommission.gov.au



- Send us a letter to
NDIS Quality and Safeguards Commission
PO Box 210
Penrith NSW 2750.



You can go to our

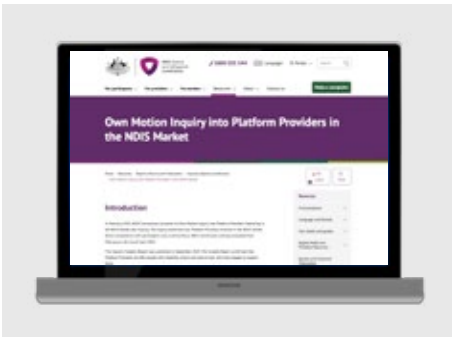
- Facebook page at www.facebook.com/NDISCommission
- LinkedIn page at www.linkedin.com/company/ndiscommission



You can also read our **Own Motion Inquiry** into Platform Providers.



An **Own Motion Inquiry** is when we looked into how Platform Providers work.



You can read the Own Motion Inquiry
in Easy Read at

**[www.ndiscommission.gov.au/resources/
reports-policies-and-frameworks/
inquiries-reports-and-reviews/own-
motion-inquiry-platform](http://www.ndiscommission.gov.au/resources/reports-policies-and-frameworks/inquiries-reports-and-reviews/own-motion-inquiry-platform)**

Council for Intellectual Disability made this document Easy Read. **CID** for short.
You need to ask CID if you want to use any pictures in this document.
You can contact CID at **business@cid.org.au**.