

Frequently Asked Questions

What are the requirements to register as a Helper on Naitingel?

- Our Helpers are independent contractors or self-employed, therefore should have an Australian Business Number (ABN) or planning to obtain one
- Demonstrate relevant skills or registration or qualification in the services you will be offering to members
- You need to be authorised to work in Australia
- Covid-19 proof of vaccination as mandated by the government
- You will need to have two valid proofs of identity
- Australia National Police Check or NDIS Worker Screening Check.
- Compulsory Third Party vehicle insurance and a valid Driving License (if a car is used to provide services)
- Must have access to a smart phone for the app for bookings and provisions of services
- Professional Indemnity and Public Liability Insurance cover to protect you and your clients
- Valid: First Aid including Cardiac Pulmonary Resuscitation (CPR) and Infection Control (training can be organised by Naitingel)

Do I need professional experience to provide services?

We recommend that you have a minimum 12months experience of working in the sector if you want to provide services as you will be working independently. If you do not have experience, contact Naitingel to discuss your options to facilitate supervised practice experience.

Who can provide my references?

Naitingel requires professional references which could either be from: employment or education institution.

What services can I provide?

You can provide services that you are qualified and accredited for including: Personal care, Domestic assistance, Nursing care, Companionship, Live-in support/care and various Therapeutic interventions.

Naitingel platform accepts Helpers including: Care workers, Support workers, Nurses, Domestic maintenance workers, Allied Health professionals: Physiotherapists, Occupational Therapists, Exercise Physiologists.

Who will I provide services to on the platform?

Helpers can choose to provide services to Members who require in-home and community-based care who are either Adults, Older people or NDIS participants, provided you satisfy the requirements to provide services to either of these Member groups.

The platform does not currently cater for services for children i.e anyone under the age of 18years.

How do I register on the platform to provide services?

- Complete the contact form on our website or Email us at info@naitingel.com.au to express interest and you will be contacted to discuss requirements and advised of next processes i.e to complete the registration process
- Alternatively call us on 0353127120 or 0436437574 to discuss the requirements and next steps
- You will be required to submit all the required documentation online
- You will have an interview with a representative from Naitingel



- Upon successful interview and once all requirements satisfied, you will then be able to create your profile on the platform and begin to get expressions of interest from members. This is your opportunity to showcase your offering to Members i.e experience, skills, qualifications, interests, hobbies and other capabilities.

How do I register my availability to provide services?

- You will use a booking calendar to place your availability i.e dates and times. Members will be able to book your services based on your availability
- We recommend you update your availability on a regular basis so you do not miss out on any potential bookings or vacancies

What are the benefits of providing services via Naitingel platform?

- As an independent Helper you decide your schedule for services you provide. You are your own boss, with autonomy and flexibility to decide when and where you are available to provide services
- Naitingel will set fair prices for different services offered on the platform, that way you do not have to worry about missing out on Members because your price is different to that of other Helpers. It's a level playing field
- You will have low administrative overheads and burden. Naitingel takes this burden off you by providing you with technological resources to help you operate efficiently and for a great service delivery and your client's experience
- Easy access to a large client base or increases your customer reach, meaning more hours of work and translates to high earning or profit potential
- You can choose to provide a service near your home or work anywhere within Australia where a Member requests a service. You are not limited by geographic location



- You can provide regular or ongoing support to the same Member/s that you establish a good rapport with

How does the matching process work?

- Once a member expresses interest in your services, the next process is for Naitingel to ensure they are a compatible match. What this means is that as a Helper you will have the skillset to adequately meet the member's needs

How do I get paid for services provided?

- Naitingel will take care of all payment processes. A timesheet and invoice will be automatically generated on completion of every service transaction.
- Funds will be deducted or paid from the member's account and Naitingel will credit your nominated bank account minus platform administrative fees
- Everything is automated and you will have visibility to all your bookings/visits and transactions completed

Do I need an Insurance cover?

Yes, you are required to have valid Public Liability and Professional Indemnity Insurance, to protect you and your business in the event that you cause property damage or personal injury to another person and for any errors and omissions that might occur whilst you are providing services.

We also highly recommend that you hold a Personal Accident Insurance to cover you for loss of income if you were unable to work due to illness or suffer and injury whilst working.



As an independent contractor, Personal Accident Insurance is essential as you do not have any sick leave or annual leave entitlements.

Naitingel does not provide any insurance cover for Helpers. We believe independent contractors have unique needs and therefore should each decide the level of cover that suits their individual circumstances and to choose their preferred insurance provider.

What are my obligations as in independent contractor?

- You have the full responsibility to supply, maintain and insure the tools and equipment required for your role
- You organise and for your own insurances (Public Liability, Professional indemnity, and Personal Accident Cover) and ensure their validity to protect yourself and your business
- Vehicle should be insured for business purposes if using personal vehicle for work
- Organise and pay for own transportation to and from usual location where you provide services, unless client requests a trip elsewhere, makes prior arrangement and agrees to pay for transportation
- You make your arrangements for superannuation and pay your own taxes as you are NOT considered an employee of Naitingel including for tax purposes.
- You need to know your entitlements and tax deductions as an Independent contractor. Consult your personal accountant for full information on your tax matters including deductible expenses
- Be mindful of risks involved as an independent contractor and how to mitigate them and future proof your finances and business
- Maintain professional boundaries at all times, and do not disclose any personal and sensitive information about yourself to Members or their families
- Ensure your safety whenever you deliver services. Summon help ASAP by notifying Naitingel, relevant parties and authorities if you

feel unsafe or threatened whilst providing a service OR leave for your safety (if safe to do so)

- Practice duty of care for Members at all times: by preventing harm and negligence
- Being honest and demonstrate integrity in all your service delivery activities. This is essential for your rapport with Members and the reputation of your business

What is an NDIS Worker Screening Check?

The National Disability Insurance Scheme (NDIS) introduced an individual screening check for workers to assess whether the worker poses a risk of harm to the participants or not, in order to protect NDIS participants. The NDIS Worker Screening Check is highly recommended if you are providing services to NDIS participants. You can apply on <https://www.ndiscommission.gov.au/providers/application-form>

How do I issue invoices and get paid?

When you finish providing services, you sign off on the app. The Member also confirms services rendered via the app and an invoice for that particular visit will be automatically generated, and to forwarded for payment processing. Payments due will be deposited in your account the following week.

Who pays for Expenses and Transport costs incurred whilst providing services?

The Member is responsible for the booking of event tickets and transportation costs to and from events. The Member is not expected to entertain the Helper beyond the basic trip. If the Helper's car is used to



transport the Member, then per km transport cost on the price guidelines will apply.

If you incur such activity and transport expenses, you should claim these as consumables on your invoice.

Do I get paid if a member cancels or reschedules a booking?

You do not get paid if a Member cancels or reschedules their visit 24hours prior to the scheduled visit. If this occurs, you can search on the platform to find other vacant visits if you wish to offer your services to another Member or you can alert Naitingel of your availability and you will be notified if there is a vacant visit.

When a Member cancels or reschedules a visit with less that 24hours notice, the Helper retains discretion as to whether or not the Service is charged or if Helper and Member can negotiate alternative visit arrangements.

How secure is the information held about me on the platform?

Naitingel endeavours to keep all your personal identifiable information and financial information safe on the platform by adhering to the Privacy Policy Act (1988). Naitingel has put measures in place to prevent data access breaches. Personal identifiable Information provided by you is only accessed by authorised platform personnel. You are urged to ensure that your profile does not and should not contain personal identifiable and sensitive information.



What happens at Naitingel induction?

Naitingel Induction will comprise of introductory session delivered by one of the representatives and there is are online training modules intended to prepare you to carry out your duties effectively.

Does Naitingel offer any training for Helpers?

Yes- Naitingel offers various free online training modules to broaden your knowledge and skills to support or care for Members effectively. You are encouraged to complete as many modules offered on the platform, particularly the ones that are relevant for the Members you provide services to.

First aid and CPR training are part of the requirements. These will require some face-to-face attendance. Helpers should organise these independently or contact Naitingel Support Team for a list of recommended external providers.