



Getting started with Mable

A Mable guide to choosing support
that suits your needs and goals

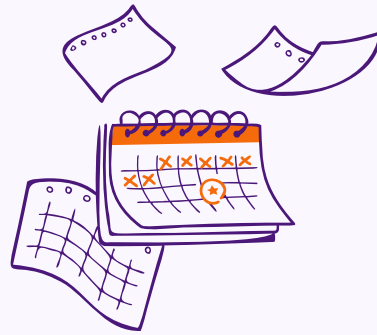
Your support, your way

Take back control and choose support that truly matches your needs, goals, personality, and schedule.



Find support that's as unique as you.

Whether you speak Italian, watch footy, or love to cook, there's support to suit your needs and interests.



You're in control of your schedule.

Choose when and where you receive support.



Decide how long a support session will be.

There are no minimum support session lengths on Mable.



Find local support with 90% of Australian postcodes covered.

Mable is an online platform that connects people with disability with independent support workers. Your support coordinator or recovery coach thinks this will be a great option for you to consider – you get to choose who supports you and find the right fit for your needs, interests, and goals.



More than

10 years

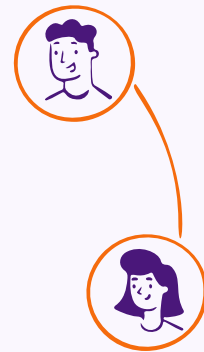
of making a difference in the NDIS sector.



Used by

over 30,000

people to connect with
verified support workers.



Over

30 million hours

of support delivered since 2014.



200,000+ connections made

Services you can find on Mable

Find verified support to live independently with access to a wide range of services.

Please note, these services may come from different NDIS budget categories in your plan.

Social support and domestic assistance



Community outings and activities



Gardening



Housework



Meal delivery



Meal preparation



Personal admin



Shopping



Sport and exercise



Transport

Personal care



Qualifications are required to provide this support on Mable.



Toileting



Showering, dressing, and grooming



Medication assistance



Hoist and transfer



Manual handling and mobility



Exercise assistance

To offer personal care services on Mable, a support worker must have either:

- A Certificate III or IV in Aged Care or Disability Support or a similar qualification
- A minimum of 2 years' equivalent experience;
- A nursing qualification in relevant countries.

Nursing



Qualifications are required to provide this support on Mable.



Wound care



Continence assessment and management



Catheter care



Vital signs monitoring



Pre- and post-acute hospital care



Respiratory care



Medication management

To offer nursing services on Mable, a nurse must have:

- An active nursing registration with AHPRA for a minimum of 12 months (as a Registered Nurse or Enrolled Nurse).

Allied health

✓ Qualifications are required to provide this support on Mable.



Occupational therapy



Physiotherapy



Psychology



Speech pathology

To offer physiotherapy, occupational therapy, or psychological services on Mable, allied health professionals must have:

- A current AHPRA registration that has been active for a minimum of 12 months. They must also provide two professional or character references. (as a Registered Nurse or Enrolled Nurse).

To provide speech pathology services on Mable, a speech pathologist must:

- Be registered with Speech Pathology Australia and provide two professional or character references.

Are you a parent seeking support for your child?

On Mable, finding a support worker who aligns with your child's goals is made easy.

From sharing a favourite hobby to encouraging a new skill, you can choose support workers who will nurture your child's interests and help them achieve their goals for independence.

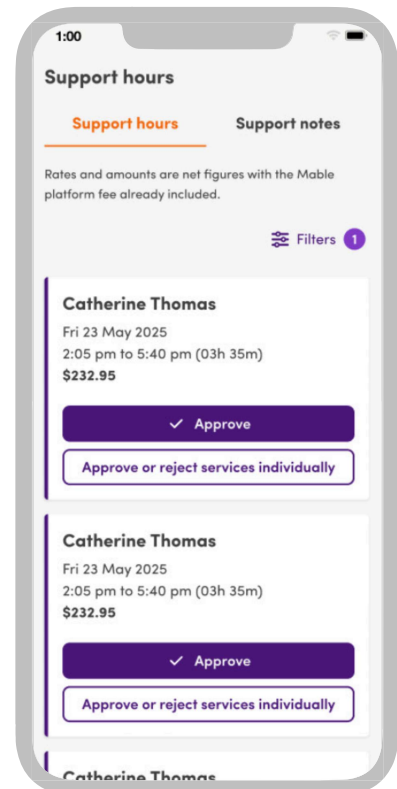


Mable client spotlight: Ruby

'My support worker is very supportive. She teaches me how to pay for my food, learning how to take care of myself and how to, you know, do things when I'm out.'

How payments work on Mable

- ✓ After each support session, your support worker submits your support hours for either you, or your coordinator or coach, to approve.
- ✓ Check and approve their support hours in the “Support Hours” section of the Mable platform within 24 hours, or your coordinator or coach can. Support hours will automatically be approved after this time.
- ✓ Once you approve the support hours, Mable will generate an invoice for payment, sent to your plan manager or to you if self-managed.
- ✓ The invoice is then paid directly to Mable, so the payment side stays simple.
- ✓ Once full payment is received, Mable transfers the funds to your support worker (minus the Client Engagement Fee) within two business days.



You pay less, workers earn more

Our low operating costs can mean more hours of support for clients and better earnings for independent support workers.

Trusted by over 30,000 people across Australia

Fully verified, every time

All approved and available support workers on the Mable platform have:

- A police check or NDIS Worker Screening Check
- Reference checks
- Identity checks
- Working with Children Check if supporting a minor
- Certification checks
- Infection control training
- Australian Business Number (ABN)



 NDIS Worker Screening Check

 Insurance covered

 Working with Children Check (QLD)
Expires on 01/11/2026

Built-in safeguards with every booking



Feel confident you're booking the right person for you. Get to know support workers via their profile, complete with detailed bios, photos, reviews, and qualifications, as well as meet and greets through the Mable platform.



Every session booked and invoiced through Mable includes insurance for support workers.



We have a strong incident monitoring and complaint handling process in place for your safety. Our Australia-based Customer Safeguarding team is here to help if you need it.

Getting started

Ready to find support that fits your goals, needs, and personality?

On the next few pages, we'll show you how to:

- ✓ Talk to your support coordinator or psychosocial recovery coach
- ✓ Post your first job or search support worker profiles
- ✓ Review applications and choose your support worker
- ✓ Manage agreements and sessions
- ✓ Stay on top of invoicing



Contact your support
coordinator or recovery
coach to get started

