



Verification Policy

Version Date: 15 September 2026

1 - Background

Mable Technologies Pty Ltd (ACN 162 890 379) ("**Mable**") operates a safeguarded digital marketplace for connecting aged care and disability consumers with independent Support Workers in their local communities. As part of safeguarding the Mable platform and complying with applicable regulation, Mable conducts certain checks on all individuals who submit an application to create a Mable Account.

2 - Purpose

The purpose of this Verification Policy is to detail the information Mable requires from:

- Support Workers, to determine their eligibility to provide specific Care Services via the Mable Platform; and
- Client Members, to receive or arrange for the provision of Care Services ('**Clients**').

(" **User Verification**")

3 - Scope

This Policy applies to all Clients and Support Workers on Mable.

4 - Navigating this Policy

Part 7 of the Policy applies to Clients using the Mable platform and sets out the Verification process for Clients.

Part 8 of the Policy covers the minimum Verification requirements for each Service Type for Support Workers.

5 – Definitions

All capitalised terms not defined in this Verification Policy are defined in the [Platform Terms](#). If you are a Client, refer also to the [Client Terms](#), if you are a Support Worker, refer to the [Support Worker Terms](#), and if you are a Coordinator, refer to the [Coordinator Terms](#).

Identification Document has the meaning defined in Part 7(c) of this Policy.

NDIS Worker Screening Check ('NDISWSC') refers to the vetting check that a State or Territory NDIS worker screening unit conducts to assess the suitability of a person to work with people with disabilities.

Service Type – refers to the types of Care Services that independent Support Workers can provide on Mable.

Verification – refers to steps taken by Mable to sight, check or validate a qualification, licence, clearance check, certification or other type of documentation, including to ensure that the relevant documentation has not expired.

6 – Verification Policy Statements

a) **Approval of accounts at Mable's discretion**

In accordance with its [Platform Terms](#), Mable performs User Verification to promote safety between Support Workers and Clients on the Platform. Verification steps are also required under disability and aged care regulations. Safety is especially important where Care Services may occur in an unsupervised environment at a private residence. As a result, until the Verification Check requirements set out in this Policy have been met:

- A Support Worker will not be approved to provide Care Services on the Mable Platform; and
- A Client Member will not be approved to post a job, contact a Support Worker or enter into an agreement for support services on the Mable Platform.

Approval of a Support Worker and a Client Member on the Mable Platform is at the sole discretion of Mable in accordance with this Policy and its [Terms of Use](#).

b) Support Worker and Client Involvement in Verification Checks

In addition to the Verification Checks that Mable conducts, Support Workers and Clients are encouraged to make their own inquiries and decisions about any documents, information or statements made by a Support Worker or Client that are not included in the documents that are verified by Mable and referred to in this Policy. Support Workers and Clients are ultimately responsible for making their own decisions regarding Care Services.

c) Unverified Services

Support Workers can only provide Care Services via the Platform that they are verified by Mable to provide, in accordance with this Policy.

If a Support Worker provides services that they have not been authorised to provide by Mable under this Policy, this will be treated by Mable as an 'incident'. Mable will investigate the incident in accordance with the [Incidents and Complaints Policy](#) and the investigation may result in a Platform Safety Measure being placed on a Mable account. This may have the effect of restricting access to, or closing, a Mable account.

If a Client requests that a Support Worker provides a service that the Support Worker is not authorised to provide under this Policy, this will be treated by Mable as an 'incident'. Mable will investigate the incident in accordance with the [Incidents and Complaints Policy](#) and the investigation may result in a restriction being placed on the Client account. This may have the effect of restricting access to, or closing, a Mable account.

d) Excluded Activities as part of Support Sessions

There are some high-risk activities that cannot be performed during a support session on the Mable platform. This is because these activities carry a high safety risk to clients and/or support workers, and such activities would not be covered by the support worker insurance that generally applies to a support session ([Other exclusions apply](#)).

- **Extreme or adventure sports** (such as skiing, snowboarding, skydiving, boxing, shooting, go-karting, open sea snorkelling/scuba diving, horse-riding, boating activities)

- **Use of an electronically powered vehicle** (such as an e-bike, e-scooter or other motorised transport device). This exclusion does not include mobility scooters or other mobility devices.
- **Instructing on high-intensity exercise** (included but not limited to instructing a client on: weightlifting, use of gym equipment, personal training, spotting a client in a gym, bouldering, hyrox, crossfit, sprint training), unless you have received approval from Mable to provide exercise physiology services.
- **Driving lessons**
- **Services that are generally conducted by certified professionals** e.g.
 - Yoga instructing (that is typically conducted by a qualified yoga teacher);
 - Swimming lessons (that are typically conducted by a certified swimming instructor); or
 - Haircuts (that are typically conducted by a certified hairdresser).
- **Services that are excluded by regulation** that applies to the client's funding eg [NDIS Exclusion List](#) (for people with disability) or are not in the [Support at Home Service List](#) (for older people).

Mable may update this list of excluded services from time-to-time. Mable will notify impacted support workers prior to adding further excluded services to this Policy, in accordance with the Part 10 of this Policy.

e) Notification Requirements

All Mable users must notify Mable as soon as practicable if they are charged with, or are convicted of, any criminal offence, by contacting Mable using the contact details in Part 11 of this Policy.

f) Other platform considerations

Mable aims to maintain a healthy balance between Support Workers and Clients on the platform, across all types of services and locations. As part of Mable exercising its discretion over account creation, there may be instances where Mable wishes to prevent, delay or promote the creation of:

- Accounts for account holders in certain areas; or
- Accounts for account holders looking to provide, or receive, certain types of services.

In this event, the person seeking to join Mable will be notified that their account creation has been paused, until such a time that the marketplace is balanced in a way that better caters

for the type of account that the person is attempting to create.

g) Non-compliance with this Policy

Failure to comply with the requirements in this Policy may be a breach of the Client or Support Worker [Terms of Use](#), the [Platform Terms](#) or the [Client or Support Worker Code of Conduct](#), and is addressed under the relevant Terms of Use or the [Incidents and Complaints Management Policy](#).

7 – Verification Checks for Client Members

This Part outlines the Verification steps that may apply to setting up a Client account on Mable. The information required to satisfy the Verification Checks for Client Members is provided in [Appendix A](#).

There is currently one Verification Check that can be applied to Client Members, which is Identity Verification. Identity Verification for clients is currently not mandatory for every Client Member but it may be mandated by Mable at any time with reasonable notice. Identity Verification is required for clients seeking disability support services that are not Managed Clients that have joined Mable directly through the Site. The requirement is triggered for new clients in this category, as well as existing clients in this category when they are entering into a new Care Services Agreement.

a) What is Identity Verification?

Identity Verification is where a Client Member provides information from one form of identification which is verified by a third-party provider (**'Identity Verification'**).

The identity of Support Workers is also verified by the National Disability Insurance Agency (NDIA), as a component of the NDIS Worker Screening Check requirement, set out in Part 8(b) of this Policy.

b) Whose identity is verified during Identity Verification?

Identity Verification applies to the identity of a Client Member, which means the person who creates an Account on the Platform for the purposes of that person engaging with Support Workers and entering into Care Services Agreements for the provision of Care Services.

In some instances, the Client Member may not be the person receiving Care Services. However, under the [Platform Terms](#) and the [Client Code of Conduct](#), Client Members must provide information to Mable that is true and not misleading. This includes information about the identity of the participant that is receiving Care Services where the participant is not the account holder, including the participant's name, support needs or any other information about the participant that is required by Mable and communicated to Support Workers via the Platform.

c) Which Identification Documents are required for Identity Verification?

The types of Identification Documents required to complete Identity Verification are **ONE** of the following:

1. An Australian driver licence;
2. Medicare Card; or
3. Australian Passport.

("Identification Documents")

Once the requirement is mandated, if a person wishing to set up a Client account (Client Member) does not hold any of the Identification Documents, that person is ineligible to post a job or message a Support Worker on the Platform.

d) What does Identity Verification involve?

Identity Verification involves the following steps:

1. A Client Member is asked to verify their identity once they have access to their Mable account, before a Client Member can post a job.
2. The information provided from the Identification Document is cross-referenced by our third-party provider against the relevant official database, verifying that the Identification Document provided is a legitimate and valid proof of identity.
3. Mable is notified about the status of the identity Verification by our third-party provider. If the Identity Verification is successful, the Client Member may proceed with posting a job. If the Identity Verification is unsuccessful, the Client Member is notified

and given an opportunity to seek assistance from Mable support specialists regarding the Identity Verification.

4. After Identity Verification, the full name provided is linked to the Client profile on the Mable Platform. However, if the Client signed up on the Mable Platform using a preferred name, the preferred name displays on the Client profile on the Mable Platform.

e) How does Mable handle the information provided during Identity Verification?

Mable requests information that comes from an Identification Document, not the Identification Document itself. Mable does not require a copy of any Identification Document from Client Members and does not store or sight Identification Documents. Mable stores the full name and date of birth from Identification Documents, but Mable does not store any further information from Identification Documents, such as a passport number, driver licence number, Medicare card number or Australian Visa Grant Number.

For more information about privacy, please refer to the [Mable Privacy Policy](#). Mable's current third-party provider is GreenID. For information about privacy at GreenID, please refer to the [GreenID Privacy Policy](#). GreenID provides Mable with results obtained through the Document Verification Service run by the Department of the Attorney General. More information on the DVS can be found in the [Mable Privacy Policy](#).

8 – Verification Checks for Support Workers

This Part outlines the Verification steps that apply to setting up a Support Worker account on Mable. The Verification Checks for Support Workers differ according to:

- Whether the support worker is providing aged care or disability support; and
- The Service Type (such as social and domestic assistance, personal care, allied health and nursing).

The Verification Checks required on Mable are provided in [Appendix B – Verification Checks for Support Workers](#). A Support Worker must satisfy all the requirements listed under each Service Type to provide those Care Services through Mable.

If a support worker is providing both aged care and disability support services, the support worker must pass the Verification Checks required for both sectors, in accordance with this Policy.

a) The Reason for Support Worker Verification

Support Worker Verification is performed to support the safety of Clients and Support Workers. It ensures that:

- Support Workers hold the relevant skills, training and experience to perform Care Services to Clients via the Platform, in accordance with this Verification Policy; and
- Clients feel safe knowing that the Support Worker has passed identity and background checks.

The identity of Clients may also be verified as a component of the Identity Verification requirement set out in Part 7 of this Policy.

b) Mandatory NDIS Worker Screening requirement

Independent Support Workers in all Service Types on Mable require either an NDIS Worker Screening Check (**NDISWSC**) clearance or a valid police check recognised by Mable.

i) Aged Care

As outlined in [Appendix B - Verification Checks for Support Workers](#), the NDIS Worker Screening Check is replacing the police check requirement on Mable across aged care, using a phased approach. NDIS Worker Screening Check clearance is recognised across both aged care and disability sectors, and encompasses a police check.

The phased approach to introducing the mandatory NDIS Worker Screening Check requirement is set out below:

1. New Support Workers that wish to join Mable must obtain and maintain a clear NDIS Worker Screening Check as a condition of setting up an account on the Platform,
2. All existing Support Workers that have been approved on Mable must also obtain and maintain a clear NDIS Worker Screening Check, once their police check on Mable expires, unless Mable otherwise authorises a Support Worker to obtain a police check instead..

Once a Support Worker obtains an NDIS Worker Screening Check and links it to Mable, the

Mable [Police Check/Probity Policy](#) no longer applies and the Support Worker is not required to obtain another police check.

ii) Disability Support

Mable is in the process of registering with the NDIS Commission, which is a regulatory requirement carrying new compliance obligations for Mable and the Mable Community. As outlined in [Appendix B - Verification Checks for Support Workers](#), an NDISWSC is required for all support workers providing disability support work, by 1 January 2027.

Mable is taking a phased approach to transitioning existing support workers from police checks onto the NDIS Worker Screening Checks, as set out below:

- A clear NDIS Worker Screening Check is due for all support workers by 15 October 2026, after which Mable may issue a warning or inform connected clients about the overdue check, including the plan manager or coordinator of clients (if applicable);
- From 15 October 2026 to 31 December 2027, Mable may temporarily suspend support workers from providing disability support services on Mable until the NDISWSC clearance is obtained. Mable may enforce this requirement on support workers in batches
- On and after 1 January 2027, all support workers that have not obtained a clear NDISWSC will be temporarily suspended from providing disability support services on Mable until their NDISWSC clearance is obtained.

For more information about the NDISWSCs including how to apply, refer to [Applying for or Linking an NDIS Worker Screening Check](#) page.

c) Renewals and Restrictions

All Verification Checks must be renewed before they expire and must be kept current, where required. For example, to comply with the requirement to hold an NDIS Worker Screening Requirements, Support Workers must renew their NDIS Worker Screening before it expires in the renewal period stipulated by the applicable NDIS Worker Screening Unit.

The Support Worker must upload a copy of the renewed accreditation or check to their profile before the expiry date of the accreditation or check. If a Verification Check is not renewed, the person may be prevented from providing a particular service on the Mable platform, or from continuing to hold a Mable account, until the Verification Check is renewed.

Mable sends a reminder to Support Workers before expiry for some checks, including Working With Children Check, First Aid, CPR, Driver Licences and NDIS Worker Screening Checks

Where a clearance, check, licence or registration is restricted, suspended or cancelled, the Support Worker must notify Mable immediately.

A revoked, suspended or withdrawn Verification Check may result in a Support Worker being unable to continue holding a Mable account or their account being suspended. This decision may be reassessed by Mable where the relevant Verification Check is reinstated by the relevant authority.

d) Reference Checks

Reference Checks are conducted by Mable to gain insight into the background of a person seeking to set up a Support Worker account and to understand more about their suitability to provide support services via Mable.

Mable reserves the right to verify the reference using the referee's contact information that a person seeking to join Mable as a Support Worker provides to Mable.

Professional references typically include past or current employers, colleagues or supervisors who have observed the applicant's work, particularly in roles related to; social support, domestic assistance, healthcare, childcare or community service. Referees should be able to attest to the applicant's reliability, performance, experience, and ability to work with people with disability or older Australians in an unsupervised environment.

Personal references should come from a person that knows the applicant well enough to accurately answer questions about the applicant's ability to assist people with disabilities or older Australians in an unsupervised environment. The personal referee ideally has witnessed the Support Worker in a position of responsibility or in an environment where they are providing support.

Mable does not accept references provided by family members, or current or former partners.

Mable may request that a Support Worker provides an additional professional or personal reference at its discretion.

In relation to an applicant's suitability, where concerns are raised via the reference checking process, Mable may decide not to approve the Support Worker to use the Mable platform.

If a referee decides to withdraw their reference check for a Support Worker, Mable may request that the Support Worker obtains a new reference to continue using Mable within a reasonable timeframe.

e) Qualification and Credentials Checking

As part of support worker Verification Checks, Mable collects and verifies qualifications and credentials of support workers, where those qualifications or credentials are required under this Policy to provide a particular service.

The following steps may be undertaken by Mable to verify the qualification or credential:

- Collect the certificate of completion and/or transcript;
- Visual and/or digital scan of the documents;
- Mention of the qualification or credential with provided references; or
- Contact the Registered Training Organisation, in the event there are concerns about the validity of the certification.

Support workers may decide to refer to additional qualifications or credentials obtained in their profiles, via instant messaging or verbally in-person. If the support worker makes a representation that they hold a certain qualification or credential that is not required under this Policy, clients must make their own enquiries to verify this qualification or credential.

f) Mandatory training requirements

Mable may require the completion of mandatory training for Support Workers, where the training is required under NDIS and Aged Care regulations that apply to Mable or to independent support workers operating their own businesses on Mable. When a Support Worker is notified of any mandatory training requirements, the mandatory training must be completed by the Support Worker, in accordance with any stipulated deadlines, to enable them to continue accessing the Mable platform.

When the support worker has completed the required training modules, the completion is reflected on the support worker's profile, which clients and the client's Approved Providers can view.

If a support worker has previously completed training that is the same, or very similar to, all or part of the mandatory training required to perform a service on Mable, a support worker may submit their certificate of completion for the completed training course to Mable for assessment. Mable conducts an assessment of the training and may, at its discretion, accept the previous training instead of the Mable version as recognition of prior learning. This may involve requesting further information from the support worker, such as a more comprehensive view of the course learning objectives, or contacting the Registered Training Organisation or issuing organisation to understand more about the course.

i) Aged Care

Aged Care regulations have evolved to require support workers in aged care to complete and pass training in specific subject areas. As stated in [Appendix B – Verification Checks for Support Workers](#), support workers on Mable providing aged care support must complete the mandatory training requirements by 1 November 2026. This includes training in the below subject areas:

- Person-centred, rights-based care
- Culturally safe, trauma-aware and healing-informed care;
- Caring for individuals living with dementia;
- Responding to medical emergencies or First Aid; and
- The requirements of the Aged Care Code of Conduct, the Serious Incident Response Scheme and the Aged Care Quality Standards.

Mable offers complementary training in these areas which can be completed on the Mable Learning Hub. For more information on the exact modules required and how to load the training into a support worker profile on Mable, refer to the [Aged Care Competency-Based Training](#) page.

If a support worker does not complete the mandatory training by 1 November 2026, Mable may issue a warning and inform connected clients including the client's registered aged care provider. Overdue mandatory training may also breach this Policy and, if a support worker still has overdue training after a cut-off period is communicated to the support worker by Mable, Mable may introduce a temporary suspension of platform access until evidence of completing such training is provided, in accordance with Part 6(g) of this Policy.

ii) Disability

As stated in Part 8(b) of this Policy, Mable and support workers in disability support on Mable are required to comply with new regulatory obligations. This includes requirements for support workers in disability to demonstrate their understanding of fundamental components of delivering disability support services, by undertaking further training in certain areas. As stated in [Appendix B - Verification Checks for Support Workers](#), support workers in disability support will be required to complete the training requirements. The specific due date for this training will be set by Mable and communicated to relevant support workers in future correspondence. Mable will provide at least 30 days notice prior to enforcing the new training requirements, in accordance with Part 10 of this Policy.

The training required is in the below subject areas:

- Privacy and Dignity
- Violence, Abuse, Neglect, Exploitation and Discrimination (VANED);
- Mable Incident Management;
- Mable Complaints Management;
- The NDIS Practice Standards and the NDIS Scheme Rules; and.
- NDIS Orientation Module – Quality, Safety & You;

Mable will offer complementary training in these areas which can be completed on the Mable Learning Hub. Mable will communicate more information on the exact modules required and how to load the training into a support worker profile on Mable when the training is made available.

iii) Refresher Training across Aged Care and Disability

Mable may also require support workers to complete refresher training in the subject matter areas listed above in Part 8(f)(ii), or in additional areas, as required by applicable regulations. Mable will contact support workers about refresher training requirements, including due dates, via email. Support workers must complete the refresher training by the due date communicated by Mable. If refresher training is not completed by the due date, the support worker will be in breach of this Policy and Mable may issue warnings, inform connected clients or other organisations connected to the clients Mable account or temporarily suspend the support worker account until the refresher training is completed, in accordance with Part 6(g) of this Policy.

g) Professional Accreditation: Reprimands and Suspension

As outlined in [Appendix B](#), Mable checks the AHPRA and/or Speech Pathology Australia registration for nursing and allied health services.

AHPRA checks are conducted at the point of onboarding. Nurses and Allied Health professionals on Mable **must** inform Mable if they receive a suspension or reprimand on their professional accreditation record, or if they lose their professional registration.

If the professional accreditation contains a suspension, Mable must suspend the Nurse or Allied Health professional from providing the relevant nursing or allied health services through the platform. Mable may also prevent a support worker from setting up a support worker account on Mable if their professional accreditation contains a suspension.

If the professional accreditation contains a reprimand, but the professional registration to provide nursing or allied health services still allows the support worker to provide those services in a restricted or unrestricted capacity, Mable may use its discretion to determine whether or not to: onboard a support worker onto Mable, or to enable a support worker to continue providing the relevant services through Mable. Mable will consider the nature of the reprimand in the context of providing unsupervised support to people with disability or older Australians in a home setting.

9 – Confidentiality

Mable will protect applicant information in accordance with our [Privacy Policy](#)

As outlined in our Privacy Policy:

- We may engage the services of a third-party service provider to assist with performing Verification Checks, including Verification of Identification Documents, Working with Children Checks or an NDIS Worker Screening Check result; and/or
- We may provide a copy of a Support Worker's police check, NDIS Worker Screening Check result and/or Working with Children Check, to any Clients or Approved Providers who engage the Support Worker, or are connected to their engagement on Mable.

10 - Changes to this Policy

We may update this Policy from time to time. We will post the updated Policy on our Site, so please check regularly for any updates. The updated Policy will take effect from the date of posting. Where Mable changes or introduces a new mandatory Verification Check for existing Users, we will provide 30 days notice before implementing this mandate.

11 - Contact Information

Mable welcomes your comments or questions regarding the Site, our Platform, or this Policy.

Please contact Mable by emailing compliance@mable.com.au, calling Mable or through our live chat function on the Site.

Verification Policy last updated on 15 September 2026

Appendix A - Verification Checks for Clients: Identity Verification

Identity Verification – Client Account Holders (if mandated or required by Mable)	
Client Member Requirements	Mable's Verification Steps
The below information from ONE of the Identification Documents listed below: Australian Driver Licence • Full name • Date of birth • Driver licence number • Card number Medicare Card • Full name • Date of birth • Medicare Card number • Medicare Card expiry date Australian Passport • Full name • Date of birth • Passport number	The information from the Identification Document is sent to our third-party provider for the purposes of verifying the Identification Document.

Appendix B – Verification Checks for Support Workers

The Verification Checks for Support Workers differ according to the type of service that the Support Worker wishes to offer via the Mable Platform. The Service Types are listed below. A Support Worker must satisfy all the requirements listed under each Service Type to provide Care Services of that type through the Mable Platform. To service clients that are privately paying for services outside of aged care or disability support, such as out-of-hospital supports, the Aged Care services requirements apply, except for the mandatory training and First Aid/CPR requirements. Click on a Service Type below to navigate to the relevant Verification Checks.

All Services

1. [All Services](#)

Aged Care

2. [All Aged Care Services](#)
3. [Aged Care - Social and Domestic Assistance](#)
4. [Aged Care - Personal Care](#)
5. [Aged Care - Nursing](#)
6. [Aged Care - Allied Health](#)

Disability

7. [All Disability Services](#)
8. [Disability - Social and Domestic Assistance](#)
9. [Disability - Personal Care](#)
10. [Disability - Nursing](#)
11. [Disability - Allied Health](#)

Other Service Types Performed as part of Aged Care or Disability Support

12. [Medication Assistance](#)

- 13. Manual Handling
- 14. Services for Children
- 15. First Aid & CPR
- 16. Transport
- 17. Support Worker Immunisation Requirements

a) All Services

1. All Services <i>All Support Workers are required to complete the following steps prior to approval of the profile.</i>	
Verification Check Requirements	Mable's Verification Steps
Complete profile	Mable ensures all mandatory profile fields are completed
Support Workers must be 18 years of age or over	The Identification Document (e.g. driver licence, passport, birth certificate) will be verified as part of the NDISWSC or Police Check.
A clear NDIS Worker Screening Check and/or a police check. <i>For more information about which check is required in your set of circumstances, refer All Disability Services or All Aged Care Services as well as Part 8(b) of this Policy.</i>	- Mable collects the NDIS Worker Screening clearance number and verifies it against official government records. This process is conducted through a trusted third-party to ensure the clearance remains valid while a Support Worker holds a Mable account. - For police checks, refer to the process set out in Police Check/Probity Policy, available by clicking here.
Australian Business Number (ABN)	Verifies that a valid ABN has been provided using an Australian Business Search. For more information on obtaining an ABN, click here .
Completion of Infection Control Training module	Mable confirms that the Support Worker has completed 100% of the in-platform infection control training module
If providing services in the Australian Capital Territory or Tasmania, a Working with Vulnerable People check	Obtain a copy of the Working with Vulnerable People clearance.

b) Aged Care

2. All Aged Care Services <i>All Support Workers are required to complete the following steps prior to approval of the profile.</i>	
Verification Check Requirements	Mable's Verification Steps
All Services requirements	See All Services
A clear NDIS Worker Screening Check and/or a police check. <i>For more information about which check is required in your set of circumstances, refer to Part 8(b) of this Policy.</i>	- Mable collects the NDIS Worker Screening clearance number and verifies it against official government records. This process is conducted through a trusted third-party to ensure the clearance remains valid while a Support Worker holds a Mable account. - For police checks, refer to the process set out in Police Check/Probity Policy, available by clicking here.
Australian Business Number (ABN)	Verifies that a valid ABN has been provided using an Australian Business Search. For more information on obtaining an ABN, click here .
Completion of Infection Control Training module	Mable confirms that the Support Worker has completed 100% of the in-platform infection control training module
If providing services in the Australian Capital Territory or Tasmania, a Working with Vulnerable People check	Obtain a copy of the Working with Vulnerable People clearance.
Mandatory Training completed. <i>For more information about which training is required for aged care services, refer to Part 8(f) of this Policy.</i>	The support worker loads the certificates of completion for the mandatory training modules into their Mable profile. Mable checks the certificate prior to listing that the support worker has completed the training on the support worker's Mable profile.

3. Aged Care – Social Support and Domestic Assistance <i>Companionship, social outings, activities, transport, meal preparation, shopping assistance, cleaning, laundry, light housework, light gardening, etc.</i>		
Verification Check Requirements	Mable's Verification Steps	
Information from the All Services and All Aged Care Services sections	See All Services and All Aged Care Services sections	
2 professional or character references.	Mable will contact the referees by phone and / or request answers in writing to nominated questions.	

4. Aged Care – Personal Care

Hands-on support services that help a person perform their day to day activities and maintain their independence, such as shower and dressing, grooming and toileting. For more information on personal care, see the 'What is Personal Care?' guide, by clicking [here](#).

Verification Check Requirements		Mable's Verification Steps
Information from the All Services and All Aged Care Services sections	See All Services and All Aged Care Services sections	
- Certificate 3 or 4 in Aged Care or Disability Support, a similar qualification or a minimum of 2 years' equivalent experience; OR - Nursing qualification attained in NZ, the Philippines, USA, Canada, UK, EU Member country, Singapore, Hong Kong, and the UAE (but not for nursing services or "assist with medication").	Copy of the official certificate of completion will be requested	
2 professional references from a supervisor or colleague. If your professional experience is from a work placement, the reference must be from your supervisor or trainer. The references must relate to experience within an aged care or disability organisation within the last 5 years.	- Mable will contact the referees by phone and / or request answers in writing to nominated questions. - User reference – verbal or in written form – verifying competency of Support Worker in personal care services	
If no qualification, 2 years paid experience and 2 professional references are required. The references must relate to experience within an aged care or disability organisation within the last 5 years. Note: <i>If the Support Worker has only worked for one organisation over two years, these references can be from the same organisation, however, 2 professional references are still required.</i>	Mable will contact the referees by phone and / or request answers in writing to nominated questions.	
First Aid competency obtained through a first aid course completed through a Registered Training Organisation within the last 3 years. This requirement will commence in line with the due dates applied to the	See Table 16 – First Aid and CPR in this Appendix below. Note that the statutory declaration option is for nurses and allied	

other Aged Care Mandatory Training Requirements.	health professionals only, and is not available to other support workers delivering personal care services.
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5. Aged Care - Nursing <i>Wound care, medication management, continence management, catheter care, PEG feeding etc. For more on the types of services that nurses can offer on Mable, refer to the Nursing page by clicking here.</i>	
Verification Check Requirements	Mable's Verification Steps
Information from the All Services and All Aged Care Services sections	See All Services and All Aged Care Services sections
Current nursing registration with Australian Health Practitioners Regulation Agency (AHPRA) that has been active for at least 12 months prior as an RN or EN only. Note: Nurses are responsible for ensuring their registration is renewed each year.	Mable conducts AHPRA database search. Mable re-verifies registration on an annual basis. Note: Eligibility is subject to any conditions/restrictions/reprimands on the AHPRA registration. Provisional registration not accepted as that requires supervised practice. Non-practising status not accepted.
2 professional or character references	Mable contacts the referees by phone and / or request answers in writing to nominated questions
1 year experience in nursing as confirmed by 12 months registration with AHPRA (cannot be confirmed only by reference). Note: If a nurse has less than 1 year registration then they cannot offer Nursing services, but can still offer Personal Care if they meet the Personal Care criteria.	Mable conducts AHPRA database search. Note: Eligibility is subject to any conditions/restrictions/reprimands on the AHPRA registration. Provisional registration not accepted as that requires supervised practice. Non-practising status not accepted. The support worker is responsible for fulfilling any indirect or direct supervision requirements associated with their qualification. Mable accepts no responsibility for adherence to supervision requirements.
First Aid competency is required for Nurses, refreshed every three years. This requirement will commence in line with the due dates applied to the other Aged Care Mandatory Training Requirements.	See Table 16 - First Aid and CPR in this Appendix below.
CPR competency is required for Nurses, refreshed annually. This	See Table 16 - First Aid and CPR in this Appendix below.

requirement will commence in line with the due dates applied to the other Aged Care Mandatory Training Requirements.	
For PEG feeding, written permission from Mable's insurer is also required. This involves the Support Worker sending an email to info@mable.com.au requesting permission to provide PEG feeding. Mable responds back to the Support Worker's email with a decision, following discussion with the insurer.	Mable requests a copy of the written permission from the insurer.

6. Aged Care - Allied Health

Allied health refers to a wide range of health care professionals who are qualified to treat various illnesses and conditions, such as Physiotherapy, Occupational Therapy, Psychological services and Speech Pathology. For more information on Allied Health, see the 'What is Allied Health?' guide, by clicking [here](#).

Verification Check Requirements	Mable's Verification Steps
Information from the All Services and All Aged Care Services sections	See All Services and All Aged Care Services sections
For Physiotherapy, Occupational Therapy and Psychological Services: 1. AHPRA registration for a minimum of 12 months 2. 2 professional or character references	• Mable conducts an AHPRA database search • Mable will contact the referee by phone and / or request answers in writing to nominated questions Note: Eligibility is subject to any conditions/restrictions/reprimands on the AHPRA registration. Provisional registration not accepted as that requires supervised practice. Non-practising status not accepted.
For Speech Pathology: 1. Registration with Speech Pathology Australia for a minimum of 12 months. Student or provisional registration is not accepted. 2. 2 or character professional references	• Mable conducts a database search with Speech Pathology Australia • Mable will contact the referee by phone and / or request answers in writing to nominated questions
First Aid competency is required for Nurses and the below allied health professionals: • Physiotherapists • Occupational Therapists • Speech Pathologists <i>Note that Psychologists are encouraged to maintain their Mental Health First Aid competency instead of this First Aid competency.</i> This requirement will commence in line with the due dates applied to	See Table 16 - First Aid and CPR in this Appendix below.

the other Aged Care Mandatory Training Requirements.	
CPR competency is required for Nurses and Physiotherapists. This requirement will commence in line with the due dates applied to the other Aged Care Mandatory Training Requirements.	See Table 16 – First Aid and CPR in this Appendix below.

a) Disability Support

7. All Disability Support Services <i>All Support Workers are required to complete the following steps prior to approval of the profile.</i>		
Verification Check Requirements		Mable's Verification Steps
All Services		See All Services section
A clear NDIS Worker Screening Check . Support workers on Mable cannot provide disability support without an NDIS Worker Screening Check from 1 January 2027, onwards, or an earlier date communicated by Mable. <i>For more information about which check is required in your set of circumstances, refer to Part 8(b) of this Policy.</i>		Mable collects the NDIS Worker Screening clearance number and verifies it against official government records. This process is conducted through a trusted third-party to ensure the clearance remains valid while a Support Worker holds a Mable account.
Mandatory Training completed. <i>For more information about which training is required for aged care services, refer to Part 8(f) of this Policy.</i>		The support worker loads the certificates of completion for the mandatory training modules into their Mable profile. Mable checks the certificate prior to listing that the support worker has completed the training on the support worker's Mable profile.

8. Disability Support – Social Support and Domestic Assistance
Companionship, social outings, activities, transport, meal preparation, shopping assistance, cleaning, laundry, light housework, light gardening, etc.

Verification Check Requirements	Mable's Verification Steps
Information from the All Services and All Disability Support Services sections	See All Services and All Disability Support Services sections
2 professional or character references.	Mable will contact the referees by phone and / or request answers in writing to nominated questions.
• Completion of the Respond to Unexpected Emergency training as part of the mandatory training bundle; or • First Aid certificate within the last three years. This requirement will commence in line with the due dates applied to the other Disability Support Mandatory Training Requirements.	Mable collects the relevant certificate of completion for the training completed. For more information on First Aid requirements, see Table 16 – First Aid and CPR in this Appendix below.

9. Disability Support – Personal Care

Hands-on support services that help a person perform their day to day activities and maintain their independence, such as shower and dressing, grooming and toileting. For more information on personal care, see the 'What is Personal Care?' guide, by clicking [here](#).

Verification Check Requirements	Mable's Verification Steps
Information from the All Services and All Disability Support Services sections	See All Services and All Disability Support Services sections
Certificate 3 or 4 in Aged Care or Disability Support, a similar qualification or a minimum of 2 years' equivalent experience; OR Nursing qualification attained in NZ, the Philippines, USA, Canada, UK, EU Member country, Singapore, Hong Kong, and the UAE (but not for nursing services or "assist with medication").	Copy of the official certificate of completion will be requested
2 professional references from a supervisor or colleague. If your professional experience is from a work placement, the reference must be from your supervisor or trainer. The references must relate to experience within an aged care or disability organisation <i>within the last 5 years</i> .	- Mable will contact the referees by phone and / or request answers in writing to nominated questions. - User reference – verbal or in written form – verifying competency of Support Worker in personal care services.
If no qualification, 2 years paid experience and 2 professional references are required. The references must relate to experience within an aged care or disability organisation within the last 5 years. Note: <i>If the Support Worker has only worked for one organisation over two years, these references can be from the same organisation, however, 2 professional references are still required.</i>	Mable will contact the referees by phone and / or request answers in writing to nominated questions.
First Aid competency obtained through a first aid course completed through a Registered Training Organisation within the last 3 years. This requirement will commence in line with the due dates applied to the	See Table 16 – First Aid and CPR in this Appendix below. Note that support workers that are providing Personal Care, but

other Disability Support Mandatory Training Requirements.	are not providing Nursing or Allied Health services under professional accreditation with AHPRA or Speech Pathology Australia, cannot complete a statutory declaration to satisfy this requirement.
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10. Disability Support – Nursing

Wound care, medication management, continence management, catheter care, PEG feeding etc. For more on the types of services that nurses can offer on Mable, refer to the Nursing page by clicking [here](#).

Verification Check Requirements	Mable's Verification Steps
Information from the All Services and All Disability Support Services sections	See All Services and All Disability Support Services sections
Current nursing registration with Australian Health Practitioners Regulation Agency (AHPRA) that has been active for at least 12 months prior as an RN or EN only. Note: Nurses are responsible for ensuring their registration is renewed each year.	Mable conducts AHPRA database search. Mable re-verifies registration on an annual basis. Note: Eligibility is subject to any conditions/restrictions/reprimands on the AHPRA registration. Provisional registration not accepted as that requires supervised practice. Non-practising status not accepted.
2 professional or character references	Mable contacts the referees by phone and / or request answers in writing to nominated questions
1 year experience in nursing as confirmed by 12 months registration with AHPRA (cannot be confirmed only by reference). Note: If a nurse has less than 1 year registration then they cannot offer Nursing services, but can still offer Personal Care if they meet the Personal Care criteria.	Mable conducts AHPRA database search. Note: Eligibility is subject to any conditions/restrictions/reprimands on the AHPRA registration. Provisional registration not accepted as that requires supervised practice. Non-practising status not accepted. The support worker is responsible for fulfilling any indirect or direct supervision requirements associated with their qualification. Mable accepts no responsibility for adherence to supervision requirements.
For PEG feeding, written permission from Mable's insurer is also required. This involves the Support Worker sending an email to info@mable.com.au requesting permission to provide PEG feeding. Mable responds back to the Support Worker's email with a decision,	Mable requests a copy of the written permission from the insurer.

following discussion with the insurer.	
• Completion of the Respond to Unexpected Emergency training as part of the mandatory training bundle; or • First Aid certificate within the last three years. This requirement will commence in line with the due dates applied to the other Disability Support Mandatory Training Requirements.	Mable collects the relevant certificate of completion for the training completed. For more information on First Aid requirements, see Table 16 – First Aid and CPR in this Appendix below.

11. Disability Support – Allied Health

Allied health refers to a wide range of health care professionals who are qualified to treat various illnesses and conditions, such as Physiotherapy, Occupational Therapy, Psychological services and Speech Pathology. For more information on Allied Health, see the 'What is Allied Health?' guide, by clicking [here](#).

Verification Check Requirements	Mable's Verification Steps
Information from the All Services and All Disability Support Services sections	See All Services and All Disability Support Services sections
For Physiotherapy, Occupational Therapy and Psychological Services: 1. AHPRA registration for a minimum of 12 months; and 2. 2 professional or character references	• Mable conducts an AHPRA database search • Mable will contact the referee by phone and / or request answers in writing to nominated questions Note: Eligibility is subject to any conditions/restrictions/reprimands on the AHPRA registration. Provisional registration not accepted as that requires supervised practice. Non-practising status not accepted.
For Speech Pathology: 1. Registration with Speech Pathology Australia for a minimum of 12 months. Student or provisional registration is not accepted; and 2. 2 or character professional references	• Mable conducts a database search with Speech Pathology Australia • Mable will contact the referee by phone and / or request answers in writing to nominated questions
• Completion of the Respond to Unexpected Emergency training as part of the mandatory training bundle; or • First Aid certificate within the last three years. This requirement will commence in line with the due dates applied to the other Disability Support Mandatory Training Requirements.	Mable collects the relevant certificate of completion for the training completed. For more information on First Aid requirements, see Table 16 – First Aid and CPR in this Appendix below.

b) Other Service Types Performed as part of Aged Care or Disability Support

12. Medication Assistance (Add-on) <i>Medication assistance (excludes medication management)</i>	
Verification Check Requirements	Mable's Verification Steps
- Medication Assistance certificate or a transcript from RTO, TAFE, registered Disability or Aged Care provider. The course must have included a practical/face-to-face component and must have been awarded within the last five years; or - Completion of training or qualification where Medication Assistance was covered as part of the course content Note: - Other medication assistance modules may be acceptable if they can be verified as equivalent to HLTHPS006 on training.gov.au and have been awarded in the last 5 years. - Exceptions may be accepted for Registered and Enrolled Nurses and Registered Paramedics based on their AHPRA registration.	- Copy of official Medication Assistance transcript or certificate of completion to be provided; or - Copy of transcript demonstrating that the support worker has been assessed on medication assistance. - AHPRA database search (where relevant) Note: Eligibility is subject to any conditions/restrictions/reprimands on the AHPRA registration. Provisional registration not accepted as that requires supervised practice. Non-practising status not accepted.

13. Manual Handling (Add-on)

Manual handling is activity to lift, lower, push, pull, hold or restrain something.

Verification Check Requirements	Mable's Verification Steps
- Manual handling certificate or official transcript from a Registered Training Organisation (RTO), TAFE or a registered disability or aged care provider. The transcript should contain a component which states "manual handling" or "HLTWH002 - Follow Safe Work practices for direct Client care", "HLTWH005 - Conduct manual tasks safely"; or - Completion of training or qualification where Manual Handling was covered as part of the course content. Note: - The certificate must have been obtained in the last five years. - The online manual handling course offered as a micro-credential through Mable Learning Hub satisfies this requirement.	- Copy of official Manual Handling certification to be provided; or - Copy of transcript demonstrating that the support worker has been assessed on manual handling as part of another training or qualification program.

14. Services for Children (Add-on) <i>Any Care Services for Clients under 18 years of age.</i>	
Verification Check Requirements	Mable's Verification Steps
Working with Children Check (Paid Work or Employee) a. Depending on the state, the check may be called: - Blue Card' (Queensland); - DCSI check (South Australia); or - Working With Vulnerable People' Card (ACT and Tasmania through their own State or Territory processes). b. If the Support Worker is on the border between States (eg. Tweed Heads, Albury, Wodonga), a Support Worker must as a minimum have the WWCC for the State in which they reside as per their Driver Licence. If a Support Worker will be working on both sides of the border, they must have a WWCC for both States. A Support Worker cannot only have the WWCC for the other side of the border to where they live.	Mable verifies information on a Working with Children Check using a trusted third-party provider. This also includes continuously checking that the Working with Children Check remains valid when a Support Work in an agreement that involves working with children or Services for Children is listed on their profile. This may also involve Mable linking the WWCC to Mable through a State-based digital portal. Note: - Valid Teacher's registration accepted for Victoria; - Valid Exemption Blue Card accepted for Qld. This must be a completed check; application letters not accepted. - Platform Eligibility is subject to any change in status or restrictions placed on the Working With Children Check registration.

15. Provide Transport (Add-on) <i>Providing transport in a motor vehicle as a Care Service or during a Care Service</i>	
Verification Check Requirements	Mable's Verification Steps
A valid Australian driver licence. The driver licence needs to display the full name, photo and date of birth of the Support Worker, and the expiration date. The driver licence must be issued in Australia. Note: Overseas driver licences are not accepted. Provisional licences are acceptable, but drivers must obey the restrictions. Mable does not accept learner licences.	• A copy of the licence must be provided. Mable checks that the licence has not expired prior to approving the Support Worker to provide transport services, as a point in time check. • Mable may request a self-declaration from Support Workers indicating that the licence they have provided is a valid driver licence, and that they will notify Mable immediately if the status of their licence changes or conditions are applied. • Mable may use its discretion to preclude Support Workers from providing transport services in response to any traffic-related incidents or complaints, or upon becoming aware of traffic offences.

16. First Aid and CPR – Badge (Add-on)

To receive First Aid/CPR badge displayed on a Support Worker profile

Verification Check Requirements	Mable's Verification Steps
The Support Worker must provide a current First Aid and/or CPR certificate from Australia, Overseas First Aid or CPR certificates will not be accepted. Registered nurses and allied health professionals can provide a statutory declaration, using the wording provided by Mable, declaring that their registered scope of their practice requires them to be trained, and maintain competency, in performing First Aid and CPR. In addition to the statutory declaration, nurses and allied health professionals must also produce evidence of first aid or CPR training and/or competency if requested by Mable Personal Care Support Workers who have a valid First Aid module on their transcript can display a First Aid badge, as long as the issue date is indicated. Note: - It is the responsibility of the Support Worker to renew the certificate - You are required to have a First Aid Certificate if you are servicing Clients under the Commonwealth Home Support Program (CHSP).	Mable collects either of the following: - A copy of official transcript; or - A copy of the required statutory declaration using the wording provided by Mable, for nurses or allied health professionals only. Mable may also request evidence of training and/or competency from nurses and allied health professionals as an additional verification step. Note: - For First Aid that has been completed as part of a course, support Workers must provide a copy of the Statement of Attainment Certificate which shows the Course Name and National Codes for the unit/s completed. The certificate must be issued by a Nationally Recognised Training Organisation (training.gov.au). - First Aid competency obtained through First Aid Training as part of a course must be renewed every three years. If the First Aid certificate provided to Mable is 3 or more years older, the support worker cannot list that they can provide first aid on their Mable profile. - CPR is considered current if it has course competency HLTAID009 (formerly HLTAID001) and has been completed in the last 12 months. - HLTAID004 certificates also contain components covering CPR training – allowing this course competency to be uploaded to cover CPR qualification and also covers HLTAID003 – Provide First Aid

17. Support Worker Immunisation Requirements	
Verification Check Requirements	Mable's Verification Steps
The Support Worker must self-declare their compliance with any applicable State or Territory requirements relating to immunisation as a Support Worker.	Collect Self Declaration from Support Workers in relation to complying with any State or Territory immunisation requirements for providing Care Services

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