

# Frequently Asked Questions

## What is ZipCare?

ZipCare is a platform that helps families find, hire, employ and manage their chosen carers, while providing tools to handle coordination, admin and key processes more easily.

## How is ZipCare different from traditional care agencies?

Traditional agencies manage care on your behalf. ZipCare enables you to organise care directly, while supporting key processes such as onboarding, contracts, payments and coordination.

## How is ZipCare different from other care marketplace platforms?

ZipCare is designed to make self-directed care more affordable and flexible.

It supports multiple employment models (self-employed, employed and agency) in one platform, while keeping fees low by reducing operational overheads through technology.

In addition, ZipCare combines coordination tools, contracts, payments and community support into a single system, going beyond basic marketplace functionality.

## Why are there no fees for carers?

ZipCare is designed to shift value towards carers by reducing administrative costs through technology, rather than relying on traditional agency fee structures. Carers can join, find work and manage jobs on the platform without being charged.

## Why are fees lower for clients?

ZipCare is designed to reduce the overall cost and effort of organising care. By supporting coordination and administrative processes, it helps reduce time, complexity and hidden costs typically involved in managing care. ZipCare reduces administrative overheads through technology and structured workflows, allowing more efficient coordination compared to traditional models.

## What support do I get if I organise care myself?

ZipCare supports onboarding, identity verification, contracts, timesheets, invoicing and payments, helping you manage care without handling everything manually.

## What types of care arrangements are supported?

ZipCare supports multiple job types, including self-employed, employed and temporary roles, giving flexibility based on your needs.

### **How are carers and clients verified?**

ZipCare uses technology-driven ID checks as part of onboarding to help ensure a trusted environment.

### **How do payments work?**

Carers can log hours and submit timesheets or invoices, which are approved by clients. Payments are then processed through the platform.

### **Is ZipCare currently live?**

ZipCare is currently preparing for launch. You can subscribe to be notified when services become available.

### **How does ZipCare use technology?**

ZipCare uses automation to support administrative and coordination tasks such as onboarding, contracts, payments and record-keeping.

### **Will technology replace human decisions?**

No. ZipCare supports processes and workflows, but care decisions remain with individuals and families.

### **How can I get started?**

You can subscribe or contact us through the website to register your interest.