Are an aggregator and an employment agency the same thing?

For: Platformski radnik kod poslodavca · Platformski rad preko vlastitog obrta

Verified by an official source · Reviewed: 2026-11-15

Applicability: According to the Labour Act and the official interpretations of the MROSP; verified on 15 November 2026.

They are not the same concepts. The contract and the actual role of the entity are more important than the terms "partner", "fleet" or "agency" in the advertisement.

Distinguish the business role from the type of employer.

The aggregator mediates or represents one or more digital work platforms. A temporary employment agency is an employer that, under a supply contract, supplies workers to another employer, the user. The mere fact that someone collaborates with a platform does not prove that it is a registered temporary employment agency.

In your request you ask for clarification on who signs the employment contract, whether there is an assignment to the user, and which person handles payroll and the work instructions. If your business provides a service to an aggregator, it's possible that you are not its employee at all; therefore, the nature of the relationship must be inferred from the documents.

Check the appropriate entry.

For the assertion that the entity is an agency, use the Ministry's official lists of agencies. For a platform–aggregator partnership, verify the relevant JEER records and documentation. Do not use a single entry as a substitute for all required checks. Record the date, name and details of the entity you verified, especially if the brand name differs from the legal entity in the contract.

The title in the advert is not sufficient.

The advert uses the word "agency", but the contract offers a business collaboration with your sole trader business. Before accepting, clarify that relationship; the advert's title is not proof of employment.

Specific next steps

1. Request a draft contract before agreeing to start work.
2. Determine whether there is an agreement for the supply of workers to the client.
3. If the entity presents itself as an agency, check the official list of agencies.
4. Separately, check the role in the platform relationship and the JEER documentation.

Most common mistakes

• Call all aggregators temporary employment agencies.

• To sign a contract with a different entity from the one with whom negotiations were conducted without

verification.

Limits of application

Roles can be combined, but they are not automatically equivalent. Check the specific agreements and required registrations.

Sources

MROSP · Temporary Employment Agency — employer

https://uznr.mrms.hr/agencija-za-privremeno-zaposljavanje-osnivanje/

MROSP · Employment Agencies — Official Lists

https://mrosp.gov.hr/pristup-informacijama-16/agencije-za-zaposljavanje/14026

MROSP · Work via digital work platforms

https://mrosp.gov.hr/rad-putem-digitalnih-radnih-platformi/13269

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