



Project Progress Report #1 – December 2025

Introduction

The NDIS Quality and Safeguards Commission (NDIS Commission) is delivering the *Strengthening Information Sharing with Community Visitors* project (CVS project). This is in response to recommendations made by the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (DRC) to improve information-sharing between Community Visitors Schemes (CVS) and the NDIS Commission. CVSs play an important role in promoting and protecting the rights and wellbeing of people with disability. While their roles vary by state and territory, community visitors generally visit people with disability to independently monitor services and facilities and assist in resolving issues or complaints.

The CVS project focuses on improving information-sharing between the NDIS Commission and state and territory CVSs. Our project runs in parallel with a broader project being led by the federal Department of Health, Disability and Ageing (DHDA) – the [*Nationally Consistent Community Visitor Schemes*](#) project – which is working with state and territory governments to find opportunities to align the different schemes.

A key component of the NDIS Commission's CVS project is a trial of two-way information-sharing with the NSW Official Community Visitors Scheme (NSW OCV) which is administered by the NSW Ageing and Disability Commission (NSW ADC). The NSW ADC Commissioner Jeff Smith and NDIS Commissioner Louise Glanville formally agreed to the trial in June 2025.

Objectives of the NSW trial

The trial aims to improve the safety and quality of NDIS supports for NDIS participants and uphold their human rights. It will do this by:

- identifying opportunities to share NDIS Commission data and information with the NSW OCV. This should improve the way the OCV identifies NDIS providers and participants within the scope of their scheme, particularly NDIS participants who face a higher risk of harm.
- improving the value of the information the NSW OCV provides to the NDIS Commission from a quality, safety and human rights perspective.

We will use the outcomes from the trial to inform a national approach to information-sharing with other state and territory CVSs.

Progress update

1. The initial stages of the project are well underway and have included a desktop review of CVS legislation and functions. We've used this information to determine the scope of CVS functions and where these intersect with the NDIS.
2. We held an initial meeting with the NSW ADC in June 2025. This was followed by a co-design workshop in July 2025 to discuss detailed project deliverables and understand specific data and information requests. The workshop identified types and timing of information that would assist NSW OCV with forward planning of visits to support their targeting of areas of most need and maximising resources.
3. We publicised the project in an article published in the August 2025 edition of the NDIS Commission's [Provider Newsletter](#).
4. In October 2025, we shared the first tranche of information and data with NSW OCV, focusing on registered NDIS providers who deliver supported independent living (SIL) or specialist disability accommodation (SDA) supports and services in NSW. The bespoke data package included a newly published compilation of [compliance and enforcement actions](#) taken against providers or workers. It also contained a subset of the NDIS provider register containing information about providers who are within the scope of the NSW OCV.
5. We're developing a second tranche of information and related arrangements to inform future disclosures.

The next phase of the project will run in the first half of 2026 when we will start working closely with all states and territories regarding CVS information sharing.

The NDIS Commission's project is aware of the developing opportunities for national consistency in CVS and will continue to engage with the DHDA project in this regard.