



Project Progress Report (2) – May 2026

Introduction

The NDIS Quality and Safeguards Commission's (NDIS Commission) *Strengthening Information Sharing with Community Visitors Project* is now entering its second year. The project follows 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. This report provides an update on the project following [Progress Report \(1\)](#).

Progress Updates

1. The information sharing trial with the NSW Official Community Visitors (OCV) scheme is progressing well, with three tranches of data shared including both publicly available information, such as information from the NDIS Provider Registers, and NDIS data and information shared in accordance with information sharing provisions in the *National Disability Insurance Scheme Act 2013*. This includes information about individual supported independent living (SIL) providers, deidentified information including the number of participants and level of SIL supports received. The trial is at the stage of refining the data in response to the NSW OCV scheme's feedback and proceeding to an evaluation phase.
2. The NDIS Commissioner wrote to other jurisdictions that administer a CVS in February 2026 to invite them to participate in an information sharing trial. All have now formally agreed to participate in trials as follows:
 - ACT – ACT Official Community Visitors
 - Northern Territory - Principal Community Visitor
 - NSW – Ageing and Disability Commissioner
 - Queensland – Public Guardian
 - South Australia – Principal Community Visitor
 - Victoria – Public Advocate.
3. Throughout March and April 2026, the CVS Project team ran workshops with CVS and state and territory government officers, identifying areas for improving the sharing of information with the aim of supporting NDIS participants to uphold their rights and be safe from the risk of harm.
4. Workshop participants contributed a wide range of constructive ideas for improving two-way information sharing between the NDIS Commission and CVS including:
 - Information to support CVS in their identification of NDIS participants and providers (within their visitation remit and functions), and for prioritisation of visits to NDIS participant cohorts who may be at higher risk of harm
 - Clarification of the visitation remit and legislative authority to enable appropriate information sharing
 - Opportunities to improve engagement between the NDIS Commission and CVS; and
 - Suggestions for educative resources to improve CVS understanding of the NDIS Commission's role and functions.

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5. In some jurisdictions it was noted that regular sharing of standard NDIS data sets may be appropriate, whereas for others a more tailored approach may be useful, given their scheme's coverage.

Next steps

6. The project team is now following through on actions arising from the workshops held, including - for relevant jurisdictions - the development of model NDIS data sets to test applicability before the sharing of live data is trialled in June 2026.
7. A CVS Project evaluation plan is currently being developed with the outcomes of standardising information sharing and setting out what a well-functioning approach could look like in all jurisdictions and include recommendations on best practice.
8. The project formally concludes in June 2026 with a full evaluation and published project report to follow.

Background

9. CVS 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.
10. The CVS project focuses on improving information-sharing between the NDIS Commission and state and territory CVS. Our project runs in parallel with a broader project being led by the federal Department of Health, Disability and Ageing (DHDA) – the Nationally Consistent CVS project – which is working with state and territory governments to find opportunities to establish nationally consistent approaches.
11. A key component of the NDIS Commission's CVS Project is the trial on two-way information sharing with the OCV scheme administered by the NSW Ageing and Disability Commission (NSW ADC) ('the trial') now being extended to the remaining states and territories that administer a CVS.

Objectives

12. The information sharing trials in the project aim to improve the safety and quality of NDIS supports for NDIS participants and uphold their human rights by:
 - Identifying opportunities to share NDIS Commission data and information with community visitor schemes to improve the way they identify and safeguard NDIS participants within the scope of their schemes.
 - Improving the value of the information provided to the NDIS Commission by CVS from a quality, safety and human rights perspective.
13. Outcomes from the trials will inform approaches to information-sharing with CVSs going forward.