



Community Check-In Program pilot launched in the Northern Territory

The NDIS Quality and Safeguards Commission has launched a pilot Community Check-In Program in the Northern Territory to help strengthen safeguards for NDIS participants in regional and remote communities.

The pilot recognises that not all safeguarding concerns are raised through formal complaints processes. By working with trusted local disability advocacy organisations, the program will create more opportunities for NDIS participants, families, carers and communities to share their experiences and raise concerns.

The program is being delivered by the Northern Territory Disability Advocacy Consortium, comprising of the Disability Advocacy Service, Darwin Community Legal Service and Integrated Disability Action.

Through the program, local disability advocates will conduct community check-ins with NDIS participants following NDIS Commission regulatory and compliance activities. Check-ins may also involve families, carers and community leaders, helping to ensure people have accessible, culturally safe and trusted avenues to share feedback and experiences.

Why the program is important

The NDIS Commission has increased its focus on regional, rural and remote communities, particularly across the Northern Territory.

This work has highlighted the importance of stronger local engagement and community connections to help identify participant harm, service disruption and emerging risks that may not always be visible through traditional reporting channels.

The Community Check-In Program will help:

- identify emerging safeguarding concerns earlier

- support participant wellbeing and welfare
- improve access to advocacy and referral pathways
- strengthen community connections and trust
- provide local insights to inform the Commission's regulatory work
- support earlier responses to concerns about participant safety, service quality and provider conduct.

The pilot also supports the NDIS Commission's 2026-27 Regulatory Priorities, including efforts to address exploitative, coercive and dishonest practices that can harm NDIS participants.

Participation is voluntary, and participant choice and consent remain central to the program.

The Community Check-In Program commenced in September 2026 and will run for an initial 12-month period.