



Information required by the Official Community Visitor Scheme

Under the Ageing and Disability Commissioner Act 2019 (the ADC Act), Official Community Visitors (OCVs) visit adults with disability and older people who live in:

- accommodation services where residents are in the full-time care of NDIS providers of Supported Independent Living (SIL) support, and
- assisted boarding houses in NSW.

The OCV scheme is administered by the Ageing and Disability Commission (ADC).

In April 2024, changes were made to the ADC Act to assist the operation of the OCV scheme. NDIS providers and assisted boarding house operators in NSW must be aware of the new information sharing requirements.

What legislative changes have been made to the OCV scheme?

To ensure that the OCV scheme has current and accurate information about the location of visitable services, section [24A of the ADC Act](#) requires NDIS providers and assisted boarding house operators in NSW to provide information to the ADC.

Which providers are required to provide information?

1. NDIS providers that are providing SIL support to people living in the full-time care of disability accommodation services.
2. Assisted boarding houses.

What information is required to be provided and when?

NDIS providers and assisted boarding house operators ('service providers') operating visitable services must provide the following required information to the ADC:

- a) contact details for the service provider, and
- b) details about the location of the visitable service(s) of the service provider.

A 'visitable service' is the premises where the accommodation is being provided – that is, the assisted boarding house, group home, unit, residential facility, or other accommodation premises.

Service providers must provide this information to the ADC for their existing visitable services, and when they have any new visitable services.

NB: examples of a 'new' visitable service include when a service provider:

- opens a new visitable service
- moves an existing visitable service to a new location (temporary or ongoing)
- establishes a new visitable service on an existing larger site.

The required information must be given **within one month** after the commencement of the service.



Changes to the Ageing and Disability Commissioner Act

How do you provide this information?

The required information must be sent via email to the ADC at ocv@adc.nsw.gov.au.

Please note that the penalty for failing to comply with the requirements of section 24A of the ADC Act is **50 penalty units**.

Anyone can access these new requirements [online](#). If you require further information, please email ocv@adc.nsw.gov.au.