



Complete the 5 day notification form

Quick Reference Guide – Reportable Incidents

Providers are required to submit additional information on the Reportable Incident within 5 days.

This guide outlines the steps for:

- 5 day requirements for reportable incidents – for all Reportable Incidents
- 5 day requirements for death of an impacted person – additional section for death only
- 5 day requirements for unauthorised use of restrictive practices – additional section for unauthorised use of restrictive practices only.
- Attaching additional documentation

Note that for notification of unauthorised use of restrictive practices, you will need to complete the information in the Immediate Notification form before continuing on to complete the additional information in the 5 Day Notification Form to fulfil your reporting obligation.

Before getting started, some **useful hints and tips** are outlined below:



Tip 1 – Draft the free text sections of information into a word document and **copy/paste** it across to avoid “time out” restrictions on the portal. Alternatively, scroll to the bottom of the each page and select **Save as Draft** at least every 25 minutes. The time out restriction of 30 minutes is a PRODA requirement.



Tip 2 – Attach any **additional / supporting documentation** to avoid exceeding character restrictions within certain fields. Please see [Attaching additional documentation](#) section of this document for steps on how to attach documents. There is an attachment limit of 10mb.



Tip 3 – You will need to complete **all mandatory fields** (marked with an *), otherwise the system will not allow you to submit the form.



Tip 4 – Ensure that you have the **right access** to complete the Reportable Incidents form. You will need to be registered as either the **Provider Authorised RI Approver** or the **Provider Authorised RI Notifier**. Please review the [Quick reference guide - getting access to NDIS Portal](#) to ensure you understand the responsibilities of each role and how to set up/ change these within your organisation.

- For further information/ questions, please contact the NDIS Commission Contact Centre on 1800 035 544 or by email: contactcentre@ndiscommission.gov.au
- To provide feedback on the Portal, please contact the NDIS Commission via riportalfeedback@ndiscommission.gov.au

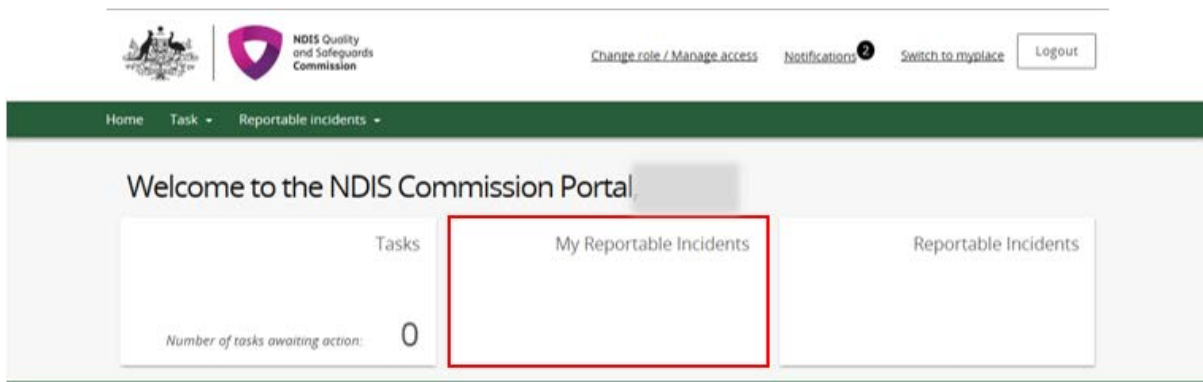


5 Day Requirements for Reportable Incidents (for all Reportable Incidents)

Please ensure that you are logged into the Portal as either the Provider Authorised RI Approver or the Provider Authorised RI Notifier. For information on how to log in or definitions of these roles, please see [Quick reference guide - getting access to NDIS Portal](#)

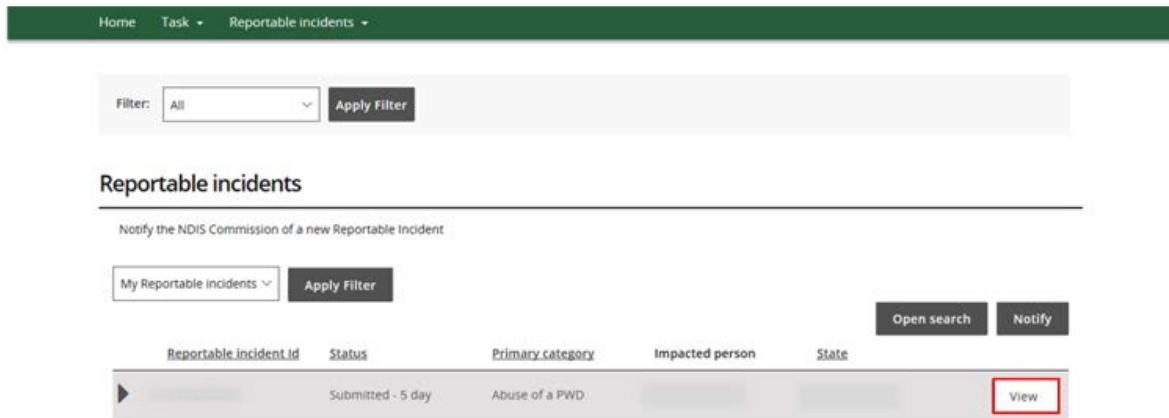
1. Click on the **My Reportable Incidents** tile.

Figure 1: Screenshot of My Reportable Incidents page demonstrating Step 1



2. Click **View** on the relevant reportable incident.

Figure 2: Screenshot of My Reportable Incidents page demonstrating Step 2





3. Review the Incident Specifics task bar on the left hand side.
 - The **Green Ticks** indicate which sections have been completed. Review these and add in any additional information by clicking the **Update** button
 - The **Yellow Dot** indicates sections that need to be completed. Click **Update** to complete information required
 - Note that the **Witnesses** section is not a mandatory field for the submission of the form. Steps 5 to 9 are optional.

Figure 3: Screenshot of My Reportable Incidents page demonstrating Step 3

The screenshot shows the 'My Reportable Incidents' page. On the left, a sidebar titled 'Incident specifics' contains five sections: 'Details of incident' (Available, yellow dot), 'Impacted person & support' (Complete, green tick), 'Subject(s) of allegation' (Complete, green tick), 'Witnesses' (Available, yellow dot), and 'Immediate action taken' (Complete, green tick). The main form area contains several fields: 'Is there a subject of allegation for this incident?' (Yes), 'Providers incident reference number:', 'Reportable incident created by:' (BL_XM680200), 'Provider business name:', 'Registration group:', 'State:', 'Require a final report?' (No), 'Date and time provider notified the Commission:' (11/06/2019 01:50:03 PM), and two text areas for 'At the time of the incident or allegation, what types of supports and/or services were you providing to the impacted person?' and 'What funding for the supports and/or services was in place for the impacted person at the time of the incident/allegation?'. There are 'Update' and 'Submit 5 day' buttons at the top right of the form.

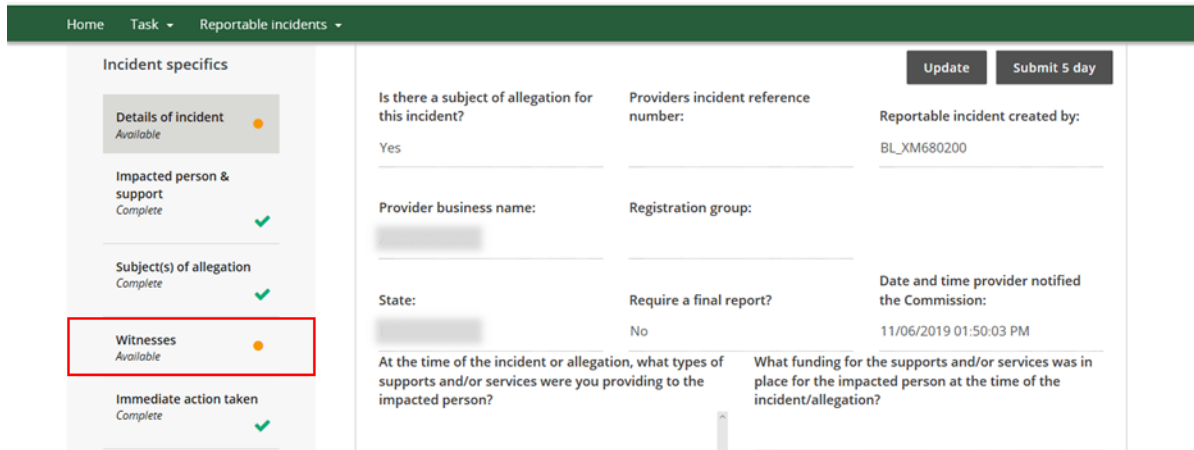
4. Click **Save** on any information added

Figure 4: Screenshot of My Reportable Incidents page demonstrating Step 4

The screenshot shows the 'My Reportable Incidents' page with the 'Describe the circumstances leading up to the incident/allegation (minimum of 300 characters):*' text area. The text 'not aware' is entered in the field. A character count 'You have 1991 of 2000 characters remaining' is shown at the top right of the text area. At the bottom of the page, there are two buttons: 'Discard changes and return' and 'Save'.

5. Click the **Witnesses** section

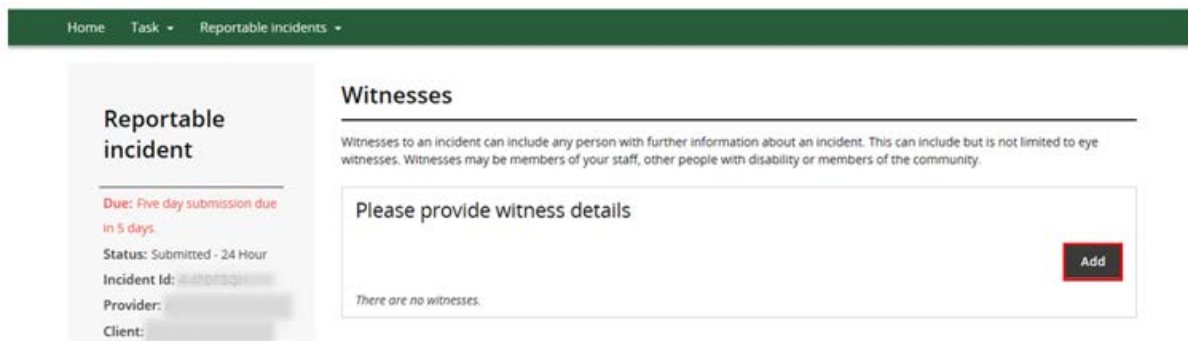
Figure 5: Screenshot of My Reportable Incidents page demonstrating Step 5



The screenshot shows the 'My Reportable Incidents' page. On the left is a sidebar titled 'Incident specifics' with several sections: 'Details of incident' (Available), 'Impacted person & support' (Complete), 'Subject(s) of allegation' (Complete), 'Witnesses' (Available, highlighted with a red box), and 'Immediate action taken' (Complete). The main content area contains a form with fields for 'Is there a subject of allegation for this incident?' (Yes), 'Providers incident reference number', 'Provider business name', 'Registration group', 'State', 'Require a final report?' (No), and 'Date and time provider notified the Commission: 11/06/2019 01:50:03 PM'. There are also buttons for 'Update' and 'Submit 5 day'.

6. Click **Add**

Figure 6: Screenshot of My Reportable Incidents page demonstrating Step 6



The screenshot shows the 'Witnesses' section of the 'My Reportable Incidents' page. On the left is a sidebar titled 'Reportable incident' with details: 'Due: Five day submission due in 5 days', 'Status: Submitted - 24 Hour', 'Incident Id: a4b2b2c3d4e5f6g7h8i9j0k1l2m3n4o5p6q7r8s9t0u1v2w3x4y5z6', 'Provider: [redacted]', and 'Client: [redacted]'. The main content area is titled 'Witnesses' and contains a text box with the instruction 'Please provide witness details' and an 'Add' button. Below the text box, it says 'There are no witnesses.'

7. Click **Search**

Figure 7: Screenshot of My Reportable Incidents page demonstrating Step 7



The screenshot shows the 'Add Witness' section of the 'My Reportable Incidents' page. On the left is a sidebar titled 'Reportable incident' with details: 'Due: Five day submission due in 5 days', 'Status: Submitted - 24 Hour', 'Incident Id: a4b2b2c3d4e5f6g7h8i9j0k1l2m3n4o5p6q7r8s9t0u1v2w3x4y5z6', 'Provider: [redacted]', and 'Client: [redacted]'. The main content area is titled 'Add Witness' and contains a 'Search' button and a link for 'Discard changes and return'.



8. Type in the Witness's details, then click **Search**

Figure 8: Screenshot of My Reportable Incidents page demonstrating Step 8

Home Task Reportable incidents

Search contact

First name:

Last name:

DOB: dd/mm/yyyy

Gender:

Email address:

Mobile:

Contact id:

[Discard changes and close](#)

9. Select the Witness to be included, and click **Select and Close**.
- If the details of the witness are not available, click **Create**. Type in the person's details required and click **Save**.

Figure 9: Screenshot of My Reportable Incidents page demonstrating Step 9 – Selecting a witness from the list

Home

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[Discard changes and close](#)



Figure 10: Screenshot of My Reportable Incidents page demonstrating Step 9 – Create a witness

Home Task Reportable incidents

Reportable incident

Due: Five day submission due in 5 days.

Status: Submitted - 24 Hour

Incident Id: 4-4PDPBQH

Provider: [Redacted]

Client: [Redacted]

Incident specifics

- Details of incident Complete ✓
- Impacted person & support Complete ✓

Create Witness * required

Title:*
Please Sel

First name:* **Last name:***

Gender: Please Sel **DOB: dd/mm/yyyy**

Phone number: **Email address:**

Preferred method of contact: Please Select

Person type: Witness **Relationship to the impacted person:*** Please Select **Status:** Active

Figure 11: Screenshot of My Reportable Incidents page demonstrating Step 9 – Save a new witness profile

Home Task Reportable incidents

Incident specifics

- Details of incident Complete ✓
- Impacted person & support Complete ✓
- Subject(s) of allegation Complete ✓
- Witnesses Available ●
- Immediate action taken Complete ✓

Phone number: **Email address:**

Preferred method of contact: Please Select

Person type: Witness **Relationship to the impacted person:*** Please Select **Status:** Active

Has this person been contacted? Please Select

[Discard changes and return](#) Save



10. For Deaths and Unauthorised Use of Restrictive Practices, additional information is required prior to submission. See 5 Day Requirements for [Death of an Impacted Person](#) (additional section) or 5 Day Requirements for [Unauthorised Use of Restrictive Practices](#) (additional section) for further information.

Figure 12: Screenshot of My Reportable Incidents page demonstrating Step 10

Home Task Reportable incidents

Incident specifics

- Details of Incident Complete ✓
- Impacted person & support Complete ✓
- Subject(s) of allegation Complete ✓
- Witnesses Available ●
- Immediate action taken Complete ✓
- Death of an impacted person Available ●**

Phone number: [text box] Email address: [text box] Preferred method of contact: Please Select [dropdown]

Person type: Witness Relationship to the impacted person: * Please Select [dropdown] Status: Active

Has this person been contacted? Please Select [dropdown]

[Discard changes and return](#) **Save**

11. Review the **Incident Specifics** Task Bar on the left hand side to ensure all sections are complete (all sections should have a green tick, excluding Witnesses).
 - Before submitting, ensure that all necessary supporting documents have been attached. For further information, please see the Attaching Additional Documentation section in this document.

Figure 13: Screenshot of My Reportable Incidents page demonstrating Step 11

Home Task Reportable incidents

Incident specifics

- Details of Incident Complete ✓**
- Impacted person & support Complete ✓**
- Subject(s) of allegation Complete ✓**
- Witnesses Available ●
- Immediate action taken Complete ✓

Phone number: [text box] Email address: [text box] Preferred method of contact: Please Select [dropdown]

Person type: Witness Relationship to the impacted person: * Please Select [dropdown] Status: Active

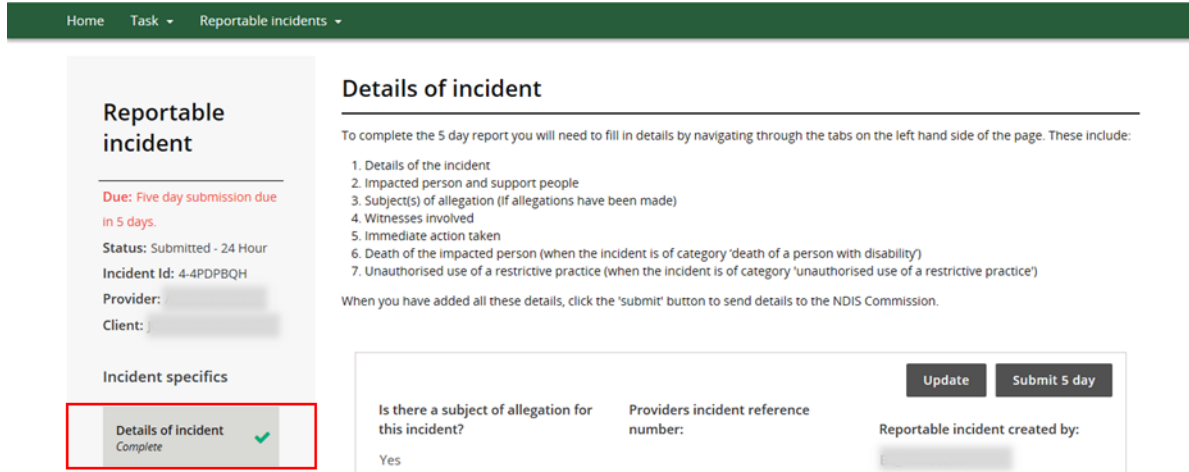
Has this person been contacted? Please Select [dropdown]

[Discard changes and return](#) **Save**



12. Click **Details of Incident** on the **Incident Specifics** task bar

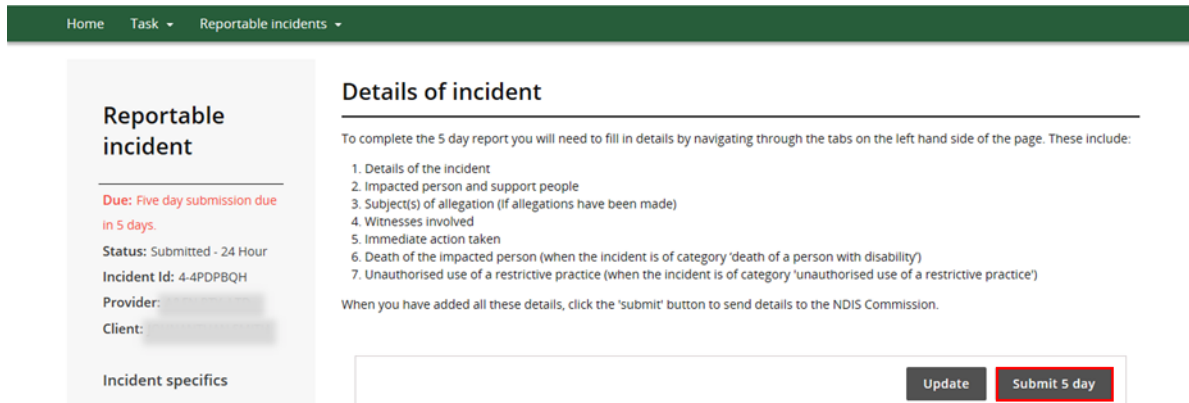
Figure 14: Screenshot of My Reportable Incidents page demonstrating Step 12



13. Click **Submit 5 days** when ready to submit

- Only the Provider Authorised RI Approver can submit the 5 day notification. If the Provider Authorised RI Notifier is completing the 5 day notification form, they must notify the Approver within their organisation that the form is ready for submission.
- Note that you have not meet your reporting obligation until the incident has been submitted and the time frame is applicable to the time it is submitted and not created.

Figure 15: Screenshot of My Reportable Incidents page demonstrating Step 13





14. The Status on the left hand side will change to **Submitted – 5 day**. This indicates that the form has been successfully submitted to the NDIS Commission.

Figure 16: Screenshot of My Reportable Incidents page demonstrating Step 14

The screenshot shows a web interface for reporting incidents. At the top, there is a navigation bar with 'Home', 'Task', and 'Reportable incidents'. Below this is a 'Reportable incident' card. The card has a title 'Reportable incident' and a status 'Submitted - 5 day' which is highlighted with a red box. Below the status is the 'Incident Id: 4-4PDTEJD'. To the right of the card is a 'Details of incident' section. Below this section is a list of steps to complete the 5-day report: 1. Details of the incident, 2. Impacted person and support people, 3. Subject(s) of allegation (if allegations have been made), 4. Witnesses involved, and 5. Immediate action taken.



5 Day Requirements for Death of an Impacted Person (additional section)

In addition to the above steps, there is an additional section of information required for reporting the death of an impacted person.

1. Click **Death of an Impacted Person** section.

Figure 17: Screenshot of My Reportable Incidents page demonstrating Step 1

The screenshot shows the 'My Reportable Incidents' page. On the left is a sidebar titled 'Incident specifics' with several sections: 'Details of incident Complete' (green check), 'Impacted person & support Complete' (green check), 'Subject(s) of allegation Complete' (green check), 'Witnesses Available' (orange dot), 'Immediate action taken Complete' (green check), and 'Death of an impacted person Available' (orange dot). This last section is highlighted with a red rectangular box. The main content area contains a form with fields for 'Phone number', 'Email address', 'Preferred method of contact', 'Person type' (set to 'Witness'), 'Relationship to the impacted person' (set to 'Please Select'), 'Status' (set to 'Active'), and 'Has this person been contacted?' (set to 'Please Select'). At the bottom right of the form is a 'Save' button.

2. Click **Update**

Figure 18: Screenshot of My Reportable Incidents page demonstrating Step 2

The screenshot shows the 'My Reportable Incidents' page with the 'Death of a person with disability' section selected. On the left is a sidebar titled 'Reportable incident' with details: 'Due: Five day submission due in 5 days', 'Status: Submitted - 24 Hour', 'Incident Id: 4-4PDPBQH', 'Provider: [redacted]', and 'Client: [redacted]'. The main content area is titled 'Death of a person with disability' and includes a note: 'This tab is only required to be completed when the incident is of category 'death of a person with disability''. Below this is a form with fields for 'Impacted person:', 'Last recorded height before death (in cm):', 'Last recorded weight before death (in kg):', and 'BMI:'. A red 'Update' button is located at the top right of the form.



3. Type details in for all mandatory fields. Click **Save**.

Figure 19: Screenshot of My Reportable Incidents page demonstrating Step 3 – Complete relevant information – Part 1

The screenshot shows a web interface for reporting an incident. The top navigation bar includes 'Home', 'Task', and 'Reportable incidents'. The main heading is 'Reportable incident' with a sub-heading 'Death of a person with disability' and a '* required' indicator. On the left, a sidebar lists incident details: 'Due: Five day submission due in 5 days.', 'Status: Submitted - 24 Hour', 'Incident Id: 4-4PDPBQH', 'Provider:', and 'Client:'. Below this, 'Incident specifics' are listed: 'Details of incident Complete' (with a green checkmark) and 'Impacted person & support Complete'. The main form area contains:

- 'Impacted person:' with a redacted name field.
- Fields for 'Last recorded height before death (in cm):', 'Last recorded weight before death (in kg):', and 'BMI:'.
- 'Health concerns' section with a text area: 'Describe any additional illnesses the person had in the 12 months prior to their death which resulted in treatment by a doctor? Include dates: *' and a note 'Maximum of 1500 characters'.

Figure 20: Screenshot of My Reportable Incidents page demonstrating Step 3 – Complete relevant information – Part 2

This screenshot shows the continuation of the 'Reportable incident' form. The left sidebar now includes:

- 'Subject(s) of allegation Complete' (with a green checkmark).
- 'Witnesses Available' (with a yellow dot).
- 'Immediate action taken Complete' (with a green checkmark).
- 'Death of an impacted person Available' (with a yellow dot).
- 'Actions' and 'Tasks' sections.

 The main form area continues with:

- A text area: 'List all up-to-date immunisations the person had prior to their death, eg influenza, pneumococcal. Include dates: *' and a note 'Maximum of 1500 characters'.
- A text area: 'List all medications the person was prescribed at the time of death. Include dosage and whether it was regular or PRN: *' and a note 'Maximum of 1500 characters'.
- A text area: 'List any additional medications the person was prescribed in the 12 months prior to their death. Include dosage and whether it was regular or PRN: *' and a note 'Maximum of 1500 characters'.
- A dropdown menu: 'In the 12 months prior to their death, was the person admitted to hospital? *' with the option 'Please Select'.



Figure 21: Screenshot of My Reportable Incidents page demonstrating Step 3 – Complete relevant information – Part 3

Home Task Reportable incidents

Notes

Attachments

If yes, please describe the reason for admission and name the hospital: *Maximum of 1500 characters*

Health practitioner

Provide details of the regular or last general practitioner the person visited. Include the GP's name, the practice name and the date of their last visit: * *Maximum of 1500 characters*

Provide details of any other health practitioners the person visited. Include the practitioners name, the practice name and the date of their last visit: * *Maximum of 1500 characters*

In the last 12 months, did the person have an annual health assessment by a health practitioner? *

Please Select

Figure 22: Screenshot of My Reportable Incidents page demonstrating Step 3 – Complete relevant information – Part 4

Home Task Reportable incidents

Behaviours of concern

In the 12 months prior to their death, what behaviours of concern did the person demonstrate? *

Please Select

If other, please describe: *Maximum of 500 characters*



Figure 23: Screenshot of My Reportable Incidents page demonstrating Step 3 – Complete relevant information – Part 5

Home Task Reportable incidents

Additional relevant information

Please provide any additional, relevant information which is not already captured: *Maximum of 1500 characters*

Describe any relevant incidents involving the person in the 12 months prior to their death, eg choking incidents, falls, unexplained injury: * *Maximum of 1500 characters*

[Discard changes and return](#) **Save**

4. Return to Step 11 above.



5 Day Requirements for Unauthorised Use of Restrictive Practices (additional section)

In addition to the above steps, there is an additional section of information required for reporting the Use of Unauthorised Restrictive Practices.

1. Click **Unauthorised Use of Restrictive Practices** section.

Figure 24: Screenshot of My Reportable Incidents page demonstrating Step 1

The screenshot shows a dashboard with a sidebar on the left and a main content area on the right. The sidebar contains a list of incident categories with their completion status:

- Impacted person & support: Complete (green checkmark)
- Subject(s) of allegation: Complete (green checkmark)
- Witnesses: Available (yellow dot)
- Immediate action taken: Complete (green checkmark)
- Unauthorised restrictive practice: Complete (green checkmark)** (highlighted with a red box)

The main content area shows a form for incident details. The 'Yes' checkbox is selected. The provider business name and registration group are redacted. The state is also redacted. The 'Require a final report?' checkbox is selected 'No'. The date and time provider notified the Commission is 20/06/2019 11:08:24 AM. There are two text input fields for 'At the time of the incident or allegation, what types of supports and/or services were you providing to the impacted person?' and 'What funding for the supports and/or services was in place for the impacted person at the time of the incident/allegation?'. The second field has 'NDIS plan' entered.

2. Click **Update**

Figure 25: Screenshot of My Reportable Incidents page demonstrating Step 2

The screenshot shows the 'Unauthorised use of a restrictive practice' form. The sidebar on the left is titled 'Reportable incident' and shows a 'Due: Five day submission due in 5 days' warning. The incident status is 'New' with ID '4-4PDTEJD'. The provider and client names are redacted. The 'Details of incident' section is marked as 'Available' with a yellow dot.

The main form area has a title 'Unauthorised use of a restrictive practice' and a note: 'This tab is only required to be completed when the incident is of category 'unauthorised use of a restrictive practice''. There is an 'Update' button in the top right corner. The form contains the following fields:

- Restrictive practice type: (text input)
- Restrictive practice subtype: (text input)
- Is this a one-off emergency use that is unlikely to recur? (checkbox)
- Behaviour of concern: (text input)
- Have you sought state/territory authorisation and consent to use the RP? (checkbox)



3. Type details in for all mandatory fields. Click **Save**.

Figure 26: Screenshot of My Reportable Incidents page demonstrating Step 3

The screenshot shows the 'Unauthorised use of a restrictive practice' form. On the left is a sidebar titled 'Reportable incident' with the following information:

- Due:** Five day submission due in 5 days.
- Status:** Submitted - 24 Hour
- Incident Id:** 4-57M4H50
- Provider:** [Redacted]
- Client:** [Redacted]

The sidebar also lists 'Incident specifics' with completion status:

- Details of incident: Complete ✓
- Impacted person & support: Complete ✓
- Subject(s) of allegation: Complete ✓
- Witnesses: Available ●
- Immediate action taken: Complete ✓

The main form area is titled 'Unauthorised use of a restrictive practice' and contains the following fields:

- Restrictive practice type: * (Please Select)
- Restrictive practice subtype: * (Please Select)
- Is this a one-off emergency use that is unlikely to recur? * (Please Select)
- Behaviour of concern: * (Please Select)
- Have you sought state/territory authorisation and consent to use the RP? (Please Select)
- Have you sought an amendment to the existing behaviour support plan? (Please Select)
- Have you initiated an NDIS behaviour support plan assessment and plan? (Please Select)

At the bottom of the form, there are two buttons: 'Discard changes and return' and 'Save'.

4. Return to Step 11 above.



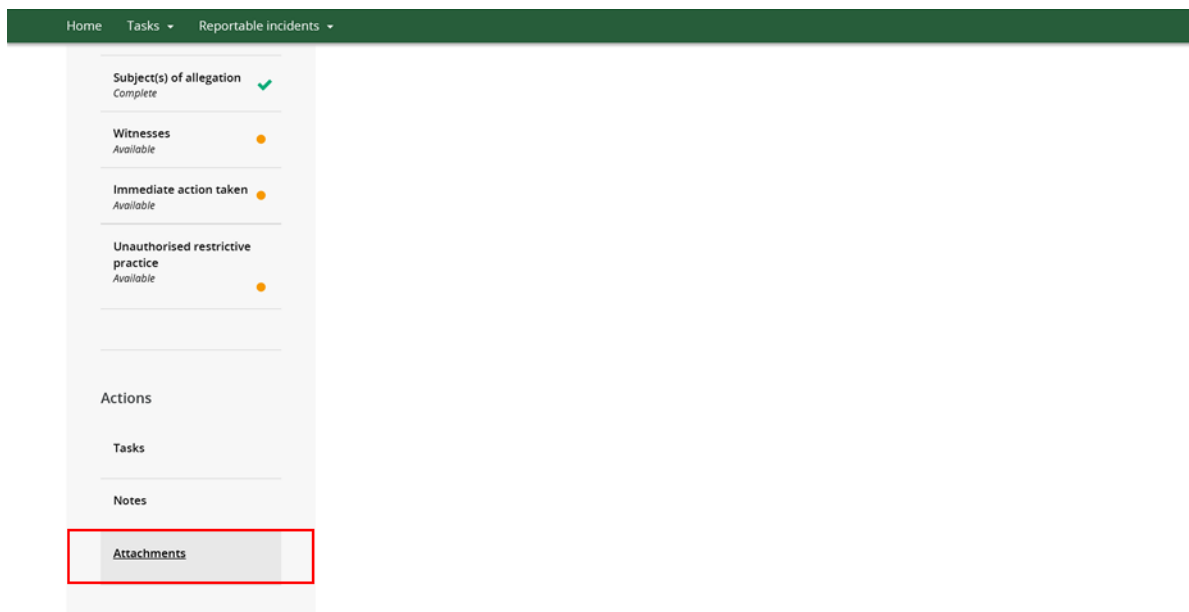
Attaching Additional Documentation

Whilst completing the 5 day notification form, the Provider may choose to attach supporting or additional documentation. The steps below outline the process for attaching documents.

Please note that there is an attachment limit of 10MB per document and any documents attached cannot be removed.

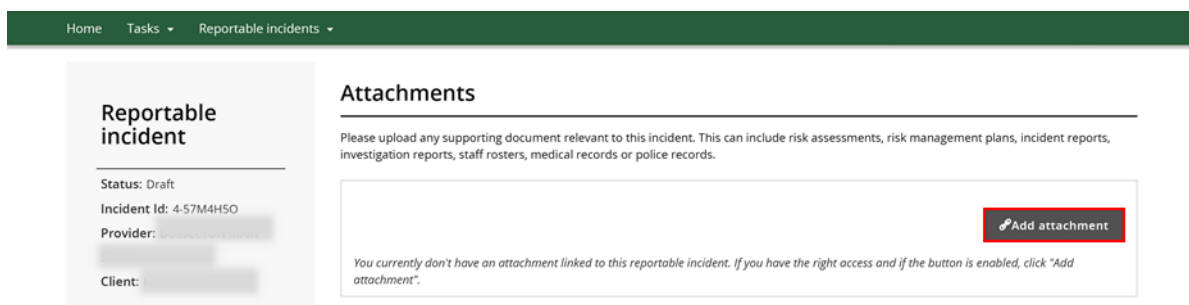
1. Scroll to the bottom of the **Incident Specifics** task bar on the left hand side. Click **Attachments**

Figure 27: Screenshot of My Reportable Incidents page demonstrating Step 1



2. Click **Add Attachment**. Select the relevant file from your computer.

Figure 28: Screenshot of My Reportable Incidents page demonstrating Step 2





3. Type in the relevant **Name** and select the **Document Type** from the drop down menu. Click **Save and Close**. Ensure the document name clearly conveys the information contained in the document

Figure 29: Screenshot of My Reportable Incidents page demonstrating Step 3

The screenshot shows a web application interface for reporting incidents. At the top, there is a navigation bar with 'Home', 'Tasks', and 'Reportable incidents'. Below this, the main content area is titled 'Reportable Incidents' and 'Attachments'. A modal window titled 'Add attachment details' is open, containing the following fields:

- Name:** A text input field containing 'Reportable Incident Attachment 1'. A red asterisk indicates this field is required.
- Document type:** A dropdown menu with 'Please Select' and a downward arrow. A red asterisk indicates this field is required.
- Description:** A text input field.

At the bottom of the modal, there is a link 'Discard changes and close' and a red button labeled 'Save and close'.