



Create an Immediate Notification

Quick Reference Guide – Reportable Incidents

As of 1st July 2019, all registered providers are required to notify the NDIS Commission of Reportable Incidents through the NDIS Commission Provider Portal.

Please note that for NSW/ SA Providers, the paper form will be discontinued.

This guide outlines the steps for creating an immediate notification (required within 24 hours):

- Navigating to the reportable incidents form
- Adding a primary contact
- Person with disability impacted by the incident
- Subject(s) of allegation
- Immediate action
- Risk assessment

Note that information in the below form is required within 24 hours for all Reportable Incidents, except for notification of an unauthorised use of restrictive practices.

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 form and select **Save as Draft** at least every 25 minutes. The time out restriction of 30 minutes is a PRODA requirement.



Tip 2 – Supporting documentation can be attached to the Immediate Notification after submission.



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

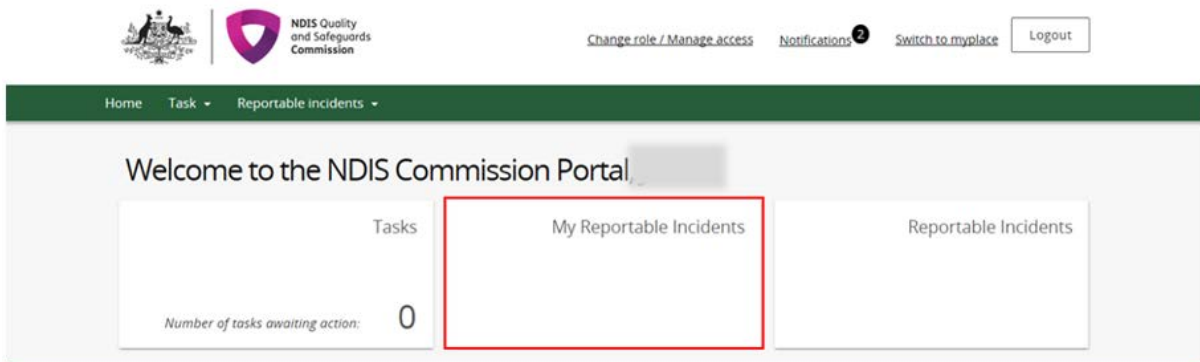


Navigating to the reportable incidents form

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](#)

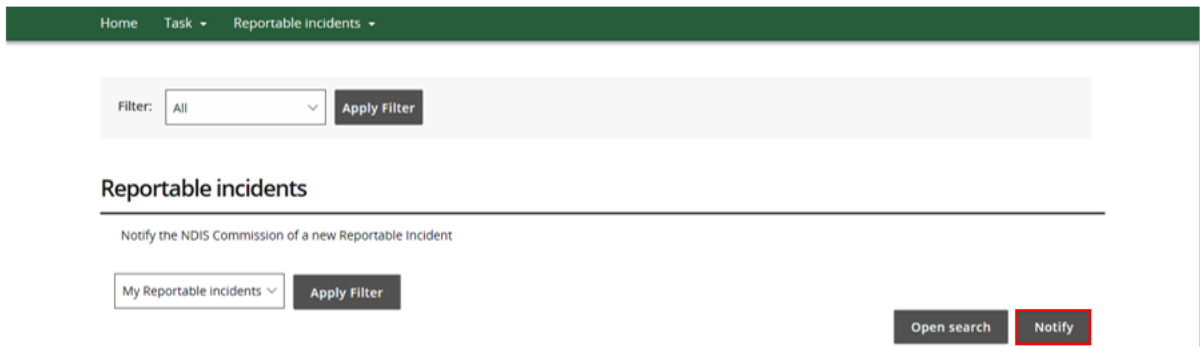
1. Click on the **My Reportable Incidents** tile.

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



2. Click **Notify**.

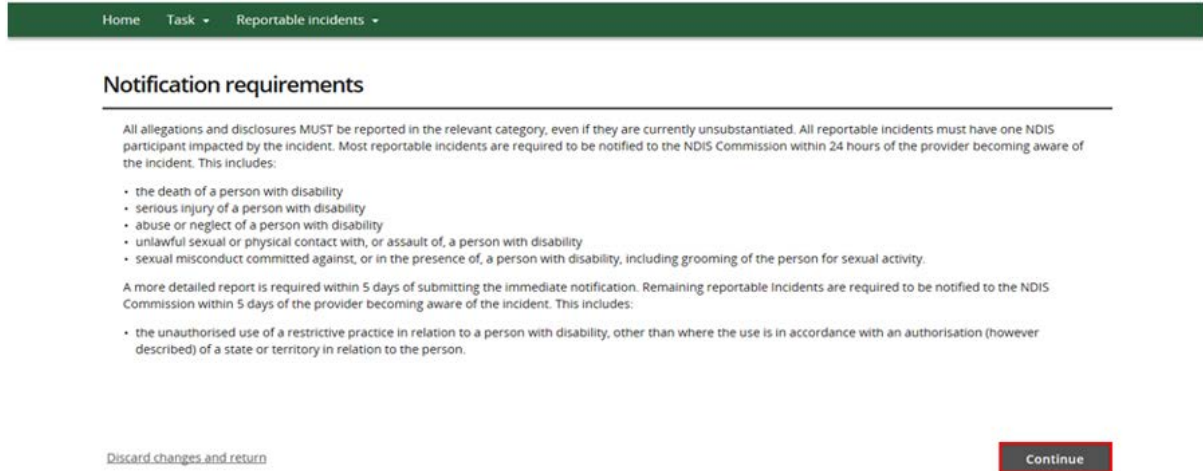
Figure 2: Screenshot of My Reportable Incidents page demonstrating Step 2





3. Read the **Notification Requirements** and click **Continue**.

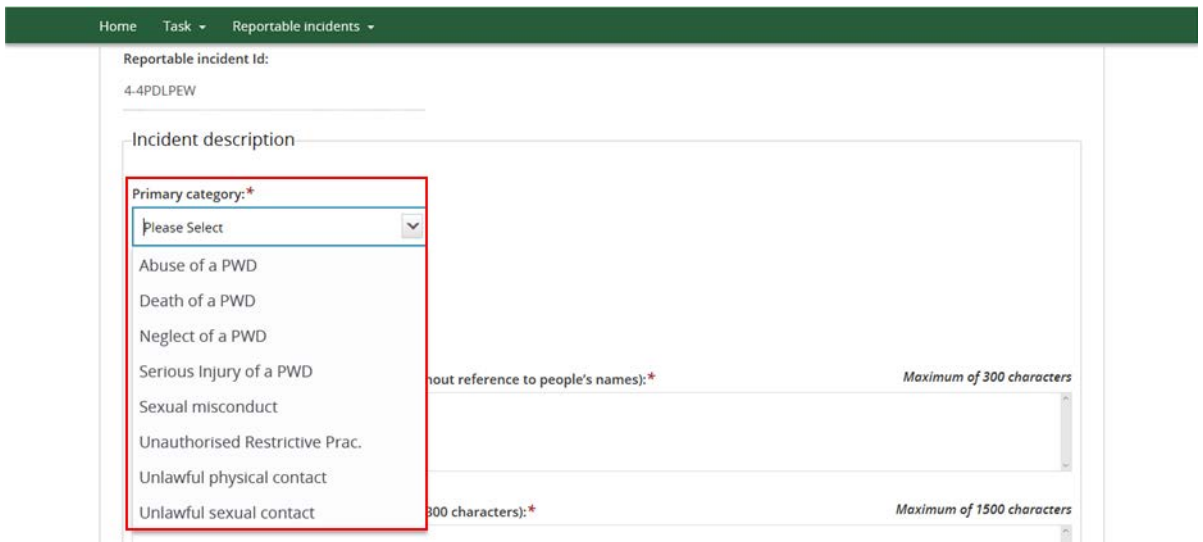
Figure 3: Screenshot of My Reportable Incidents page demonstrating Step 3



The immediate notification form will then appear on the screen.

4. Select the **Primary Category** from the drop down menu, based on the Reportable Incident that has occurred or are alleged to have occurred. Select a **Secondary Category**, if relevant.

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





5. Type in the **details** of the Reportable Incident within the mandatory fields.

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

The screenshot shows a web interface with a green header containing 'Home', 'Task', and 'Reportable incidents'. Below the header, three text input fields are visible, each with a character limit:

- Field 1: 'Summarise the incident and/or allegation (without reference to people's names):*' with a 'Maximum of 300 characters' limit.
- Field 2: 'Describe the incident/allegation (minimum of 300 characters):*' with a 'Maximum of 1500 characters' limit.
- Field 3: 'What were the circumstances leading up to the incident? (minimum of 300 characters):*' with a 'Maximum of 2000 characters' limit.

6. Add required **Incident Notification** information.
 - Select the **Date and Time** the providers key personnel was informed about the incident from the drop down calendar. Alternatively, you can type in the date and time using the dd/mm/yyyy hh:mm format.
 - In the field **when did the incident/ allegation occur**, select **Date, Date Range or Unknown** for the incident, and complete the additional questions which appear e.g. if Unknown is selected, you will be required to provide a reason.
 - Complete non-mandatory fields, if information is known.

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

The screenshot shows the 'Incident notification' section of the web interface. It includes the following fields:

- 'Date & time the provider key personnel was informed about the incident: * dd/mm/yyyy hh:mm' with a calendar icon.
- 'When did the incident/allegation occur?*' with a dropdown menu showing 'Please Select'.
- 'Date and time the first worker became aware: dd/mm/yyyy hh:mm' with a calendar icon.
- 'Name of the first worker who became aware of the incident/allegation:' with a text input field.
- 'Role of the first worker who became aware of the incident/allegation:' with a text input field.



7. Add **Incident Location** information
 - Select the **State in which the incident occurred** from the drop down menu
 - Select the **Location Type** of the incident and complete the additional fields which appear. Note that if **Address** or **SDA** is selected, the address will need to be input. Refer to step 8 below.

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

The screenshot shows a web form titled "Incident location" with a green navigation bar at the top containing "Home", "Task", and "Reportable incidents". The form contains two dropdown menus: "State:*" and "Location type:*", both with "Please Select" as the current selection. A red box highlights both dropdown menus. To the right of the form is a grey "Add Address" button.

8. Click **Add Address** and type in the – **Address in full and the system will match addresses that match your search.** Select the correct address and click **Save**

Figure 8: Screenshot of My Reportable Incidents page demonstrating Step 8 – Add address

This screenshot is similar to Figure 7, but the "Add Address" button is highlighted with a red box. The "State" and "Location type" dropdown menus remain unchanged.

Figure 9: Screenshot of My Reportable Incidents page demonstrating Step 8 - Enter full address

The screenshot shows a form titled "Adding an address" with a green navigation bar at the top containing "Home", "Tasks", and "Reportable incidents". Below the title, there is an "Address Format" section with instructions: "Address Format: Street Number, Street Name, Suburb, State, Postcode. Enter your address and select an option from the dropdown list. If the address does not appear in the list, try again, or click 'I don't see my address' from the dropdown list." Below this is a text input field with the label "Please enter the full address below *:" and a red border. An example address "e.g. 76 Athlton Drive Greenway ACT 2900" is provided below the input field. At the bottom left is a link "Discard changes and return" and at the bottom right is a red "Save" button.



Adding a primary contact

- The details of the nominated **Primary Contact** within the providers organisation will be auto populated. If the default selection is not appropriate, click **Select Primary Contact**, and choose the relevant contact from the list.

Figure 10: Screenshot of My Reportable Incidents page demonstrating Step 9

The screenshot shows a web form titled "1. Who is the primary contact person for this incident/allegation?". It includes a navigation bar with "Home", "Task", and "Reportable incidents". The form has several input fields: "Primary contact:" (with a red asterisk), "Phone number:", "Email address:", "Preferred method of contact:" (a dropdown menu with "Please Select" and a downward arrow), and "Position:". A red button labeled "Select primary contact" is positioned in the top right corner of the form area.

- Your details will be auto populated as the **Provider Notifier**. If you are not the Notifier, click **Select** and choose the relevant person from the list.

Figure 11: Screenshot of My Reportable Incidents page demonstrating Step 10

The screenshot shows a web form titled "1a. Who are the contacts from provider for this incident/allegation?". It features two selection fields: "Provider notifier:" (with a red asterisk) and "Provider approver:". Each field has a dropdown menu and a "Select" button. The "Provider notifier:" dropdown is highlighted with a red border.

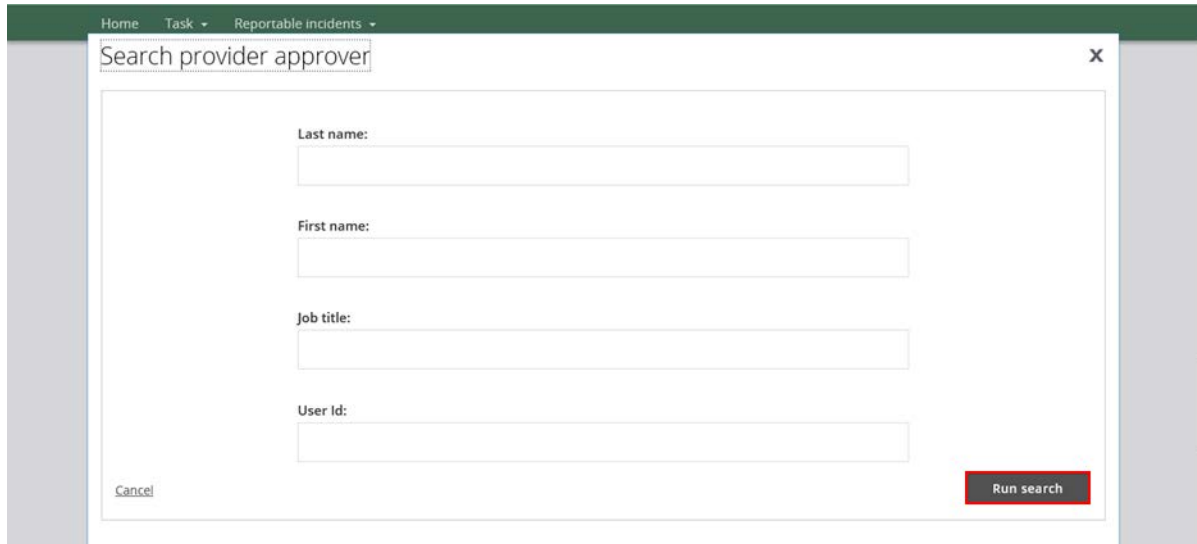
- Click on **Select** to identify the **Provider Approver**, who is the person within your organisation who has the authority to submit notifications to the NDIS Commission.

Figure 12: Screenshot of My Reportable Incidents page demonstrating Step 11

This screenshot is identical to Figure 11, showing the "1a. Who are the contacts from provider for this incident/allegation?" form. In this view, the "Provider approver:" dropdown menu is highlighted with a red border, indicating the user is selecting the provider approver.

12. Enter details of the approver you want to locate and Click **Run Search**

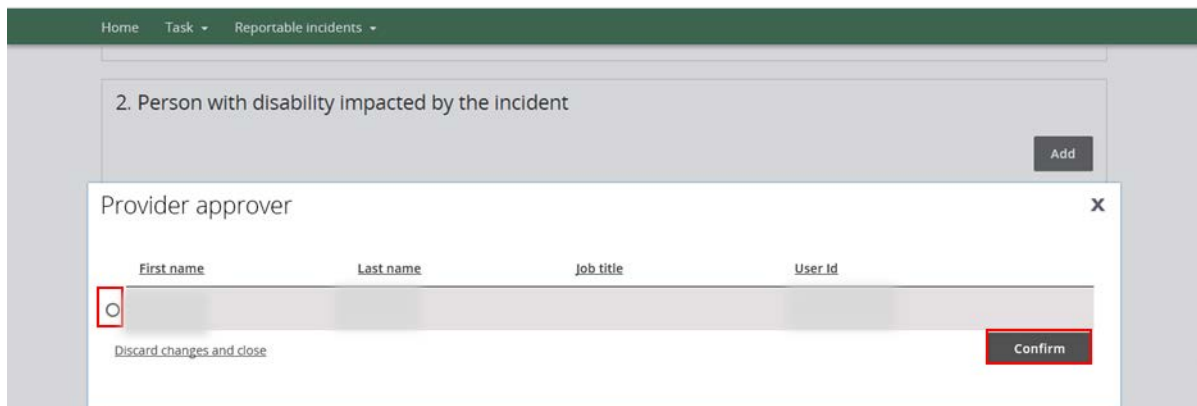
Figure 13: Screenshot of My Reportable Incidents page demonstrating Step 12



The screenshot shows a web application interface with a dark green header containing 'Home', 'Task', and 'Reportable incidents'. A modal window titled 'Search provider approver' is open, featuring a search bar at the top. Below the search bar are four input fields labeled 'Last name:', 'First name:', 'Job title:', and 'User Id:'. A 'Cancel' button is located at the bottom left, and a red 'Run search' button is at the bottom right.

13. Select the **Provider Approver** from the list. Click **Confirm**.

Figure 14: Screenshot of My Reportable Incidents page demonstrating Step 13



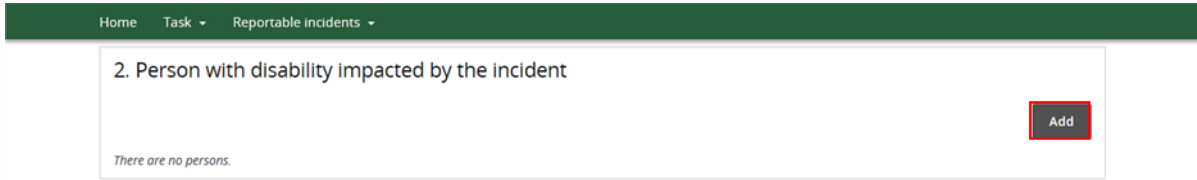
The screenshot shows the same web application interface. A modal window titled 'Provider approver' is open, displaying a table with columns for 'First name', 'Last name', 'Job title', and 'User Id'. The first row of the table is highlighted, and a red circle is drawn around the selection icon in the first column. At the bottom left of the modal is a link that says 'Discard changes and close', and at the bottom right is a red 'Confirm' button.



Person with Disability Impacted by the Incident

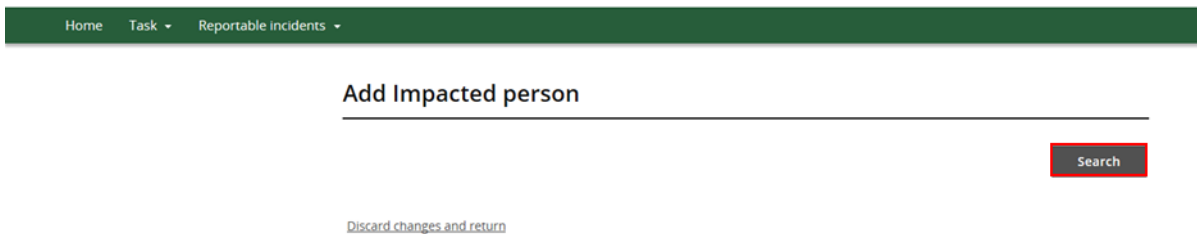
14. Click **Add**.

Figure 15: Screenshot of My Reportable Incidents page demonstrating Step 14



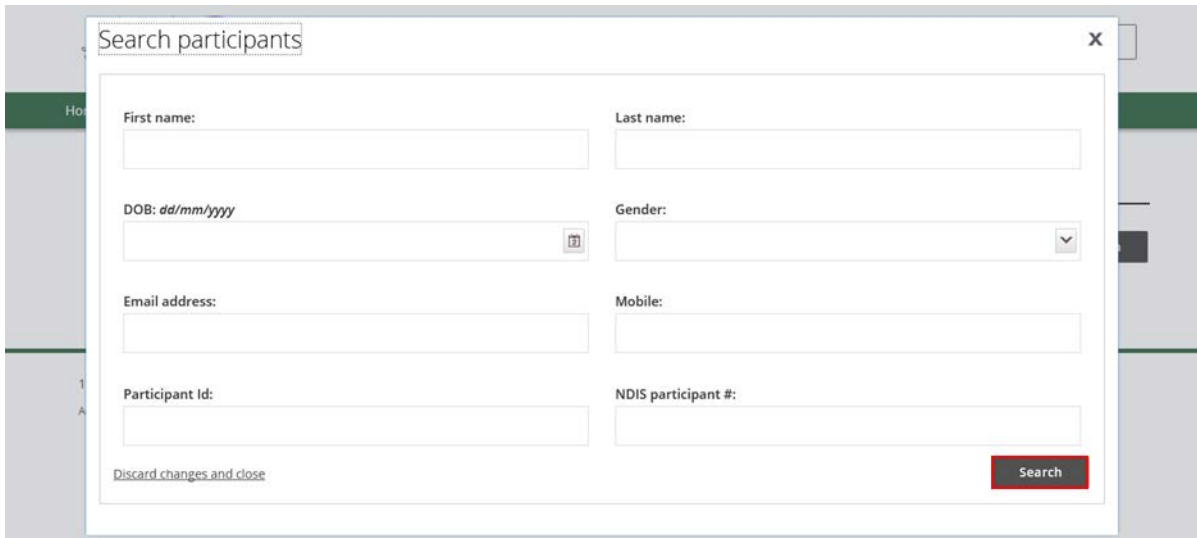
15. Click **Search**

Figure 16: Screenshot of My Reportable Incidents page demonstrating Step 15



16. Type in the participant's details, then click **Search**

Figure 17: Screenshot of My Reportable Incidents page demonstrating Step 16





17. Select the participant to be added, and click **Select and Close**. You will be prompted to update the participant’s information, if necessary. Click **Save**.
 - If the details of the participant are not available, click **Create**. Type in the participant details required and click **Save**. Please ensure that you fill in as much information as you can, including disability details, health concerns and behaviour of concerns which are further down the page.

Figure 18: Screenshot of My Reportable Incidents page demonstrating Step 17 - Select a participant

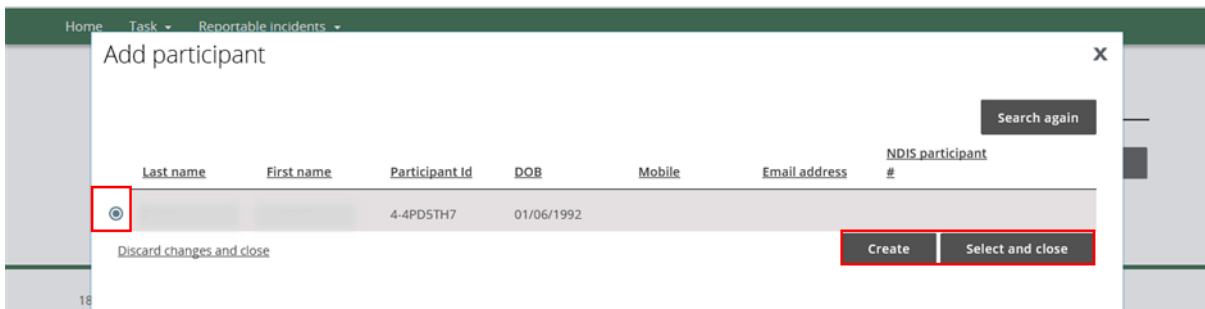


Figure 19: Screenshot of My Reportable Incidents page demonstrating Step 17 - Create impacted person



Figure 20: Screenshot of My Reportable Incidents page demonstrating Step 17 - Save information

Home Task Reportable incidents

Active Person with Disability

▶ Disability details

▶ Health concerns

▶ Behaviours of concern

▼ Addresses

Add address

[Discard changes and return](#) Save



Subject(s) of Allegation

18. Click **No** or **Yes** from the drop down list to identify if there is a subject(s) of allegation.
- The subject of allegation is a worker, person with disability or member of the general public, who has been accused of being involved with an incident that has occurred in connection with the provision of NDIS supports and services to a person with disability.

Figure 21: Screenshot of My Reportable Incidents page demonstrating Step 18

Home Task Reportable incidents

3. Subject(s) of allegation

Is there a subject(s) of allegation for this incident?*

Please Select

19. If **Yes**, click **Add** to include details on the Subject of Allegations, depending on whether the Subject is a **worker, person with disability** or **other** such as a visitor, family member or member of the community. Note that there can be more than one subject of allegation(s).

Figure 22: Screenshot of My Reportable Incidents page demonstrating Step 19

Home Tasks Reportable incidents

3. Subject(s) of allegation

Is there a subject(s) of allegation for this incident?*

Yes

3a. Subject of allegation – Worker

There are no workers.

Add

3b. Subject of allegation – Person with a disability

There are no persons.

Add

3c. Subject of allegation – Other

There are no other contacts.

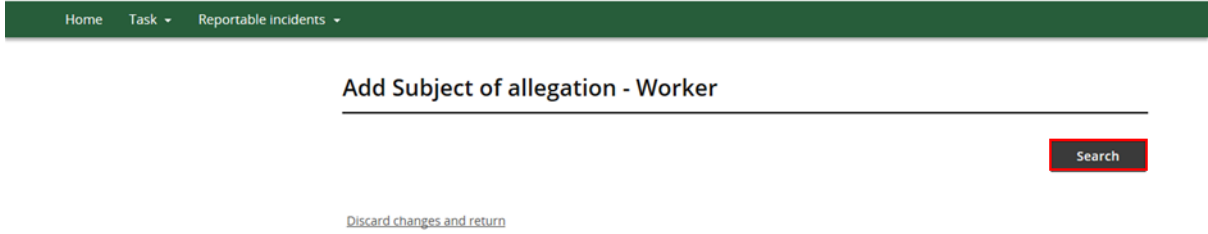
Add

Note that the below process is an example for adding a Worker. The process can be followed for –a subject of allegation who is a person with disability or other person.



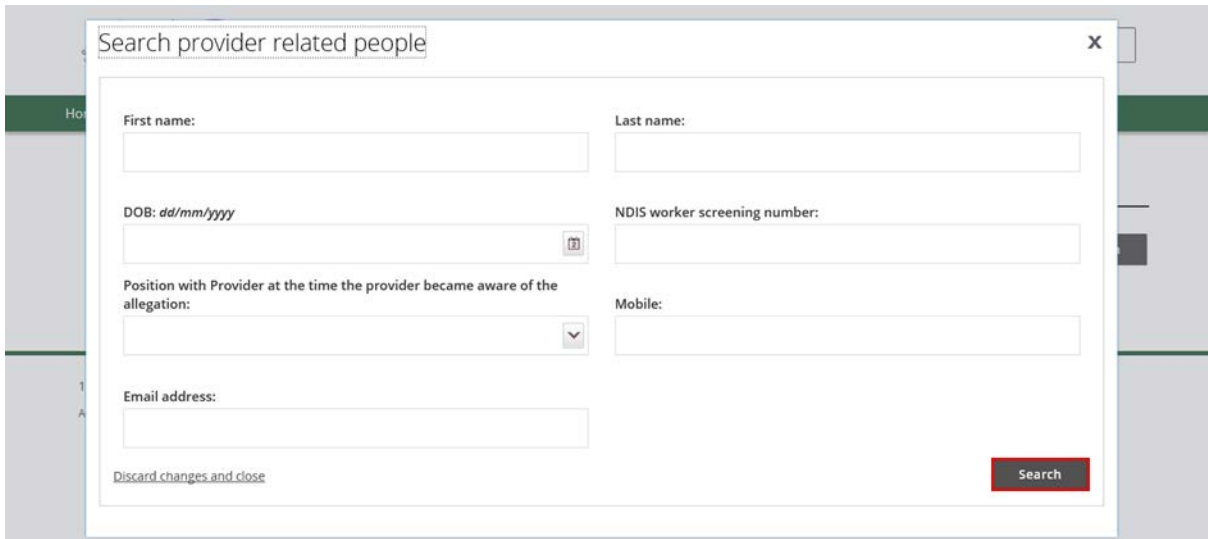
20. Click **Search**

Figure 23: Screenshot of My Reportable Incidents page demonstrating Step 20



21. Type in details of the –person you wish to locate and click **Search**

Figure 24: Screenshot of My Reportable Incidents page demonstrating Step 21





22. Select the worker to be listed as a subject of allegation from the Provider Related People list, and click **Select and Close**. You will be prompted to update the person’s information, if necessary. Click **Save**.
 - If the details of the person are not available, click **Create**. Type in the person’s details required and click **Save**.

Figure 25: Screenshot of My Reportable Incidents page demonstrating Step 22 – Select provider related people



Figure 26: Screenshot of My Reportable Incidents page demonstrating Step 22 - Create subject of allegation - Worker

Home Task Reportable incidents

Create Subject of allegation - Worker * required

Title:*	First name:*		
<input type="text" value="Please Select"/>	<input type="text"/>		
Middle name:	Last name:*		
<input type="text"/>	<input type="text"/>		
Gender:*	DOB: * dd/mm/yyyy	NDIS worker screening number:	
<input type="text" value="Please Select"/>	<input type="text"/>	<input type="text"/>	
Phone number:	Email address:	Preferred method of contact:	
<input type="text"/>	<input type="text"/>	<input type="text" value="Please Select"/>	
Passport #:	Driver's license #:	State where license was obtained:	
<input type="text"/>	<input type="text"/>	<input type="text"/>	



Figure 27: Screenshot of My Reportable Incidents page demonstrating Step 22 - Save information

Home Task Reportable incidents

Please Select

Is the person aware of allegation made against them?*

No

Reason why person has not been made aware of the allegation?* *Maximum of 300 characters*

Person type: Worker Status: Active

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



Immediate Action Taken

23. Select **No** or **Yes** from the drop down menu to whether the police has been informed

- If **No**, complete the auto populated field on why the police have not been informed
- If **Yes**, complete the additional fields which appear with details e.g. name of officer informed

Figure 28: Screenshot of My Reportable Incidents page demonstrating Step 23

4. Immediate action taken

Have the Police been informed of the incident or allegation?*

Please Select

Have the impacted person's support people been made aware of the incident?*

Please Select

Has the relevant child protection agency in your state or territory been contacted?

Please Select

What immediate supports were offered to the person with disability impacted by the incident/allegation?

1st immediate supports provided:*

Please Select

2nd immediate supports provided:

Please Select

3rd immediate supports provided:

Please Select

24. Select response to the remaining questions on **Immediate Actions Taken** from the drop down lists.

Figure 29: Screenshot of My Reportable Incidents page demonstrating Step 24

Have the impacted person's support people been made aware of the incident?*

Please Select

Have the Subject of Allegation - Person with Disability's support people been made aware of the incident?

Please Select

Has the relevant child protection agency in your state or territory been contacted?

Please Select

What immediate supports were offered to the person with disability impacted by the incident/allegation?

1st immediate supports provided:*

Please Select

2nd immediate supports provided:

Please Select

3rd immediate supports provided:

Please Select

What immediate supports were offered to the person or people with disability who is subject of allegation?



Risk Assessment

25. Select **In Process**, **No** or **Yes** from the drop down menu

- If **Yes** or **In Process**, complete the auto populated field with details of progress
- If **No**, complete the auto populated fields with the reason why not.

Figure 30: Screenshot of My Reportable Incidents page demonstrating Step 25

Home Task Reportable incidents

Please Select

What immediate supports were offered to the person with disability impacted by the incident/allegation?

1st immediate supports provided:* Please Select

2nd immediate supports provided: Please Select

3rd immediate supports provided: Please Select

5. Risk assessment

Have you undertaken a risk assessment in response to this incident?*

Please Select

I confirm the information provided is true and correct and wish to submit the incident.

[Return to list](#) Save as draft Submit

26. Review the form and click **Save as Draft**.

- Note only Provider Authorised RI Approvers within your organisation can Submit (instead of Save as Draft), if the form is ready for submission to the NDIS Commission. See step 30.

Figure 31: Screenshot of My Reportable Incidents page demonstrating Step 26

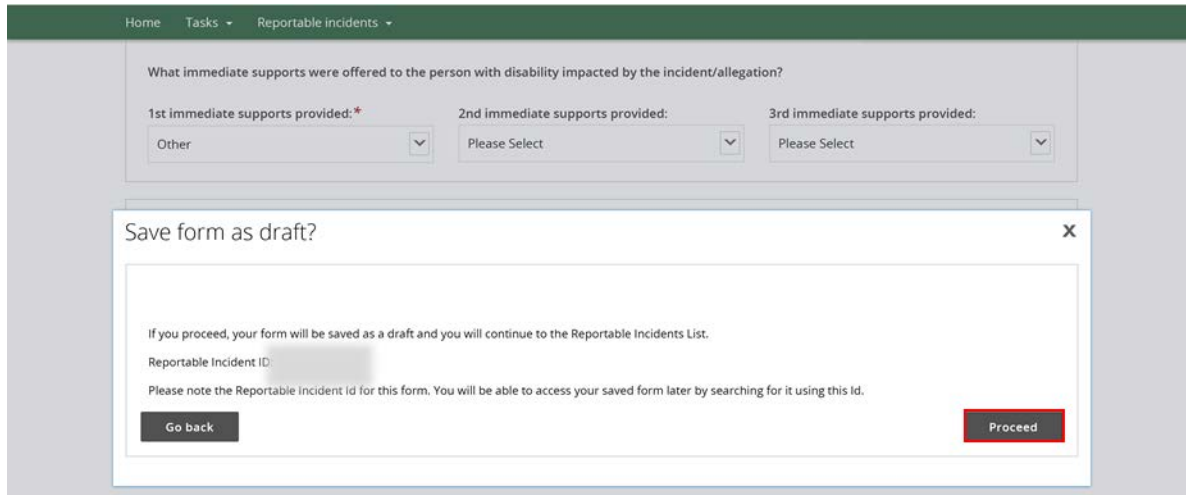
I confirm the information provided is true and correct and wish to submit the incident.

[Return to list](#) Save as draft Submit



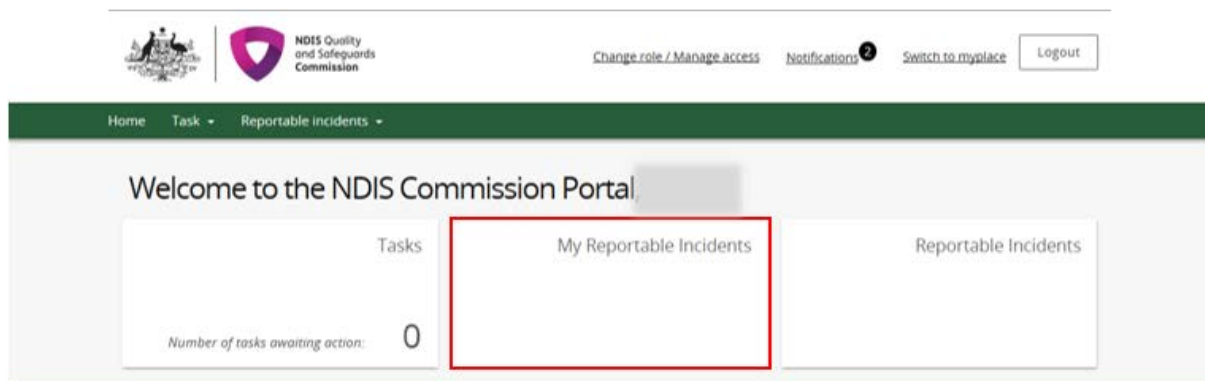
27. An acknowledge message will appear on the screen. Read the message and click **Proceed**.
- **At this stage, the form is saved as a draft, but not yet submitted to the NDIS Commission.** The Provider Authorised RI Notifier will need to notify the Approver within their organisation that the form is ready. The Approver will then need to go into the system to review and **Submit** the form.

Figure 32: Screenshot of My Reportable Incidents page demonstrating Step 27



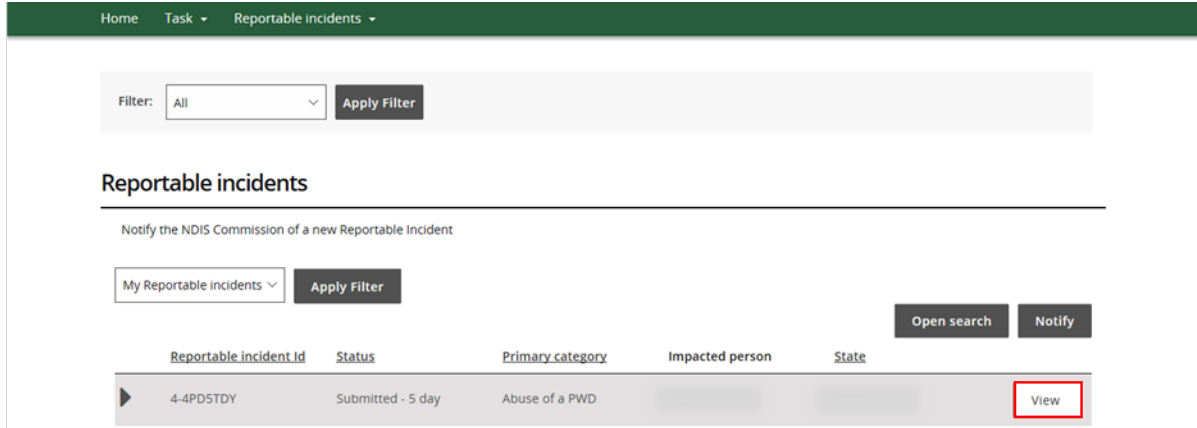
28. To submit the form, the Provider Authorised RI Approver will need to log into the NDIS Commission Provider Portal, and click on the **My Reportable Incidents** tile.

Figure 33: Screenshot of My Reportable Incidents page demonstrating Step 28



29. Click **View** on the relevant reportable incident for review and submission.

Figure 34: Screenshot of My Reportable Incidents page demonstrating Step 29



30. Review the form and click **Submit**

Figure 35: Screenshot of My Reportable Incidents page demonstrating Step 30





31. An acknowledge message will appear on the screen. Read the message and click **Complete**
- Note that if the acknowledge message does not appear, please contact the NDIS Commission Contact Centre on 1800 035 544 or by email: contactcentre@ndiscommission.gov.au

Figure 36: Screenshot of My Reportable Incidents page demonstrating Step 31

Home Task Reportable Incidents

Reportable Incident notification

What happens next.

The NDIS QSC has received your incident notification. The next step is to start gathering more details about this incident.

Information you will need:

- Witnesses involved
- Subject(s) of allegation (if allegations have been made)
- Details of the incident
- Immediate action taken

All the information you have entered in the 24 hour form will be pre-populated in the 5 day form.

We recommend that you continue to the 5 day report now. This will give you an idea of what details need to be included in the 5 day submission.

Incident number:

Stage: Submitted - 24 Hour

Complete

This ends the instructions for the 24 hour notification for Reportable Incidents to the NDIS Commission. Please see Quick Reference Guide – 5 Day Notification Form on how to complete the remaining information due within 5 days.