

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 and Digital ID 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.

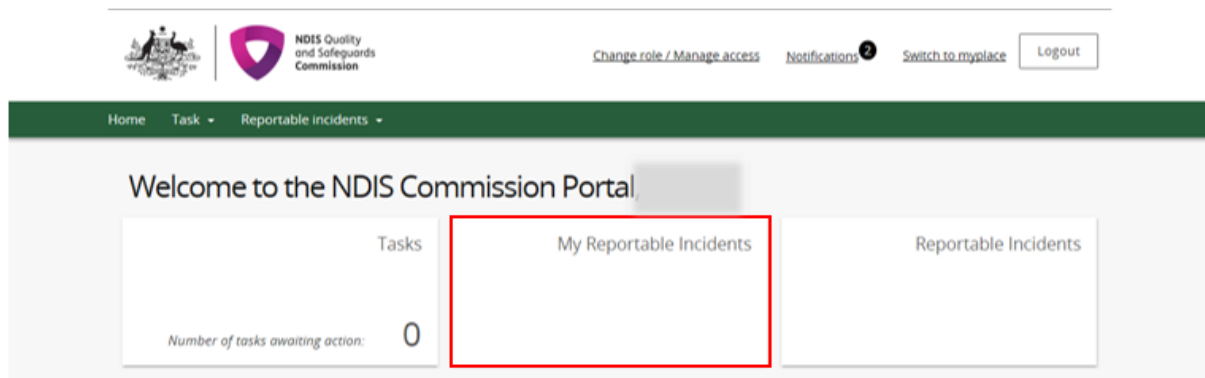
- For further information/ questions, please contact the NDIS Commission Contact Centre on 1800 035 544 or by email: contactcentre@ndiscommission.gov.au
- To provide feedback on the Portal, please contact the NDIS Commission via riportalfeedback@ndiscommission.gov.au

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](#)

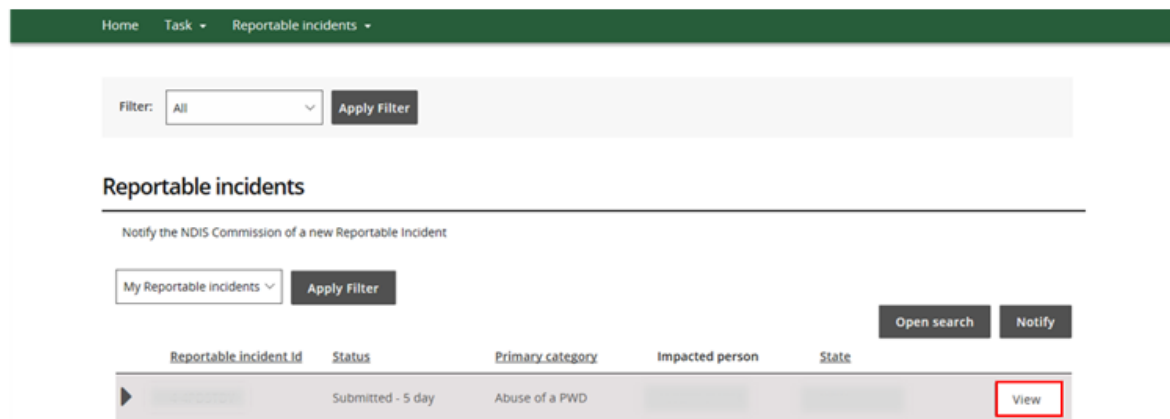
1. Click on the **My Reportable Incidents** tile.

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



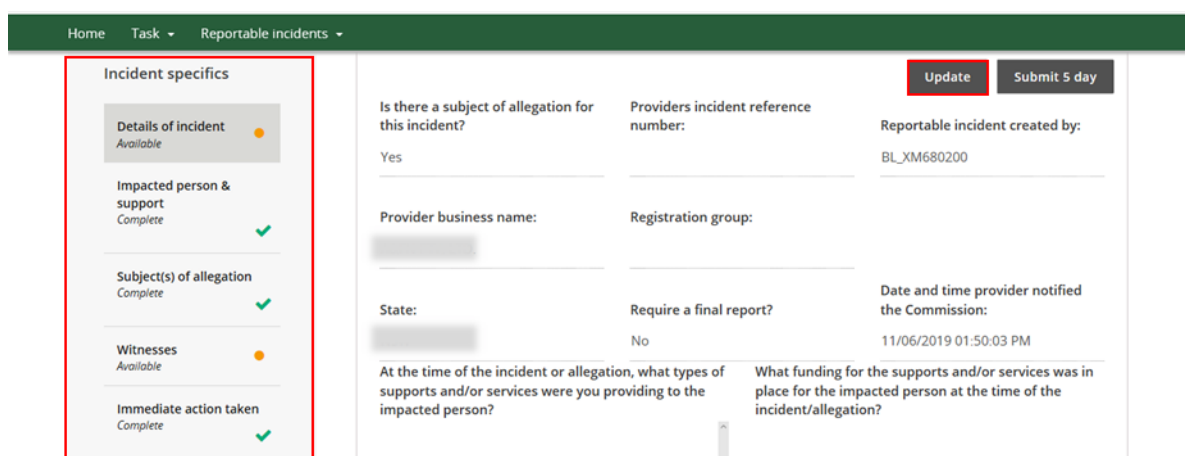
2. Click **View** on the relevant reportable incident.

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



Home Task Reportable incidents

Incident specifics

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

Is there a subject of allegation for this incident? Yes

Providers incident reference number: BL_XM680200

Reportable incident created by: BL_XM680200

Provider business name: [Redacted]

Registration group: [Redacted]

State: [Redacted]

Require a final report? No

Date and time provider notified the Commission: 11/06/2019 01:50:03 PM

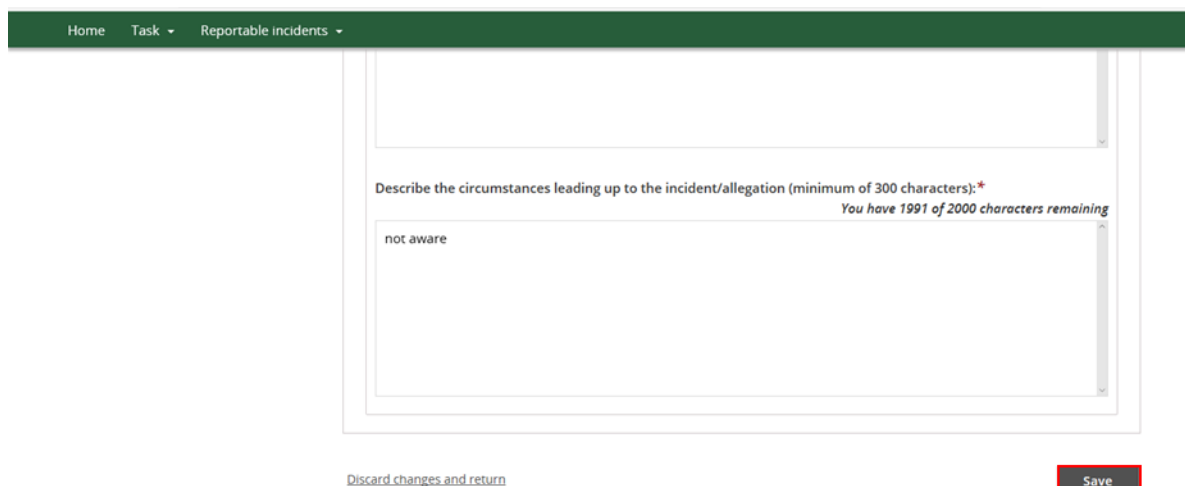
At the time of the incident or allegation, what types of supports and/or services were you providing to the impacted person?

What funding for the supports and/or services was in place for the impacted person at the time of the incident/allegation?

Update Submit 5 day

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

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



Home Task Reportable incidents

Describe the circumstances leading up to the incident/allegation (minimum of 300 characters):*

You have 1991 of 2000 characters remaining

not aware

Discard changes and return Save

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

6. Click **Add**

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

7. Click **Search**

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

Home

Task

Reportable incidents

Reportable incident

Due: Five day submission due in 5 days.

Status: Submitted - 24 Hour

Incident Id: 4-PPDPQH

Provider:

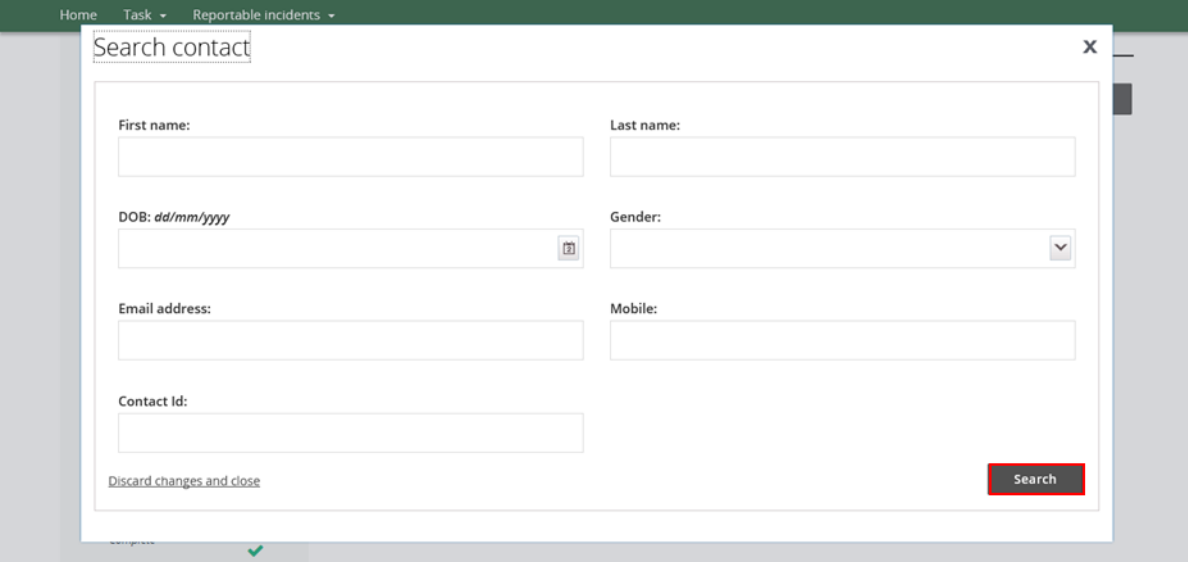
Client:

Add Witness

Search

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

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



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

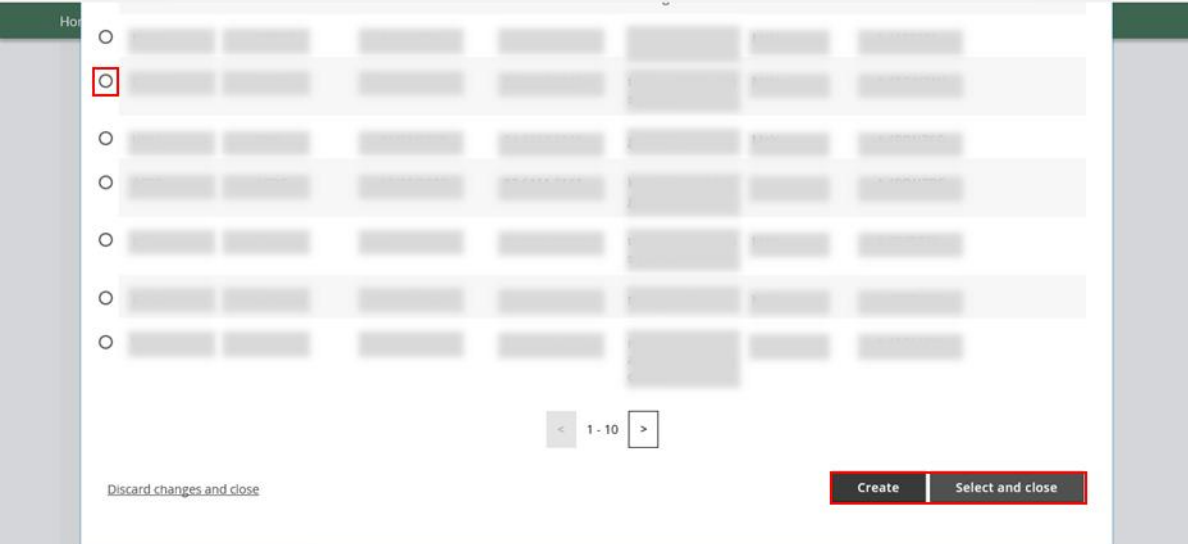


Figure 10: Screenshot of My Reportable Incidents page demonstrating Step 9 – Create a witness

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: **Relationship to the impacted person:*** **Status:**

Witness Please Select 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: **Relationship to the impacted person:*** **Status:**

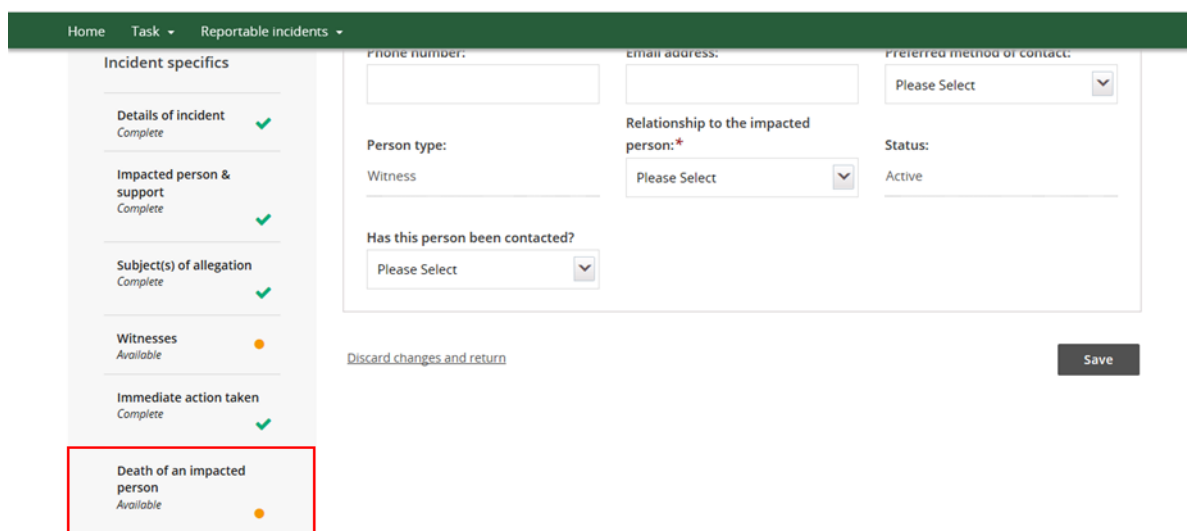
Witness Please Select Active

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 Field] Email address: [Text Field] Preferred method of contact: [Please Select]

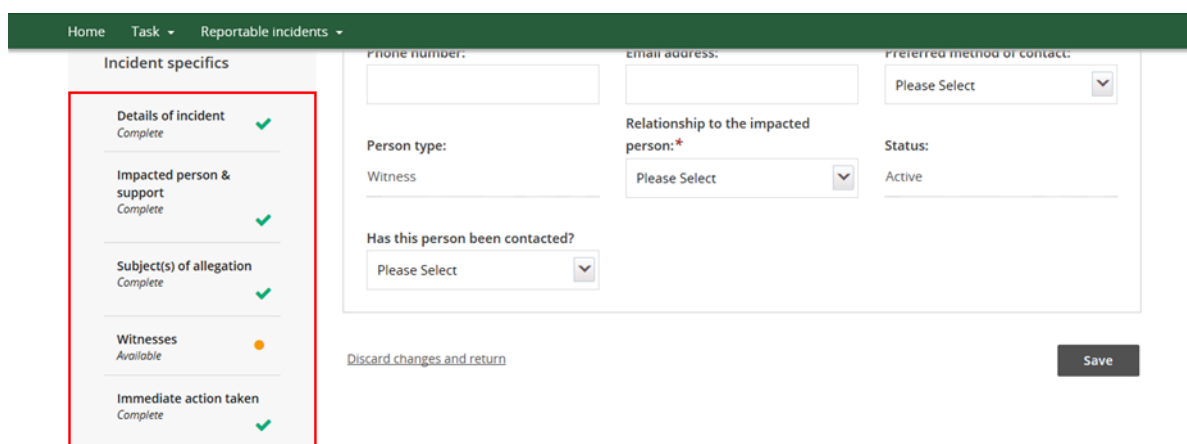
Person type: [Witness] Relationship to the impacted person: [Please Select] Status: [Active]

Has this person been contacted? [Please Select]

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

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 ✓
- Death of an impacted person Available ●

Phone number: [Text Field] Email address: [Text Field] Preferred method of contact: [Please Select]

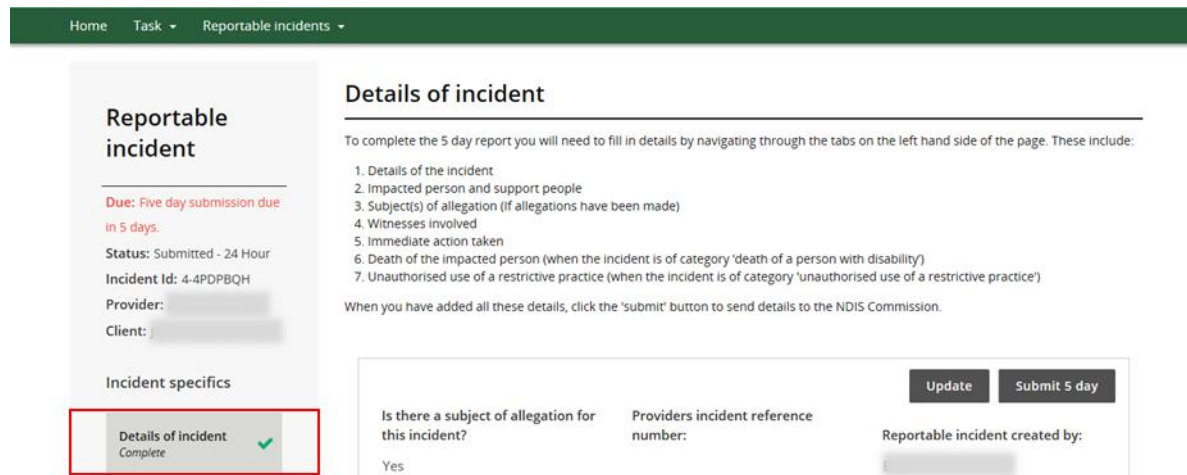
Person type: [Witness] Relationship to the impacted person: [Please Select] Status: [Active]

Has this person been contacted? [Please Select]

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

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

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



Home Task Reportable incidents

Reportable incident

Due: Five day submission due in 5 days.

Status: Submitted - 24 Hour

Incident Id: 4-4PDPBQH

Provider:

Client:

Incident specifics

Details of incident Complete

Details of incident

To complete the 5 day report you will need to fill in details by navigating through the tabs on the left hand side of the page. These include:

1. Details of the incident
2. Impacted person and support people
3. Subject(s) of allegation (if allegations have been made)
4. Witnesses involved
5. Immediate action taken
6. Death of the impacted person (when the incident is of category 'death of a person with disability')
7. Unauthorised use of a restrictive practice (when the incident is of category 'unauthorised use of a restrictive practice')

When you have added all these details, click the 'submit' button to send details to the NDIS Commission.

Is there a subject of allegation for this incident? ☐ Yes

Providers incident reference number:

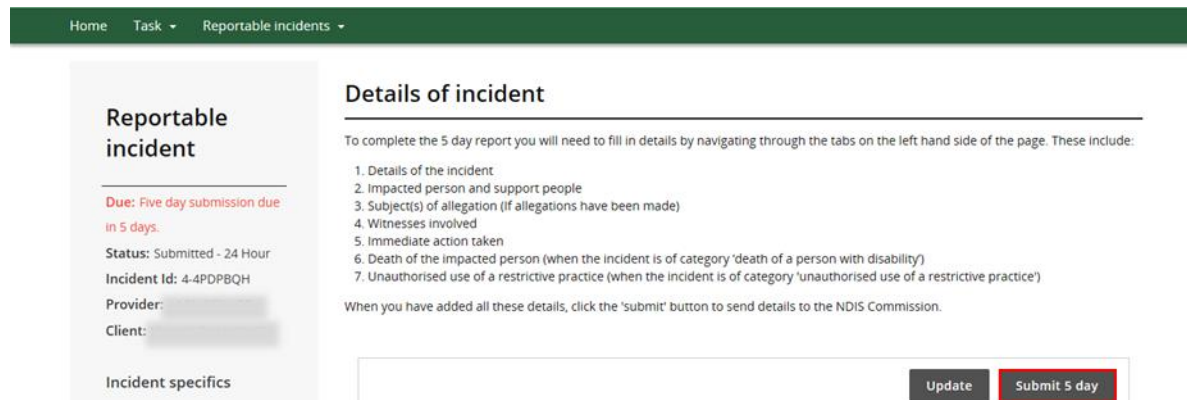
Reportable incident created by:

Update **Submit 5 day**

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



Home Task Reportable incidents

Reportable incident

Due: Five day submission due in 5 days.

Status: Submitted - 24 Hour

Incident Id: 4-4PDPBQH

Provider:

Client:

Incident specifics

Details of incident

To complete the 5 day report you will need to fill in details by navigating through the tabs on the left hand side of the page. These include:

1. Details of the incident
2. Impacted person and support people
3. Subject(s) of allegation (if allegations have been made)
4. Witnesses involved
5. Immediate action taken
6. Death of the impacted person (when the incident is of category 'death of a person with disability')
7. Unauthorised use of a restrictive practice (when the incident is of category 'unauthorised use of a restrictive practice')

When you have added all these details, click the 'submit' button to send details to the NDIS Commission.

Update **Submit 5 day**

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 the 'My Reportable Incidents' page. At the top is a navigation bar with 'Home', 'Task', and 'Reportable incidents'. On the left, under 'Reportable incident', the status is 'Submitted - 5 day' and the incident ID is '4-4PDTEJD'. On the right, under 'Details of incident', there 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.

Home Task Reportable incidents

Reportable incident

Status: Submitted - 5 day
Incident Id: 4-4PDTEJD

Details of incident

To complete the 5 day report you will need to fill in details by navigating through the tabs on the left hand side of the page. These include:

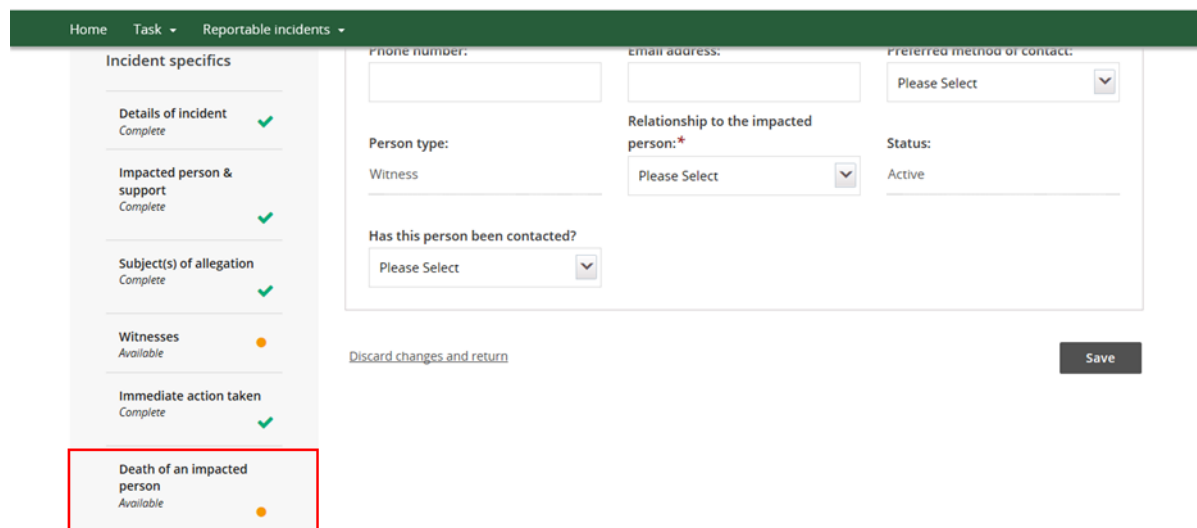
1. Details of the incident
2. Impacted person and support people
3. Subject(s) of allegation (if allegations have been made)
4. Witnesses involved
5. Immediate action taken

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.

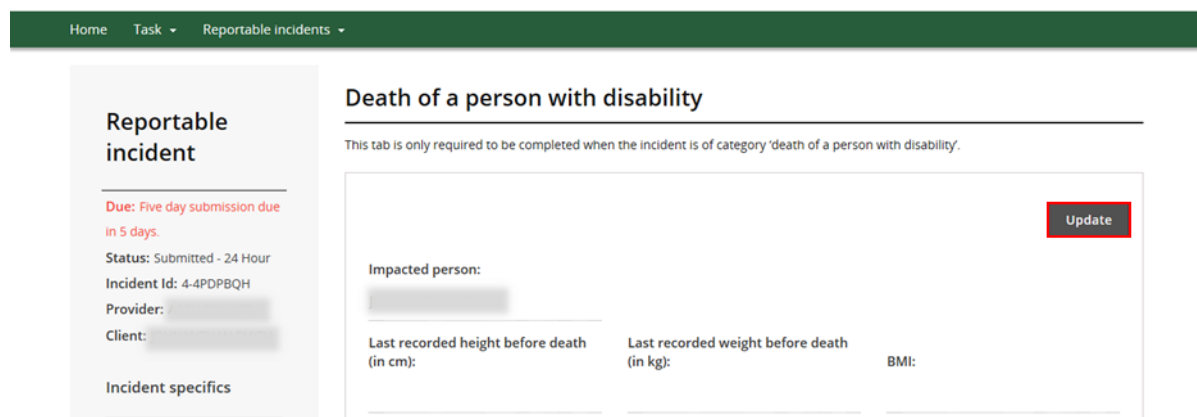
Figure 17: Screenshot of My Reportable Incidents page demonstrating Step 1



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

2. Click **Update**

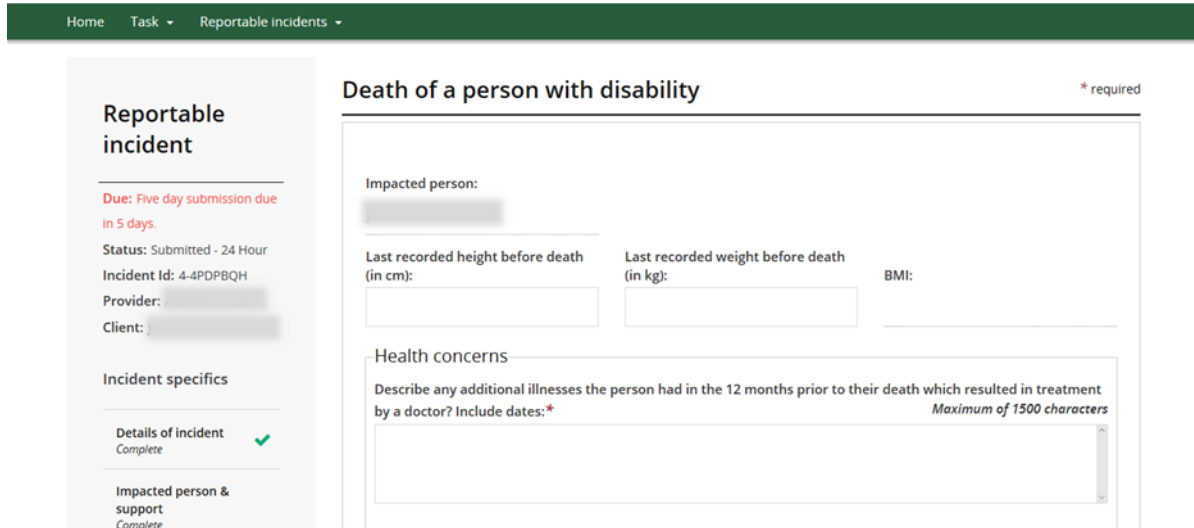
Figure 18: Screenshot of My Reportable Incidents page demonstrating Step 2



The screenshot shows the 'My Reportable Incidents' page with the 'Death of a person with disability' section selected. The sidebar on the left shows 'Reportable incident' with a 'Due: Five day submission due in 5 days' warning. The main content area has a title 'Death of a person with disability' and a note: 'This tab is only required to be completed when the incident is of category 'death of a person with disability''. Below this are fields for 'Impacted person', 'Last recorded height before death (in cm)', 'Last recorded weight before death (in kg)', and 'BMI'. An 'Update' button is at the bottom right.

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



Home Task Reportable incidents

Reportable incident

Due: Five day submission due in 5 days.

Status: Submitted - 24 Hour

Incident Id: 4-4PDPBQH

Provider:

Client:

Incident specifics

Details of incident Complete ✓

Impacted person & support Complete

Death of a person with disability * required

Impacted person:

Last recorded height before death (in cm):

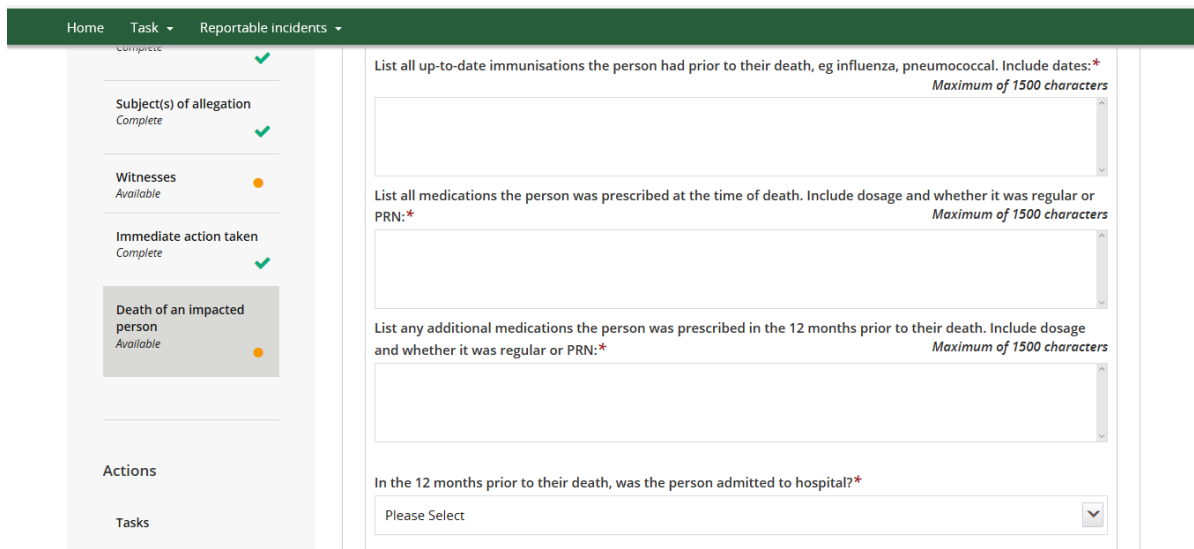
Last recorded weight before death (in kg):

BMI:

Health concerns

Describe any additional illnesses the person had in the 12 months prior to their death which resulted in treatment by a doctor? Include dates: * *Maximum of 1500 characters*

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



Home Task Reportable incidents

Complete ✓

Subject(s) of allegation Complete ✓

Witnesses Available

Immediate action taken Complete ✓

Death of an impacted person Available

Actions

Tasks

List all up-to-date immunisations the person had prior to their death, eg influenza, pneumococcal. Include dates: * *Maximum of 1500 characters*

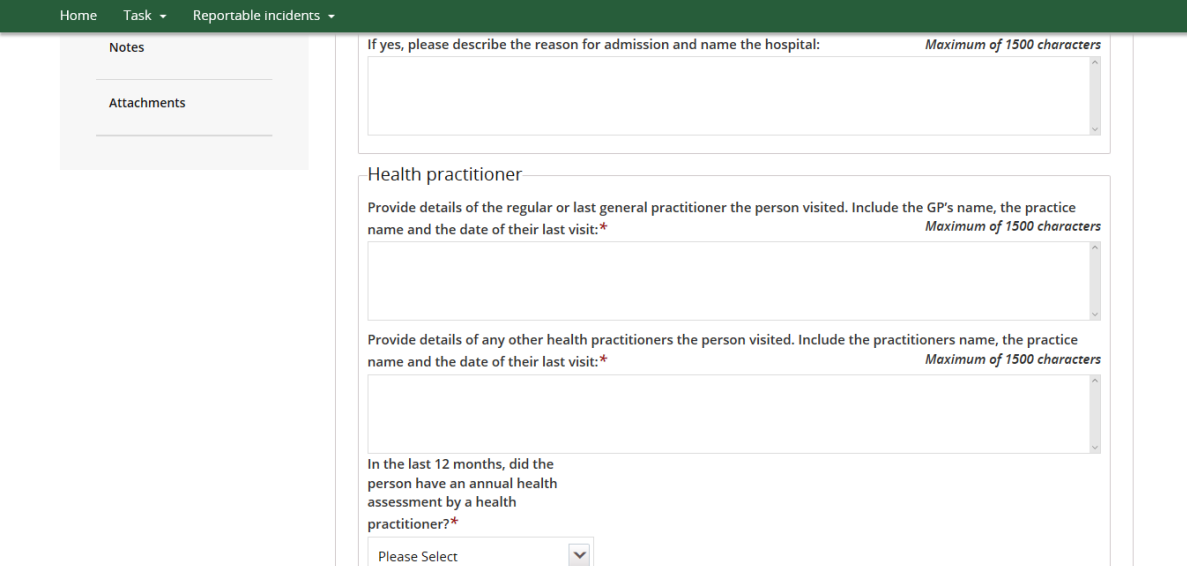
List all medications the person was prescribed at the time of death. Include dosage and whether it was regular or PRN: * *Maximum of 1500 characters*

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: * *Maximum of 1500 characters*

In the 12 months prior to their death, was the person admitted to hospital? *

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

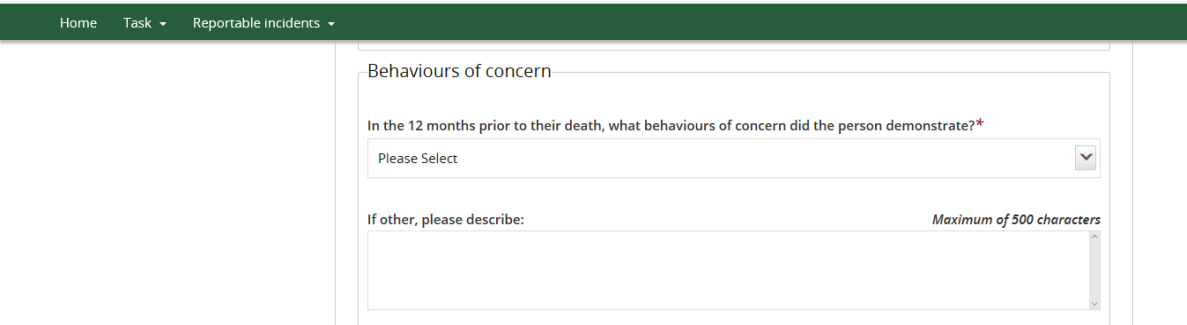
Provide details of any other health practitioners the person visited. Include the practitioners name, the practice name and the date of their last visit:*

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

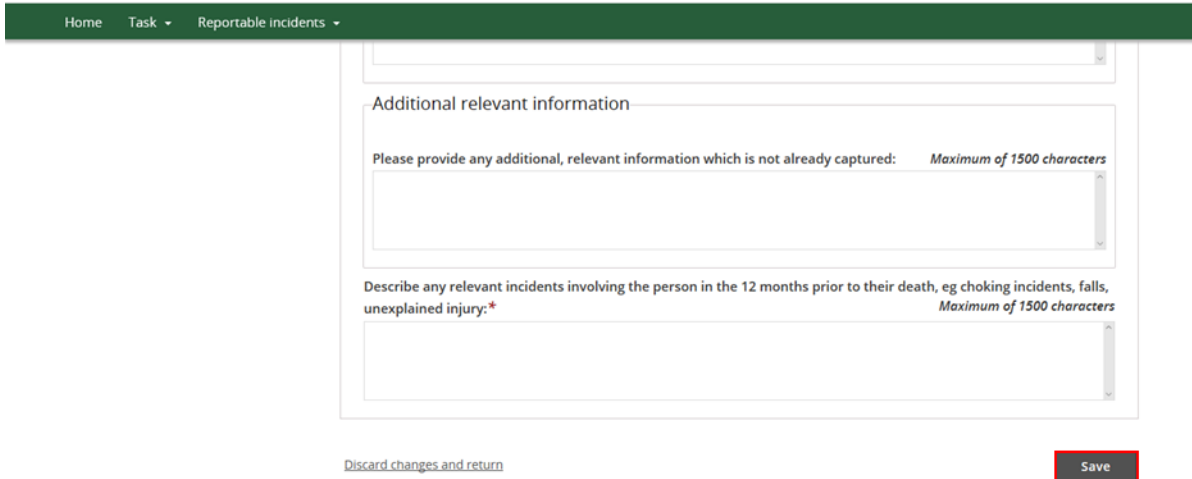
Behaviours of concern

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**

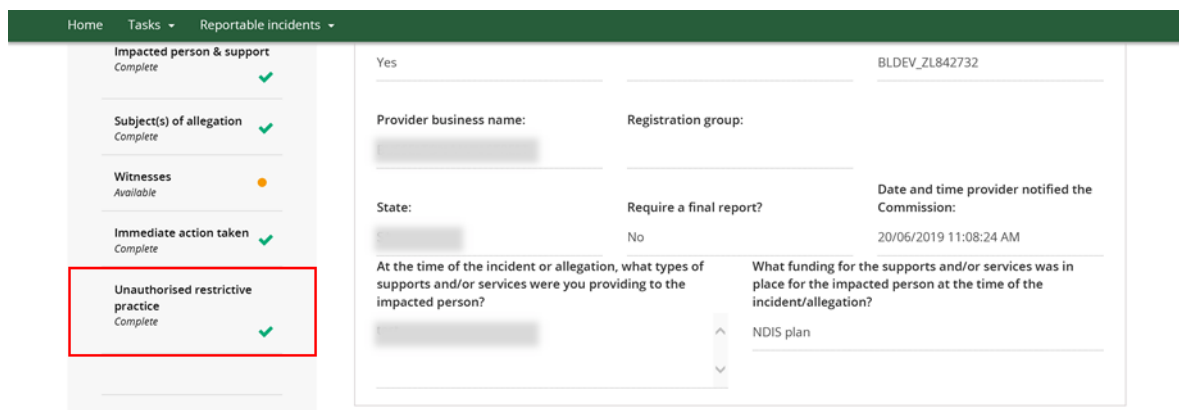
4. Return to Step 11 above.

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.

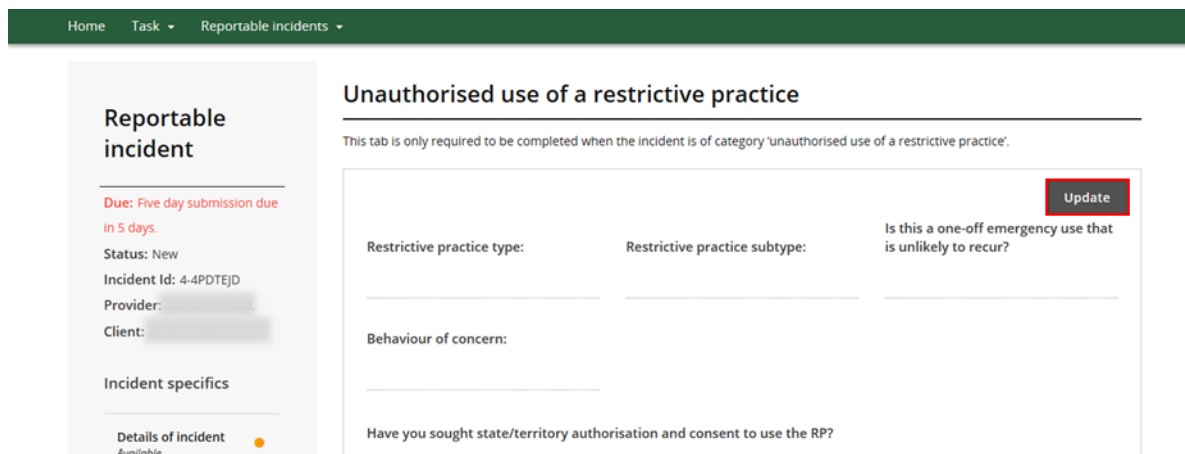
Figure 24: Screenshot of My Reportable Incidents page demonstrating Step 1



The screenshot shows the 'My Reportable Incidents' page. On the left, a sidebar lists several sections: 'Impacted person & support' (Complete), 'Subject(s) of allegation' (Complete), 'Witnesses' (Available), 'Immediate action taken' (Complete), and 'Unauthorised restrictive practice' (Complete). The 'Unauthorised restrictive practice' section is highlighted with a red box. The main content area shows a form for reporting an incident, with fields for 'Provider business name', 'Registration group', 'State', 'Require a final report?', 'Date and time provider notified the Commission', and 'What funding for the supports and/or services was in place for the impacted person at the time of the incident/allegation?'. The 'Unauthorised restrictive practice' section is currently empty.

2. Click **Update**

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



The screenshot shows the 'My Reportable Incidents' page. On the left, a sidebar lists several sections: 'Reportable incident' (Due: Five day submission due in 5 days), 'Status: New', 'Incident Id: 4-4PDTEJD', 'Provider:', 'Client:', 'Incident specifics', and 'Details of incident' (Available). The 'Unauthorised use of a restrictive practice' section is highlighted. The main content area shows a form for reporting an incident, with fields for 'Restrictive practice type', 'Restrictive practice subtype', 'Is this a one-off emergency use that is unlikely to recur?', 'Behaviour of concern', and 'Have you sought state/territory authorisation and consent to use the RP?'. The 'Update' button is visible in the top right corner.

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

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

Home
Tasks
Reportable incidents

Reportable incident

Due: Five day submission due in 5 days.

Status: Submitted - 24 Hour

Incident Id: 4-57M4H5O

Provider: [Redacted]

Client: [Redacted]

Incident specifics

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

Unauthorised use of a restrictive practice * required

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

[Discard changes and return](#)
Save

4. Return to Step 11 above.

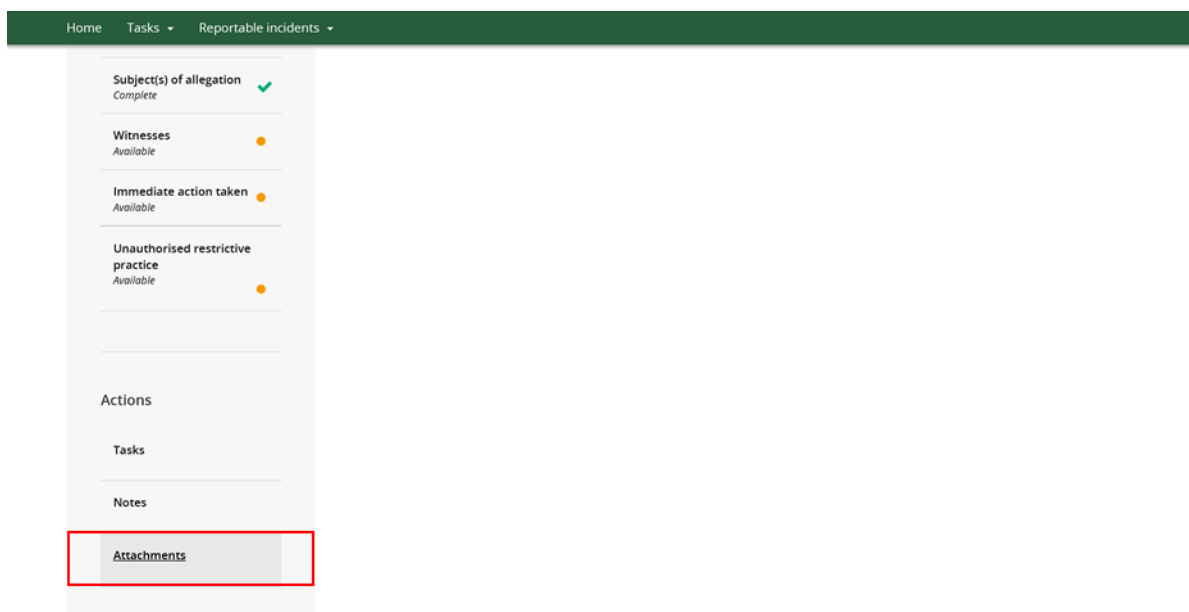
Attaching Additional Documentation

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.

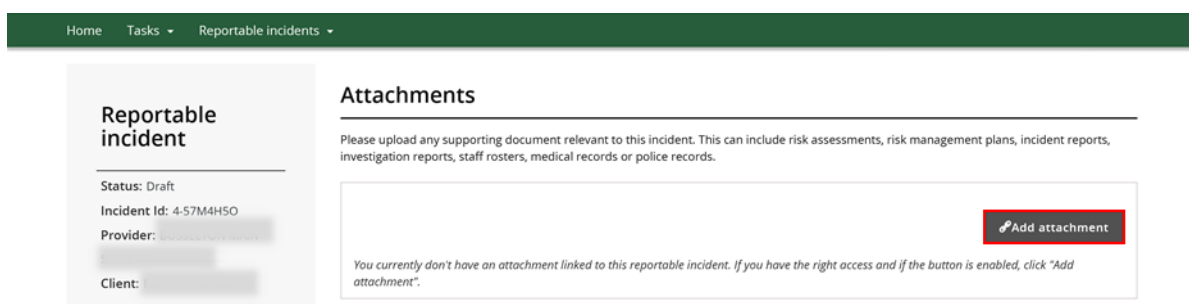
1. Scroll to the bottom of the **Incident Specifics** task bar on the left hand side. Click **Attachments**

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



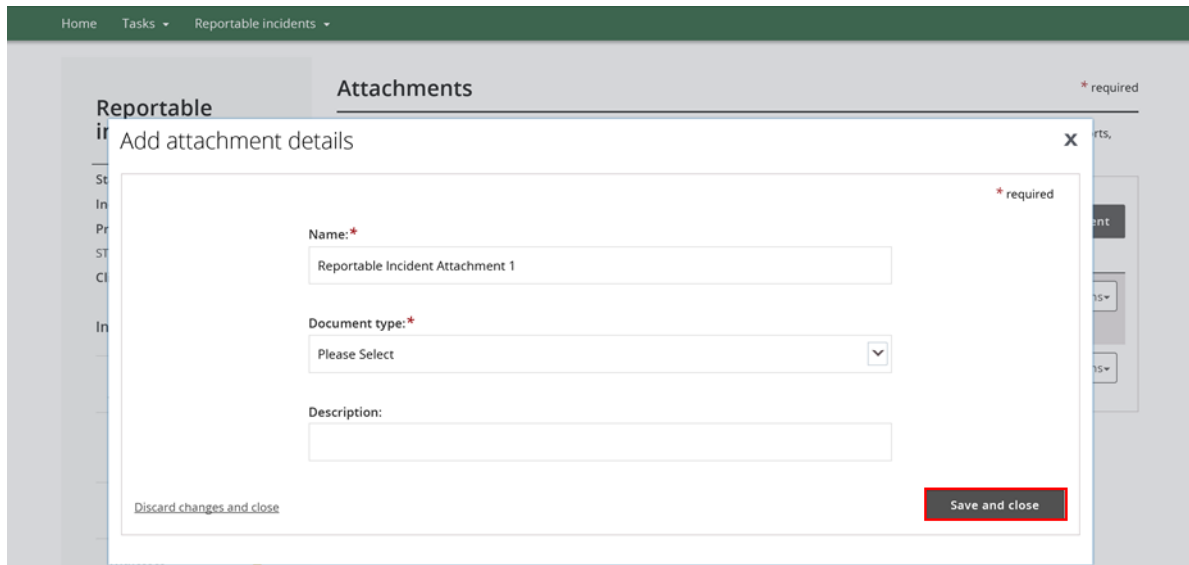
2. Click **Add Attachment**. Select the relevant file from your computer.

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



Home Tasks Reportable incidents

Reportable Attachments * required

ir Add attachment details X

Name: * required

Reportable Incident Attachment 1

Document type: * required

Please Select ▼

Description:

[Discard changes and close](#) Save and close