



Reportable Incidents Overview

This guide helps understand basic navigation and key concepts about the Reportable Incident processes in the NDIS Provider Portal.

Before you get started

- Make sure you are logged in to the **new NDIS Provider Portal** using **myID**. You will need access permissions to submit reports. If you haven't yet logged in, follow the instructions in [Registered Providers Portal login page](#).

1. Portal Basics and Navigation

The Landing Page

Select the **Reportable Incidents** in the top menu bar. This is your main hub to start a new reportable incident, finish saved drafts and manage existing cases.

Reportable incidents

Create a reportable incident

Reportable incidents are serious incidents or alleged incidents which result in harm to a NDIS participant and occur in connection with NDIS supports and services. Registered NDIS providers must report all reportable incidents, including allegations to the NDIS Commission. Providers are responsible for properly managing all incidents, keeping participants safe, and meeting any other reporting requirements (for example: police, child protection, or health authorities).

You can notify us of a new reportable incident by selecting 'Create reportable incident' below.

[Create reportable incident](#)

Manage reportable incidents

Reportable Incidents | My Drafts | Requests For Information

Use the list views to locate, review and manage your reportable incidents.

Select List View
Select an Option

Cases
ALL Reportable Incidents

5 items • Sorted by 24 hour submitted date • Filtered by All cases • Case Record Type • Updated a few seconds ago

Search this list...

Case Number	24 hour submitted ...	5 day submitted...	Provider Participant Name	Impacted Participant NDIS Num...	Primary category	Date incident o...	Provider
00000000	1/3/2026 1:35 pm	1/3/2026 1:35 pm	Blue Participant	NDIS00000000	Health & RPD	1/3/2026	Edna

Track Your Incidents

The main page shows a list of your reported incidents as **cases**. You can check the following details in the columns:

- **Case Number:** The unique reference code for your report.
- **Submission Dates:** When your 24-hour or 5-day reports were submitted to the NDIS Commission.
- **Participant details:** The Provider Participant name and NDIS number of the person impacted by the incident.
- **Primary Category:** The incident type (for example: Serious Injury or Death of a Person with a Disability).
- **Date incident occurred:** The reported date that the incident occurred.
- **Status:** The review status of your report, or actions that you may need to take next.
- **24 hour submitted by:** The user name of the person who submitted the 24-hour report.

The screenshot shows the 'Manage reportable incidents' page. It has three tabs: 'Reportable Incidents' (selected), 'My Drafts', and 'Requests For Information'. Below the tabs, there is a message: 'Use the list views to locate, review and manage your reportable incidents.' A 'Select List View' dropdown menu is set to 'Select an Option'. Below this is a section titled 'Cases All Reportable Incidents' with a sub-header '5 items • Sorted by 24 hour submitted date • Filtered by All cases - Case Record Type • Updated a few seconds ago'. There is a search bar 'Search this list...' and icons for settings and refresh. A table displays the following data:

	Case Number	24 hour submitted ...	5 day submitted ...	Provider Participant Name	Impacted Participant NDIS Number	Primary category
1	00004450	1/7/2026, 4:35 pm	1/7/2026, 4:35 pm	Piper Participant	[REDACTED]	Death of a PWD

Draft Reports

Click the **My Drafts** tab to open any saved reports that have not yet been submitted to the NDIS Commission.

- **Note:** Draft reports are not visible to, nor considered submitted to, the NDIS Commission. A draft report that is not submitted within 30 days will be automatically deleted by the system to avoid accumulating unwanted drafts.

Manage reportable incidents

Reportable Incidents My Drafts Requests For Information

Your report has been saved as a DRAFT reportable incident and has not been submitted to the NDIS Commission.
Please ensure you submit your reportable incident within the legislated time frame, noting this draft report will be deleted after 30 days.
Please use the list views to locate, review and manage your draft reportable incidents.

ALL

Last Saved Date Time	Resume URL
10/9/2026, 3:13 pm	
24/9/2026, 5:23 pm	

[View All](#)

Requests for information

Click the **Requests For Information** tab to see requests that have been sent by Commission staff for you to provide more information in relation to a particular reportable incident. You will receive an email from the NDIS Commission when a new request for information is created.

To view click the Request for Information (RFI) number and then to respond, click the **Start response** button.

For more information see [Respond to a Request for Information \(Reportable Incidents\)](#).

2. Choosing the Right Reporting Pathway

When you start a new report, the system will ask how the incident relates to your service. Choose one of the three options below:

Option	When to Choose	What Happens Next
My supports and services	A reportable incident has occurred in connection with your NDIS supports and services.	A new incident report appears on the screen.
Another registered provider's supports and services	You know about an incident that happened, or might have happened, related to support or services from another registered provider.	This opens a third-party form with 12 questions.
Not in connection with NDIS supports and services of a registered provider	If an incident is not in connection with NDIS supports and services it is not a reportable incident, however you may still need to take some action to ensure the safeguarding and wellbeing of a participant or others.	Gives advice and choices on other organisations that can handle the issue.

	If the incident is in connection with an unregistered NDIS provider, you can submit a complaint with the NDIS Commission.	
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3. Standard Reports (24-Hour and 5-Day), not including URPs

Reportable Incident Forms

- **24-Hour Report:** Submitted within 24 hours of key personnel becoming aware of the incident.
- **5-Day Report:** Gives a more detailed update within 5 business days of key personnel becoming aware.
- **Dynamic Forms:** The questions change based on the incident type you pick. For example, a report for a *Death* asks different questions than a report for *Neglect*.

Option: Immediate 5-Day Submission

You can do both reports at once to save time. If you have all the information, you have taken all safety actions, and there is no ongoing risk, you can submit the 5-day report **immediately** after finishing the 24-hour section.

Moving from a 24-Hour Report to a 5-Day Report

If you submit a 24-hour report first, follow these steps within 5 working days of key personnel finding out about the incident:

1. Find your submitted 24-hour report in the list.
2. Click on the report to start the **5-Day Report**.
3. The system will pre-fill your previous answers.
4. Edit details (e.g. adding sub-categories), provide updates and attach files (e.g. risk assessments).
5. Click **Submit**.

4. Unauthorised Restrictive Practices (URPs)

If you need to report an Unauthorised Restrictive Practice (URP):

- **Single Report Only:** You will be asked all the information that is normally in a **5-day report**.
- **Medication Details:** The form asks for specific information. You will search a database to select the exact medication, state if it is **Routine** or **PRN** (as needed), and enter the dose and frequency.

You will find more detailed instructions in our dedicated Quick Reference Guide on URP submission.

5. Updates and Ongoing Management

Requests for Information (RFIs)

If the Commission needs more details about your report, you will receive an **email alert**. You can log into the portal to respond and provide information using the Request for Information feature.

You will find more detailed instructions in [Respond to a Request for Information \(Reportable Incidents\)](#).

Adding New Information

Once a 5-day report is submitted, the original form is locked and cannot be edited directly.

If you get important new information later (for example, a participant leaves the hospital, or an HR investigation finishes):

1. Open the submitted report in the **Reportable Incidents** list.
2. Click the **Add Additional Information** button.
3. Submit your updated information.