



Responding to a Reportable Incident - Request for Information

Use this guide to locate, complete, and submit a response to a Request for Information (RFI) issued by the NDIS Quality and Safeguards Commission in the new NDIS Commission Portal in relation to a submitted reportable incident.

Before you get started

- Make sure you are logged in to the **new NDIS Commission Portal** using **myID**. You will need access permissions to submit reports. If you haven't yet logged in, follow the instructions on [Registered Providers Portal Login page](#).
- An RFI can only be responded to once. Ensure all required information and supporting evidence is included before submitting your response.

Responding to a Request for Information

1. You will receive an email to alert you to the new request for information. This email will provide you with the reportable incident and request for information number.
2. Locate Manage Reportable Incidents on the Reportable Incidents home page
3. Click the **Requests for Information** tab.
4. You will see a list of the active and outstanding requests for information.
5. Click on the RFI number, or reportable incident case number.

Manage reportable incidents

Reportable Incidents My Drafts **Requests For Information**

Select List View
Select an Option

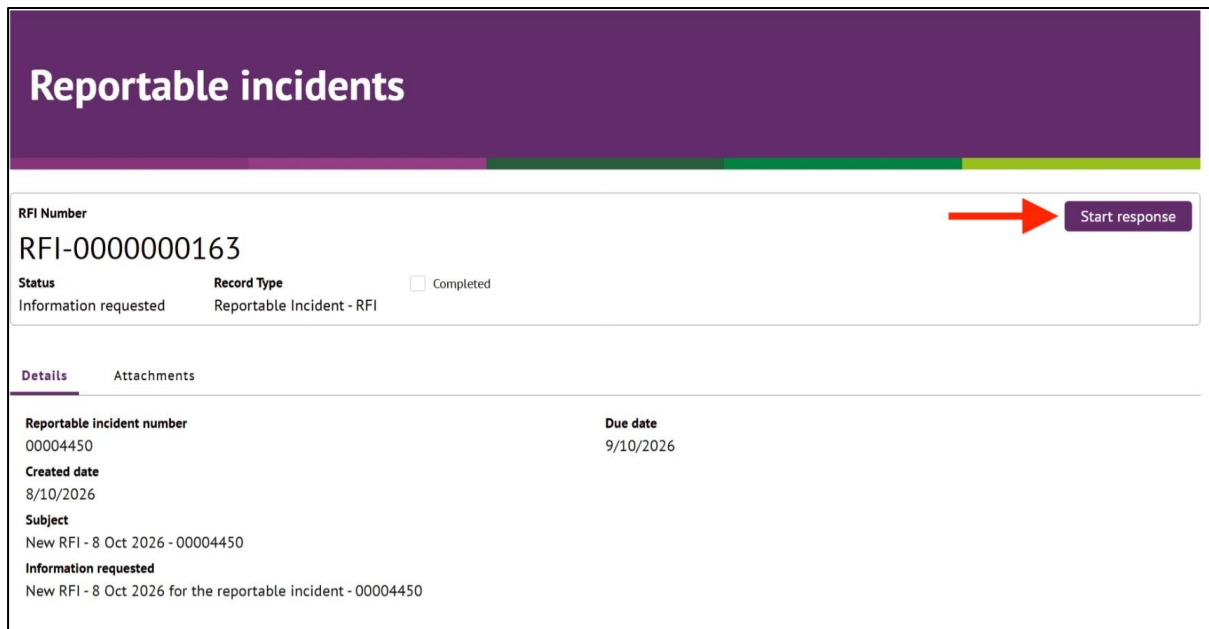
Request for Information
Pending requests for information

1 item • Sorted by RFI Number • Filtered by All request for information - Status, Record Type, Completed • Updated a few seconds ago

Search this list...

	RFI Number ↑	Subject	Case	Created Date	Due Date
1	RFI-0000000163	New RFI - 8 Oct 2026 - 00004450	00004450	8/10/2026, 11:17 am	9/10/2026

6. Open the request for information record to see what information the Commission has requested in relation to the reportable incident (e.g. additional details, records, files or notes).
7. View the due date.
8. Click **Start Response**



Reportable incidents

RFI Number
RFI-0000000163

Status: Information requested Record Type: Reportable Incident - RFI ☐ Completed

Details Attachments

Reportable incident number: 00004450 Due date: 9/10/2026

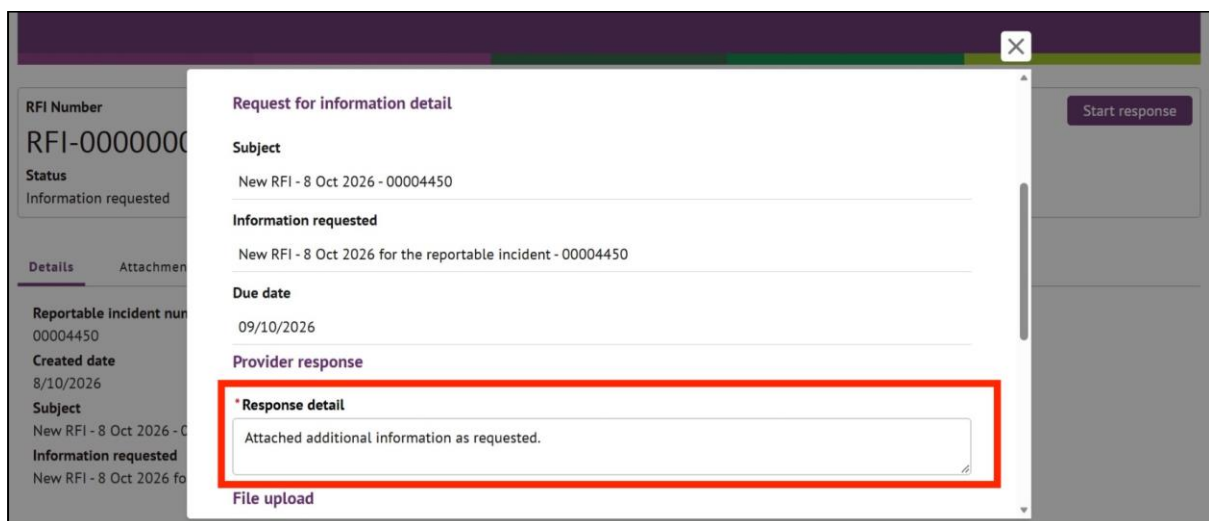
Created date: 8/10/2026

Subject: New RFI - 8 Oct 2026 - 00004450

Information requested: New RFI - 8 Oct 2026 for the reportable incident - 00004450

Start response

9. **Enter your response**
 - Click in the response free text box and type in the information requested.



Request for information detail

Subject: New RFI - 8 Oct 2026 - 00004450

Information requested: New RFI - 8 Oct 2026 for the reportable incident - 00004450

Due date: 09/10/2026

Provider response

* Response detail
Attached additional information as requested.

File upload

Start response

10. **Attach supporting and requested files**
 - Click **Upload Files** to choose your files or drag and drop them into the upload box (e.g. medication charts, hospital discharge papers or shift notes).

- Attached files can be up to 100 MB

11. Click **Submit**.

The screenshot shows a web interface for submitting a reportable incident. A modal window titled 'File upload instructions' is open, overlaying the main content. The modal includes the following sections:

- File upload instructions:** Please upload relevant documents to support your reportable incident submission. Make sure your documents are clearly labelled and relate to the reportable incident that you are submitting. For clear file names, include:
 - Descriptive file name
 - Document/record type
 - Date of record
- Important information:** Documents must be complete, current, and easy to read. Upload each document as a separate file. Do not include special characters in file names, incomplete, incorrectly named, or unclear documents.
- File requirements:** Accepted file formats: DOC, DOCX, JPEG, JPG, MSG, PDF, PNG, XLS, XLSX, TXT. Maximum file size: Under 100 MB accepted.
- File upload:** A section with a button labeled 'Upload Files' and a text input field labeled 'Or drop files'. A red arrow points to the 'Or drop files' text.

At the bottom of the modal are 'Cancel' and 'Submit' buttons. The background shows a sidebar with 'Details' and 'Attachments' tabs, and a main area with incident details like 'RFI Number: RFI-00000000', 'Status: Information requested', 'Reportable incident number: 00004450', 'Created date: 8/10/2026', and 'Subject: New RFI - 8 Oct 2026 - 0'.

Note: You can view the submitted response and attachments in the RFI tab until the RFI is marked complete by the Commission. Outstanding RFI's are identified by the status and due date. When the Commission has completed the review of your information, the completed checkbox will be checked. When the completed checkbox is checked, the request for information will be removed from the active requests for information list view. The completed request for information can still be viewed in the related tab of the reportable incident case.

Requesting an extension to the due date

1. Locate the 'new request for information (RFI)' email you received, notifying you of the request for information.
2. Forward the email to incidentintake@ndiscommission.gov.au – you must include the reason the extension is required, and the date you will be able to provide a response by.
3. The due date on the request for information record cannot be changed. The record will display as overdue even after an extension is granted.