



Update a Report or Add Additional Information

Use this guide to add extra details or documents after submitting your 5-day report. It shows you how to find your submitted report in the portal and send your updates.

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 on [Registered Providers Portal Login page](#).
- Make sure you have your **Reportable Incident Number** ready before you start.
- If you've received a request for information from the NDIS Commission through the portal, follow the instructions in [Respond to a Request for Information \(Reportable incidents\)](#).

Finding your submitted report

1. Click the **Reportable Incidents** tab on the home screen.
2. In the section **Manage reportable incidents** make sure the tab **Reportable Incidents** is highlighted.

Manage reportable incidents

Reportable IncidentsMy DraftsRequests For Information

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

Select List View
Select an Option

Cases
All Reportable Incidents

50+ Items • Sorted by Case Number • Filtered by All cases • Case Record Type • Updated a few seconds ago

	Case Number	24 hour submitted date	5 day submitted date	Provider Participant Name	Impacted Participant NDIS Number
1	00006488	30/9/2026, 3:09 pm	30/9/2026, 3:09 pm		6284447785
2	00006484	30/9/2026, 11:43 am	30/9/2026, 11:43 am		62844512457
3	00006483	30/9/2026, 11:41 am	30/9/2026, 11:41 am		6284745620
4	00006482	30/9/2026, 11:36 am	30/9/2026, 11:36 am		6284445102
5	00006481	30/9/2026, 11:33 am	30/9/2026, 11:33 am		6284447785

3. Select the down arrow next to the **All Reportable Incidents** list heading to access different views for this list or use the Search option.

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

- All Closed Reportable Incidents
- All Open 24-hour Reports
- All Open 5-day Reports
- All Open Reportable Incidents
- All Reportable Incidents
- All Third Party Reportable Incidents
- Complaint cases
- Open Reportable incidents (excludes URP)

Search this list...

Case Number	24 hour submitted date	5 day submitted date	Provider Participant Name	Impacted Participant NDIS Number
1	30/9/2026, 3:09 pm	30/9/2026, 3:09 pm	[REDACTED]	6284447785
2	30/9/2026, 11:43 am	30/9/2026, 11:43 am	[REDACTED]	62844512457
3	30/9/2026, 11:41 am	30/9/2026, 11:41 am	[REDACTED]	6284745620
4	30/9/2026, 11:36 am	30/9/2026, 11:36 am	[REDACTED]	6284445102
5	30/9/2026, 11:33 am	30/9/2026, 11:33 am	[REDACTED]	6284447785

4. Look at the Submitted Reports within the table and find your report using the Incident Number or Incident Date field.
5. Click the **Case Number** of the desired incident report to open it.

Manage reportable incidents

Reportable Incidents My Drafts Requests For Information

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Select List View

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Case Number	24 hour submitted date	5 day submitted date	Provider Participant Name	Impacted Participant NDIS Number
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3 00006483	30/9/2026, 11:41 am	30/9/2026, 11:41 am	[REDACTED]	6284745620
4 00006482	30/9/2026, 11:36 am	30/9/2026, 11:36 am	[REDACTED]	6284445102
5 00006481	30/9/2026, 11:33 am	30/9/2026, 11:33 am	[REDACTED]	6284447785

Adding additional information

1. Click the **Add Additional Information** button.



Reportable incident ID
ID - 00006488

Status
5 day submitted

Primary Category
Unauthorised Restrictive Practice

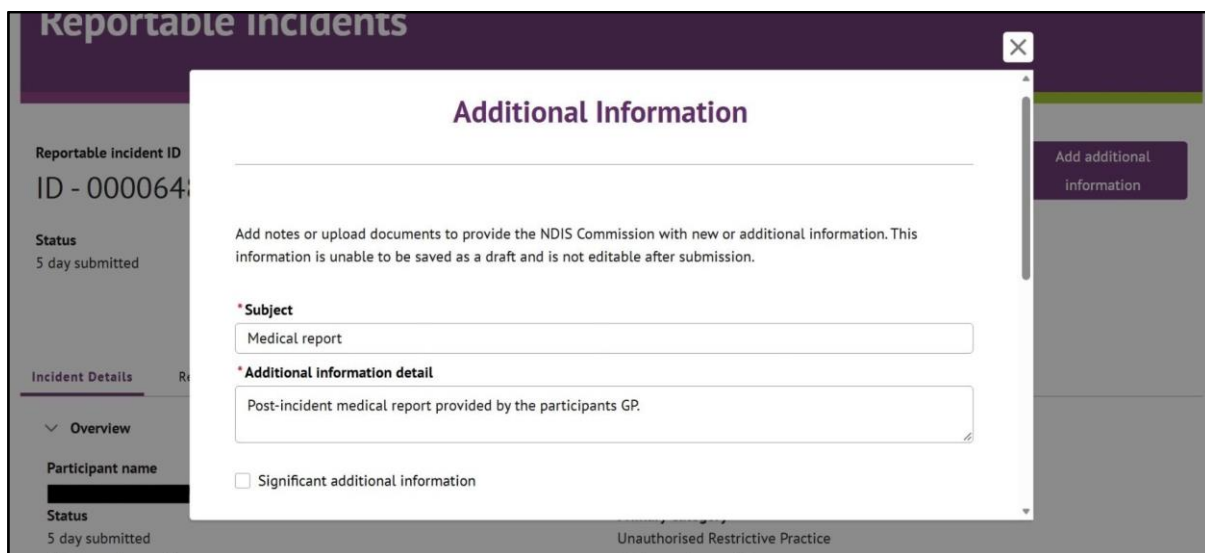
Participant ID
6284447785

Participant Name
[REDACTED]

Add additional information

Incident Details | Related

2. Add a descriptive title, enter the updates into the free text box or attach documentation to the form provided. Check the box if significant new information is being provided.



Reportable Incidents

Reportable incident ID
ID - 00006488

Status
5 day submitted

Additional Information

Add notes or upload documents to provide the NDIS Commission with new or additional information. This information is unable to be saved as a draft and is not editable after submission.

*Subject
Medical report

*Additional information detail
Post-incident medical report provided by the participants GP.

☐ Significant additional information

Incident Details | Related

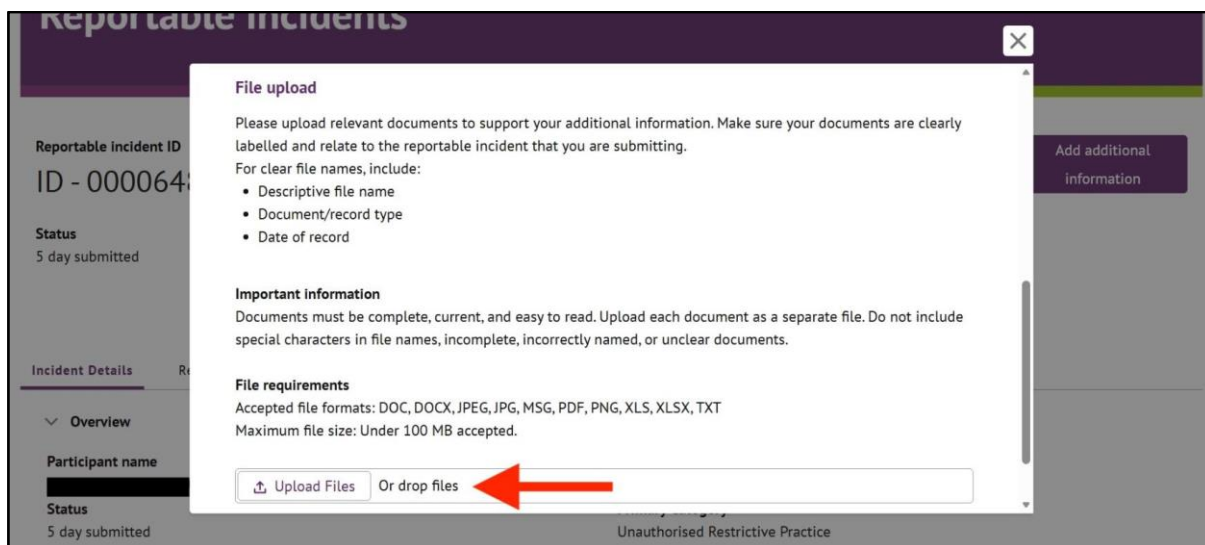
Overview

Participant name
[REDACTED]

Status
5 day submitted

Unauthorised Restrictive Practice

3. Upload any supporting documents if needed.



Reportable Incidents

Reportable incident ID
ID - 00006488

Status
5 day submitted

File upload

Please upload relevant documents to support your additional information. 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.

Or drop files

Incident Details | Related

Overview

Participant name
[REDACTED]

Status
5 day submitted

Unauthorised Restrictive Practice

4. Review your information to make sure it's correct.
5. Click **Submit** to send the updated information. You can now view this additional information in the related report tab.

The screenshot shows a web application interface with a modal window for uploading files. The modal is titled 'Incident Details' and contains the following information:

- 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.

The modal includes an 'Upload Files' button and a text input field containing 'Medical Report.pdf'. A red arrow points to the 'Submit' button.