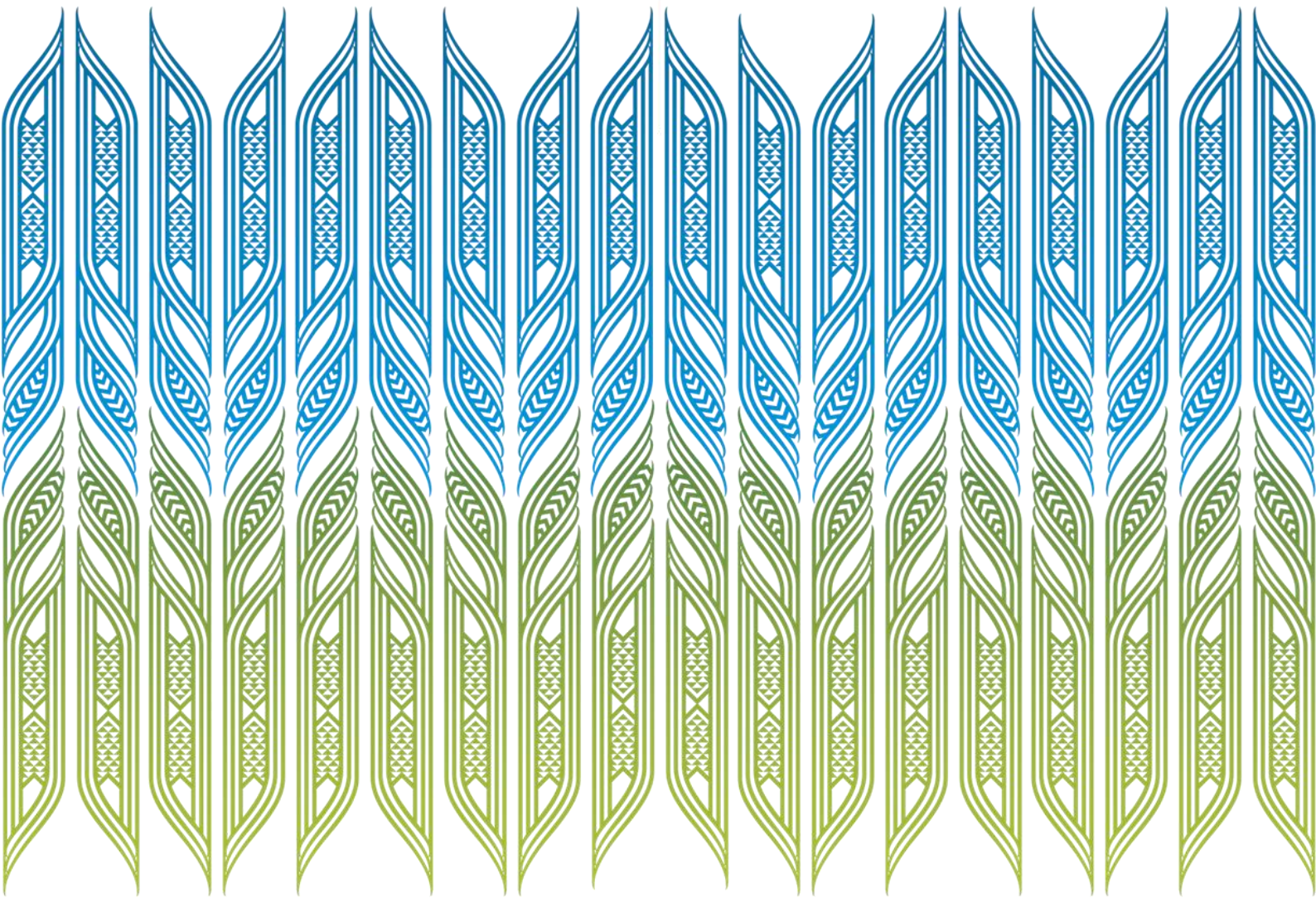




Harm (adverse) event submission portal user guide 2025



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Contact for enquiries: harm.event@hqsc.govt.nz

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New Zealand Government
Te Kāwanatanga o Aotearoa

Introduction

This user guide provides instructions on navigating and using the portal for **tasks relating to harm (adverse) events**. It is designed for users who need to enter, update, and review event-related data within the portal.

Support

For assistance, please contact harm.event@hqsc.govt.nz

Guidance for applying the Healing, Learning and Improving from Harm Policy is available through the [Harm \(adverse\) event submission portal landing page](#).

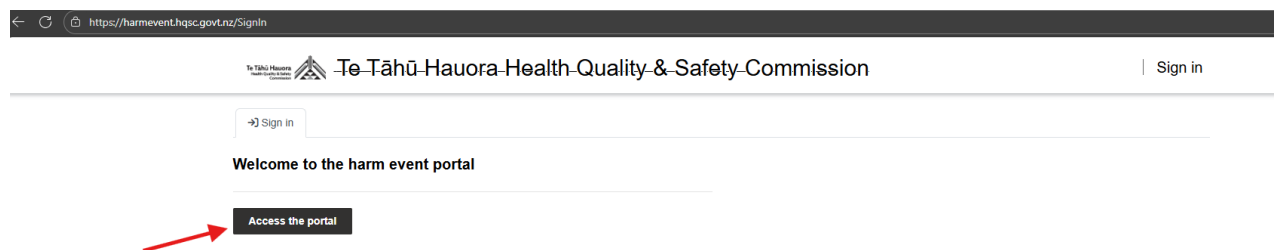
Due to the security protocols set in place, you will need to log in into the portal once every three months to ensure that your account remains active. If you have trouble logging in, please contact harm.event@hqsc.govt.nz.

Accessing the Portal

If it is your first time accessing the portal, please follow the registration guide available through our [harm \(adverse\) events submission portal](#) landing page.

If you have already set up your account, then please proceed with the instructions below.

- Go to <https://harmevent.hqsc.govt.nz/SignIn>
- Log in by clicking on the **Access the portal** button.



Navigating the Portal

After logging in, you will be directed to the main page.

Note: Fields marked with an asterisk (*) are mandatory fields and you will not be able to submit the form until they are completed.



To be uploaded to the Te Tāhū Hauora website within 30 working days from the date the event is notified to the provider
Please note the information you are entering for the harm (adverse) event has been agreed to by your organisation.

[User guide](#)

Facility *	<input type="text"/>	<input type="button" value="Q"/>
Your event reference number *	<input type="text"/>	
Date event occurred *	<input type="text" value="20 January 2026"/>	<input type="button" value="📅"/>
Internal notification date *	The internal notification date is the date that your organisation was made aware of the harm event.	
	<input type="text" value="20 January 2026"/>	<input type="button" value="📅"/>

Key Sections:

In the **top right corner of the screen**, you will see the following two tabs alongside your username:

- **Submit Harm Event**
- **Harm Event List**



To be uploaded to the Te Tāhū Hauora website within 30 working days from the date the event is notified to the provider
Please note the information you are entering for the harm (adverse) event has been agreed to by your organisation.

[User guide](#)

Facility *	<input type="text"/>	<input type="button" value="Q"/>
Your event reference number *	<input type="text"/>	

Submitting a new harm event

Click the **Submit Harm Event** tab to submit the events.



To be uploaded to the Te Tāhū Hauora website within 30 working days from the date the event is notified to the provider
Please note the information you are entering for the harm (adverse) event has been agreed to by your organisation.

User guide

Facility *

Your event reference number *

Facility: Click on the **Facility** search button to choose the Facility.

To be uploaded to the Te Tāhū Hauora website within 30 working days from the date the event is notified to the provider
Please note the information you are entering for the harm (adverse) event has been agreed to by your organisation.

User guide

Facility *

Your event reference number *

Choose one record by clicking in the box next to the relevant Facility **(or)** type the Facility into the Search bar and click on the magnifier. Then, check the relevant box and press the **Select** button.

Te Tāhū Hauora
Health Quality & Safety
Commission

Te Tāhū

Lookup records

Search

Facility	Facility Type	Provider	District	Region
<input type="checkbox"/> Owhata Medical Centre	Primary care	Pinnacle Midlands Health Network - Lakes		
<input checked="" type="checkbox"/> Pihanga Health	Primary care	Pinnacle Midlands Health Network - Lakes		
<input type="checkbox"/> Pinnacle Midlands Health Network - Lakes	Primary care	Pinnacle Midlands Health Network - Lakes		

Select Cancel Remove value

To be uploaded to the Te Tāhū
Please note the information you are entering

[User guide](#)

Facility *

Your event reference number

Date event occurred *
20 January 2026

Internal notification date *
The internal notification date is the date that your organisation was made aware of the harm event.
20 January 2026

OR

Te Tāhū Hauora
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Commission

Te Tāhū

Lookup records

Wellspring

Choose one record and click Select to continue

Facility ↑	Facility Type	Provider	District	Region
<input type="checkbox"/> Ngati Pikiao Health Services	Primary care	Pinnacle Midlands Health Network - Lakes		
<input type="checkbox"/> Owhata Medical Centre	Primary care	Pinnacle Midlands Health Network - Lakes		

Select Cancel Remove value

To be uploaded to the Te Tāhū
Please note the information you are entering

[User guide](#)

Facility *

Your event reference number

Date event occurred *
20 January 2026

Internal notification date *
The internal notification date is the date that your organisation was made aware of the harm event.
20 January 2026

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Health Quality & Safety
Commission

Te Tāhū

Lookup records

Wellspring

Choose one record and click Select to continue

Facility ↑	Facility Type	Provider	District	Region
<input checked="" type="checkbox"/> Wellspring Medical	Primary care	Pinnacle Midlands Health Network - Lakes		

Select Cancel Remove value

To be uploaded to the Te Tāhū
Please note the information you are entering

User guide

Facility *

Your event reference number

Date event occurred *
20 January 2026

Internal notification date *
The internal notification date is the date that your organisation was made aware of the harm event.
20 January 2026

Your event reference number: Enter the unique event reference number for this event. This could be the reference number generated by your organisation’s incident management system (e.g. Safety First, Datix). If your organisation does not have an incident management system, please create a reference number for the submitted event.

Note: the event reference number needs to be unique from other events, or an error message will pop up.

Facility *

Your event reference number *

Date event occurred *
20 January 2026

Date event occurred: Click on the calendar icon to open the calendar pop up and select the date the harm event occurred. If the harm occurred over a period of time, select the date at the beginning of this period.

Note: dates beyond the reporting period are not available for selection. First date selectable is 1 Jan 2020.

Date event occurred *
11 March 2026

Internal notification date *
The internal notification date is the date that your organisation was made aware of the harm event.
11 March 2026

Provisional SAC rating *
Select

Internal notification date: Click on the calendar icon to open the calendar pop up and select the date the event was internally reported. This is the date when an incident form was completed, or the harm event was escalated for review.

Internal notification date *
The internal notification date is the date that your organisation was made aware of the harm event.
11 March 2026

Provisional SAC rating *
Select

Has the harm experienced by the consumer informed the provisional SAC rating? *
Select

Note: If people would like to submit or edit a date from before 1 Jan 2020, please let us know at harm.event@hqsc.govt.nz

Submitting an Always Report and Review (ARR)

Note: This question is only visible to private hospital and Health New Zealand (Health NZ) submitters. If you are NOT a private hospital or Health NZ submitter, please proceed to the instructions in **Dark blue** Provisional SAC rating.

- **On ARR List:** Indicate if the event is on the [ARR list](#) (Yes/No).

If yes, please follow instructions in **teal**:

- **Provisional Severity Assessment Code (SAC) rating** allows a dropdown selection of 1–4.

On ARR list *
Always Report and Review list
 No Yes

Provisional SAC rating *
Select

- **Has the harm experienced by the consumer informed the provisional SAC rating?**
Select *Yes* or *No*.

The **ARR category** field becomes mandatory. Click on the magnifier and check the box next to the relevant option.

On ARR list *
Always Report and Review list
 No Yes

Provisional SAC rating *
Select

Has the harm experienced by the consumer informed the provisional SAC rating? *
Select

If it is a seclusion event, you will be asked two further questions:

Was the secluded person under forensic mental health services? AND was the secluded person under the following legislation?

Select *Yes* or *No* from the dropdown.

ARR category *
All seclusion events of consumers

Was the secluded person under forensic mental health services? *
Select

Was the secluded person under the following legislation? *
Select

If the event is not on the ARR list, or you are not submitting a harm event for Health NZ

- **Provisional Severity Assessment Code (SAC) rating** allows a dropdown selection of 1 or 2.

On ARR list *
Always Report and Review list
 No Yes

Provisional SAC rating *
Select
1
2

- **Has the harm experienced by the consumer informed the provisional SAC rating?** Select *Yes* or *No*.
- **Relevant SAC guide for the current harm event:** Select the SAC guide that is relevant to the harm event you are currently submitting. SAC guides can be found on our website: [Severity assessment code \(SAC\) examples.](#)

Has the harm experienced by the consumer informed the provisional SAC rating? *

Select

Relevant SAC guide for the current harm event *

Q

Lookup records

Search

Choose one record and click Select to continue

	Facility type
<input checked="" type="checkbox"/> SAC guide ↑	Hospital and Specialist Services
<input type="checkbox"/> Assisted reproductive technology/fertility services	Hospital and Specialist Services
<input type="checkbox"/> Healthcare-associated infection	Hospital and Specialist Services
<input type="checkbox"/> Hospital and specialist services	Hospital and Specialist Services
<input type="checkbox"/> Maternity	Hospital and Specialist Services

Select Cancel Remove value

- Harm event from SAC guide:** Select the specific event description that relates to the harm event you are submitting. If your harm event does not fit the SAC categories listed, please email harm.event@hqsc.govt.nz.

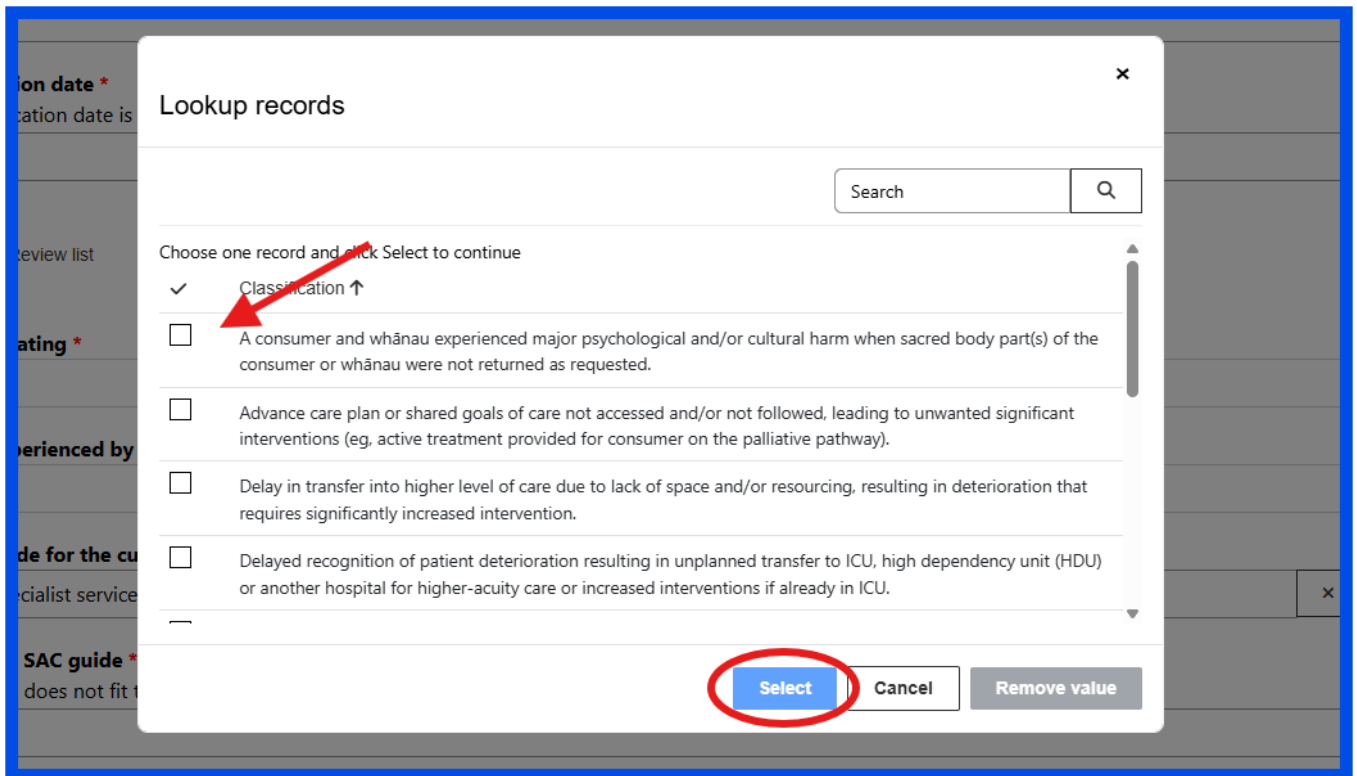
Relevant SAC guide for the current harm event *

Hospital and specialist services

Harm event from SAC guide *

If your harm event does not fit the SAC categories listed please email harm.event@hqsc.govt.nz for further support.

Q



If you are submitting a **pressure injury** event you will see two extra questions:

- **PI stage:** select the stage of the pressure injury from the dropdown.
- **Has a wound care specialist been involved in the care:** Select *yes* or *no*.

Harm event from SAC guide *
 If your harm event does not fit the SAC categories listed please email harm.event@hqsc.govt.nz for further support.

Stage 3, 4 or unstageable pressure injury. x Q

PI stage *
 Select v

Has a wound care specialist been involved in the care? *
 Select v

Did the consumer die? – select yes or no from the dropdown

Did the consumer die? *

Select v

Select

No

Yes

- **Age, Gender, and Ethnicity 1:** Click the search and select the appropriate option from the lookup records

Did the consumer die? *

No

Age *

Gender *

Age Launch lookup modal

Ethnicity 2 and Ethnicity 3 – These are optional fields

Ethnicity 1 *

New Zealand European

Ethnicity 2

Select

Ethnicity 3

Select

Click **Submit** when all the required fields are completed.

Submit

If your submission was successful, you will see the message ‘Successfully submitted Part A’.

To be uploaded to the Te Tāhū Hauora website within 30 working days from the date the event is notified to the provider

[User guide](#)

Successfully submitted Part A

You will also receive email confirmation that your submission has been received saying: “Thank you! We have received your submission of a new harm (adverse) event.”

Note: If the event reference number already exists in the harm event list for your facility, the following message will appear: “Your event reference number already exists.” When this occurs, you must enter a unique event reference number, as the portal does not allow duplicate event reference numbers.

To be uploaded to the Te Tāhū Hauora website within 30 working days from the date the event is notified to the provider

Please note the information you are entering for the harm (adverse) event has been agreed to by your organisation.

[User guide](#)

▲ Entity Key unique violated. A record with the same value for Facility, Your event reference number already exists. A duplicate record cannot be created. Select one or more unique values and try again.

Submitting a Part B for an existing harm event

Where to enter Part B details

All part B details must be uploaded to the portal within **120 working days** from the date the event was notified to the provider.

If you have previously submitted a Part A and you would like to complete the Part B for this event, go to the **Harm Event List** page.



To be uploaded to the Te Tāhū Hauora website within 30 working days from the date the event is notified to the provider

Please note the information you are entering for the harm (adverse) event has been agreed to by your organisation.

[User guide](#)

Look for the reference code of the relevant event. You may need to search or scroll (shown in blue below) to find the event. Then, click the three dots next to the Event Status column (circled in red below).



Event Status	Facility	Your event reference n...	Date event occur...	Internal notification date	Date Submitted	Classification	Provisional
Part A submit...	...	TEST5	20 January 2026	20 January 2026	20 January 2026	Healthcare-ass...	1
Part A submit...	...	TEST4	20 January 2026	20 January 2026	20 January 2026	Fall during the...	1
Part A submit...	...	TEST3	20 January 2026	20 January 2026	20 January 2026	Fall during the...	1
Part A submit...	...	TEST2	20 January 2026	20 January 2026	20 January 2026	Delay in follow...	1
Part A submit...	...	TEST2	20 January 2026	20 January 2026	20 January 2026	Delay in the pl...	1
Part A submit...	...	TEST1	20 January 2026	20 January 2026	20 January 2026	Healthcare-ass...	1

Then click 'Edit Part B' from the options that drop down.

Event Status	Facility	Your event reference n...	Date event occur...	Internal notification date	Date submi...	Classification	Provisional SA
Part A submit...	Accadia Ma...	HARM123	24 June 2025	23 June 2025	24 June 2025	Amputation of...	1
Complete		1234	12 June 2025	14 June 2025	24 June 2025	Stage 3, 4 or u...	2

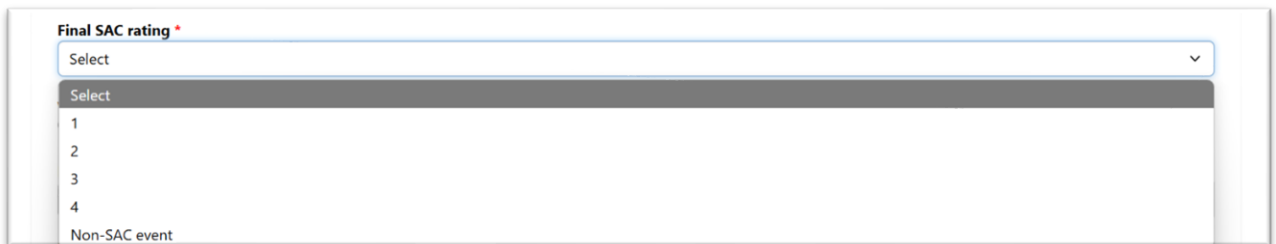
- View details
- Edit Part A
- Edit Part B**

Now you can follow the instructions below to complete the Part B.

Filling out the Part B

Event Details

- **Final SAC rating:** Select the final SAC rating from the dropdown list. If, following the review, the harm event no longer meets the criteria for a SAC event select 'Non-SAC' event.



A screenshot of a dropdown menu titled "Final SAC rating *". The menu is open, showing a list of options: "Select", "1", "2", "3", "4", and "Non-SAC event". The "Select" option is currently highlighted.

- **Would you like to de-notify the event:** Indicate whether the harm event should be de-notified (Yes/No).

Note: De-notification is applicable for Part As that have already been submitted, but on review, it has been confirmed that the event is no longer a SAC 1, 2 or ARR but is now a SAC 3, 4 or non-SAC event. Meaning, it no longer requires notification to Te Tāhū Hauora.

- If **Yes** – Provide the reason for de-notification in the **De-notification reason** box below.
- If **No** – go to the next question '**Date review completed**'

Would you like to de-notify the event?

De-notification is applicable for Part As that have already been submitted, but on review, it has been confirmed that the event is no longer a SAC 1, 2 or ARR but is now a SAC 3, 4 or non-SAC event. Meaning, it no longer requires notification to Te Tāhū Hauora.

No Yes

Date review completed *

24 June 2025



A screenshot of the de-notification section. It shows the question "Would you like to de-notify the event ? *" with radio buttons for "No" and "Yes". The "Yes" option is selected and highlighted with a red box. Below this is a text input field for "De-notification reason" with a red arrow pointing to it. At the bottom, there is a date input field for "Date review completed *" showing "07 May 2025" and a calendar icon.

Date review completed: Click on the calendar icon and select the date the review was finalised within your organisation.

Note: dates beyond the reporting period are not available for selection. First date selectable is 1 Jan 2020. If people would like to submit or edit a date from before 1 Jan 2020, please let us know at harm.event@hqsc.govt.nz

Date review completed *

24 June 2025



- **Review Methodology Used:** Click the magnifying glass to search and then select methodology used from the list. If the methodology used is not listed select 'Other'.

Would you like to de-notify the event?

De-notification is applicable for Part As that have already been submitted, but on review, it has been confirmed that the event is no longer a SAC 1, 2 or ARR but is now a SAC 3, 4 or non-SAC event. Meaning, it no longer requires notification to Te Tāhū Hauora.

No Yes

Date review completed *

20 February 2026



Review methodology used *

Other

Select

Learning review

Restorative practice

De-identification

If you are reporting a seclusion event, you will need to indicate this is a seclusion event then answer four additional questions as seen below.

Note: This question is only visible to private hospital and Health New Zealand (Health NZ) submitters. If you are NOT a private hospital or Health NZ submitter, please proceed to the next instructions – Identifying learning opportunities.

- **Is this a seclusion event?:** Select the option (Yes/No).
1. **Was the seclusion event longer than 24 hours cumulative within 28 days?:** Select the option from the list (Yes/No).
 2. **Did the event comply with the Guidelines for reducing and eliminating seclusion and restraint under the Mental Health (Compulsory Assessment and Treatment) Act 1992?:** Select the option from the list (Yes/No).
 3. **Did the review include consumer and/or whānau participation?:** Select the option from the list (Yes/No).
 4. **What influencing factors contributed to the seclusion event?:** Select the options from the list.

Is this a seclusion event?

No Yes

Was the seclusion event longer than 24 hours cumulative within 28 days? *

No

Did the event comply with the Guidelines for reducing and eliminating seclusion and restraint under the Mental Health (Compulsory Assessment and Treatment) Act 1992? *

Yes

Did the review include consumer and/or whānau participation? *

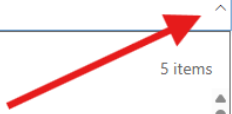
Yes

What influencing factors contributed to the seclusion event? *

Select or search options

- Select all
- Environment being fit for purpose
- Staffing levels
- Staffing skill mix
- Staff training

5 items



Identifying Learning Opportunities

- Up to six **learning opportunities** can be entered into the six boxes.

Learning opportunities 1

Learning opportunities 2

Learning opportunities 3

Learning opportunities 4

Learning opportunities 5

Learning opportunities 6

- Anonymised Report Submission:** Indicate whether the anonymised report has been submitted (Yes/No).

Anonymised report submitted *

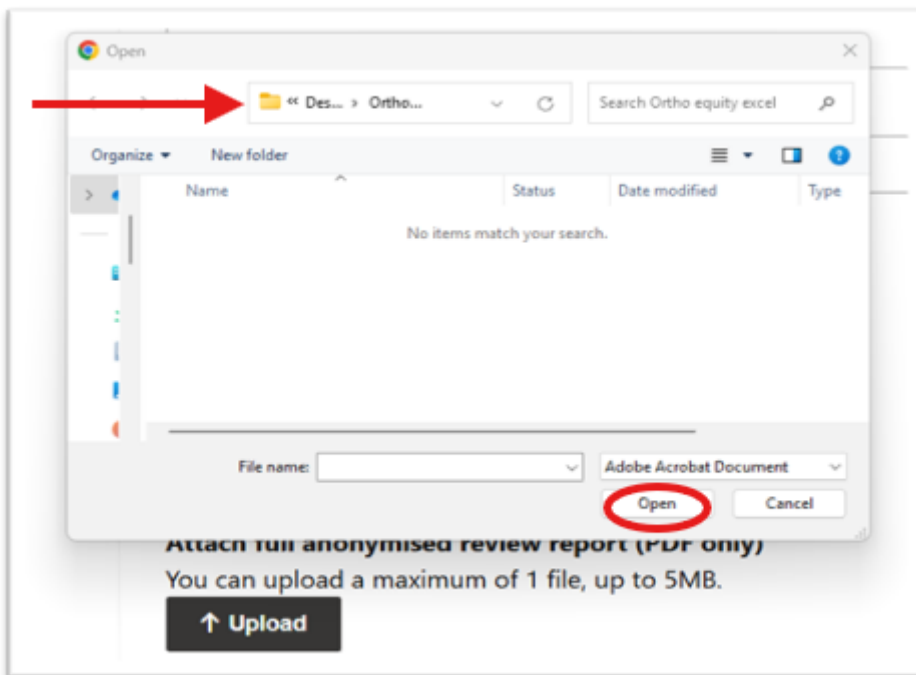
No Yes

Uploading the Final Review Report

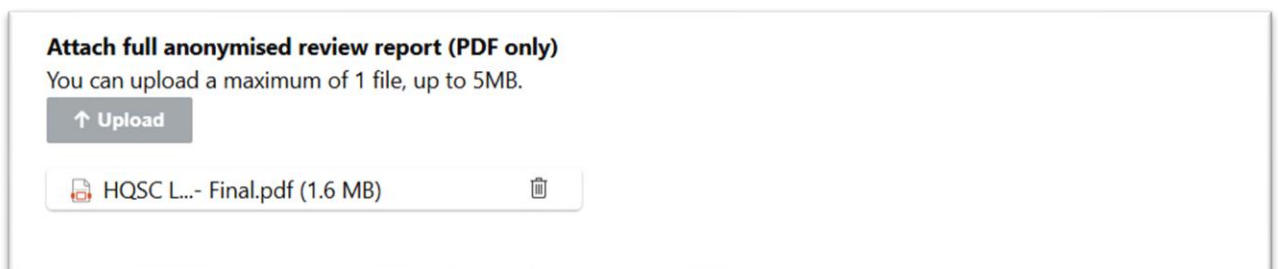
- **Attach full anonymised report (PDF only).**
- **Maximum: 1 file, up to 5MB**



Like attaching a file to an email, click Upload. Navigate in your files to find your anonymised review report and click Open to upload the file.



The following image shows a successful file upload:



For the question **This harm (adverse) event has been approved for transmission by the organisation’s chief executive (or equivalent) or senior delegate who endorses the accuracy and content of the document on their behalf**, choose yes or no. If ‘yes’ is selected the event status will show as ‘Complete’ in the Harm Event list.

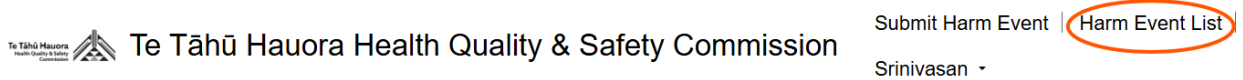
Harm Event List page

View details or edit event details

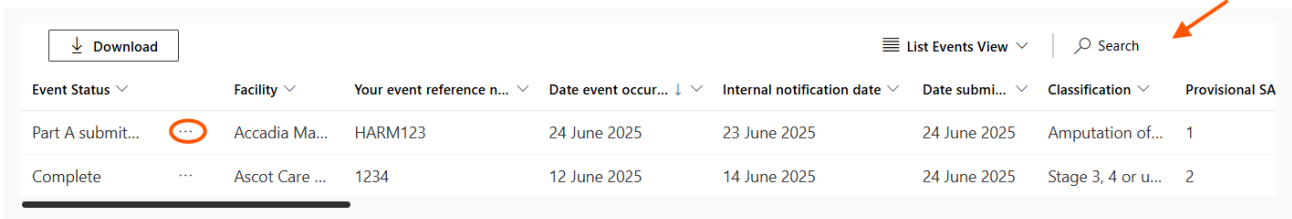
To view or edit a previously submitted part A or B, navigate to the **Harm Event List** page.

You can use the search bar to search the reference code of the event you would like to edit.

To edit an event, click on the three dots to the right of the 'Event Status' column.

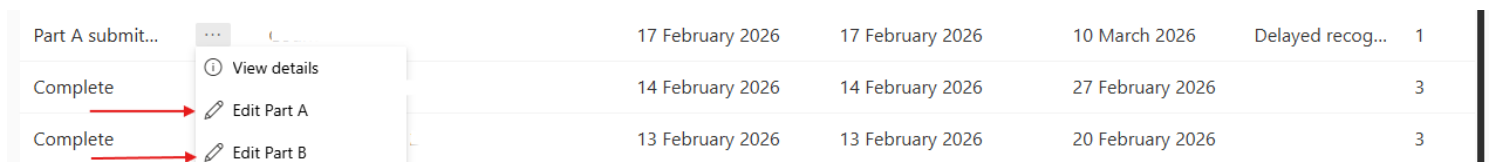


Any harm (adverse) events data submitted before 1 July 2025 using the old portal will not show in this event list until soon after 1 July 2025. More details to follow.



Event Status	Facility	Your event reference n...	Date event occur...	Internal notification date	Date submi...	Classification	Provisional SA
Part A submit...	Accadia Ma...	HARM123	24 June 2025	23 June 2025	24 June 2025	Amputation of...	1
Complete	Ascot Care ...	1234	12 June 2025	14 June 2025	24 June 2025	Stage 3, 4 or u...	2

Click **Edit Part A** or **Edit Part B**.



Part A submit...	...	17 February 2026	17 February 2026	10 March 2026	Delayed recog...	1
Complete	...	14 February 2026	14 February 2026	27 February 2026		3
Complete	...	13 February 2026	13 February 2026	20 February 2026		3

A pop up will appear where you can make any changes.

Te Tāhū Hauora Health Quality & Safety Commission

Submit Harm Event | Harm Event List

Edit record

Gender *

Ethnicity 1 *

Ethnicity 2

Ethnicity 3

This harm (adverse) event has been approved for transmission by the organisation's chief executive (or equivalent) or senior delegate who endorses the accuracy and content of the document on their behalf
 No Yes

Save

At the bottom of the page Click **Save** to save your changes.

Download data

To download submitted harm event data, click the **Download** button. This will save as an excel workbook to your computer.

Te Tāhū Hauora Health Quality & Safety Commission

Submit Harm Event | Harm Event List

Download List Events View | Search

Event Status	Facility	Your event reference n...	Date event occur...	Internal notification date	Date Submitted	Classification	Provisional
Part A submit...		TEST1	20 January 2026	20 January 2026	20 January 2026	Delayed recog...	1

View more columns

Drag the black bar at the bottom of the Harm Event List table to scroll across and view more columns.

Te Tāhū Hauora Health Quality & Safety Commission Submit Harm Event | Harm Event List |

↓ Download List Events View | Search

Event Status	Facility	Your event reference n...	Date event occur... ↓	Internal notification date	Date Submitted	Classification	Provisional
Part A submit...		TEST1	20 January 2026	20 January 2026	20 January 2026	Delayed recog...	1

Filter or sort the data

To filter or sort the event list, click on the arrow next to the column you would like to sort or filter. Click the down arrow as shown in the screenshot, sort the events to be ascending or descending, or filter the events. The **Filter by** function uses standard search criteria terms.

Te Tāhū Hauora Health Quality & Safety Commission Submit Harm Event | Harm Event List |
Srinivasan -

Any harm (adverse) events data submitted before 1 July 2025 using the old portal will not show in this event list until soon after 1 July 2025. More details to follow.

↓ Download List Events View | Search

Event Status	Facility	Your event reference n...	Date event occur... ↓	Internal notification date	Date submi...	Classification	Provisional SA
	Accadia Ma...	HARM123	24 June 2025	23 June 2025	24 June 2025	Amputation of...	1
	Ascot Care ...	1234	12 June 2025	14 June 2025	24 June 2025	Stage 3, 4 or u...	2