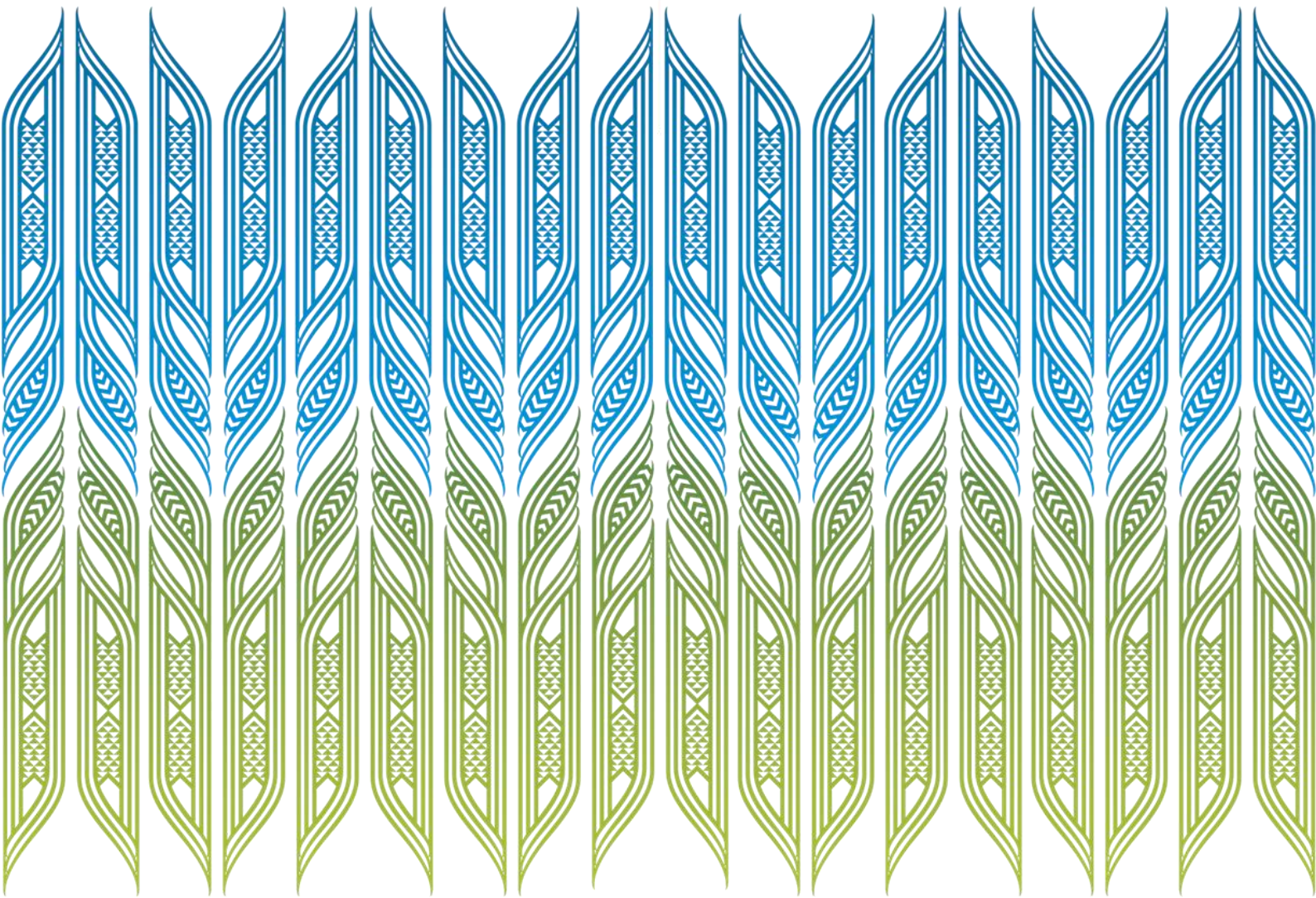




Harm (adverse) event submission portal user guide 2025



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This document is available online at: www.hqsc.govt.nz

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

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**Te Kāwanatanga
o Aotearoa**
New Zealand Government

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

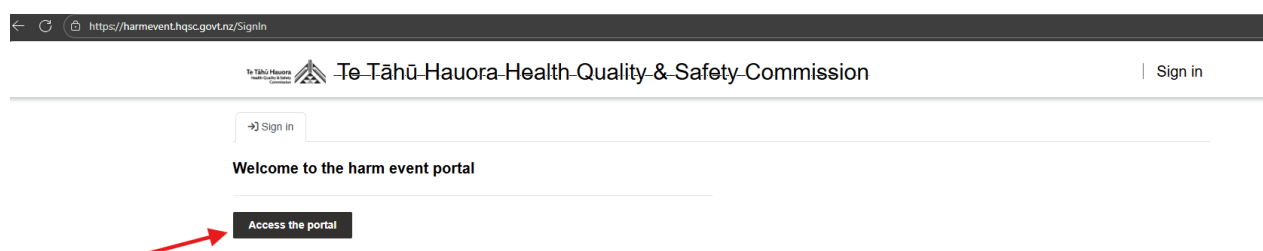
Guidance for applying the Healing, Learning and Improving from Harm Policy is available through the [Harm \(adverse\) event submission portal landing page](#).

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 **Microsoft Entra ID** 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.



Te Tāhū Hauora Health Quality & Safety Commission

[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 *

Your event reference number *

Date event occurred *

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

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**



Te Tāhū Hauora Health Quality & Safety Commission

[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 *

Your event reference number *

Submitting a new harm event

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



Te Tāhū Hauora Health Quality & Safety Commission

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 *

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

To be uploaded to the Te Tāhū Hauora system
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

Lookup records

Search

Facility	Facility Type	Provider	District	Region
<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**

OR

Te Tāhū Hauora
Health Quality & Safety Commission

To be uploaded to the Te Tāhū Hauora system
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

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**

Te Tāhū

Lookup records

Wellspring

Q

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.

Facility *

Q

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.

Date event occurred *

20 January 2026

< January 2026 >


Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

at your organisation was made aware of the harm event.

ner informed the provisional SAC rating? *


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.

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 

< January 2026 >

Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

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

event *



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 

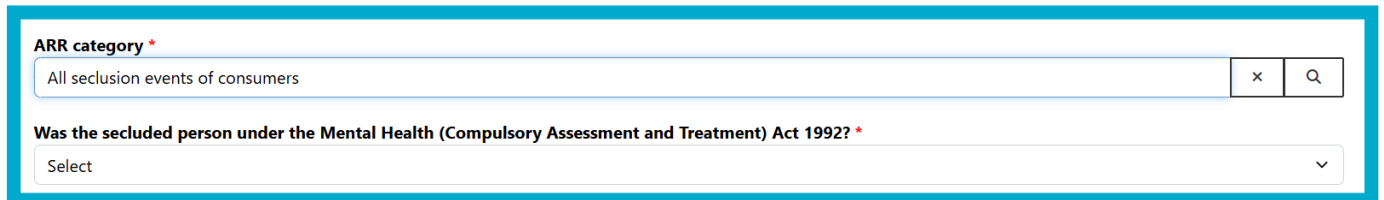
Has the harm experienced by the consumer informed the provisional SAC rating? *

Select 

If it is a seclusion event, you will be asked one further question:

Was the secluded person under the Mental Health (Compulsory Assessment and Treatment) Act 1992?

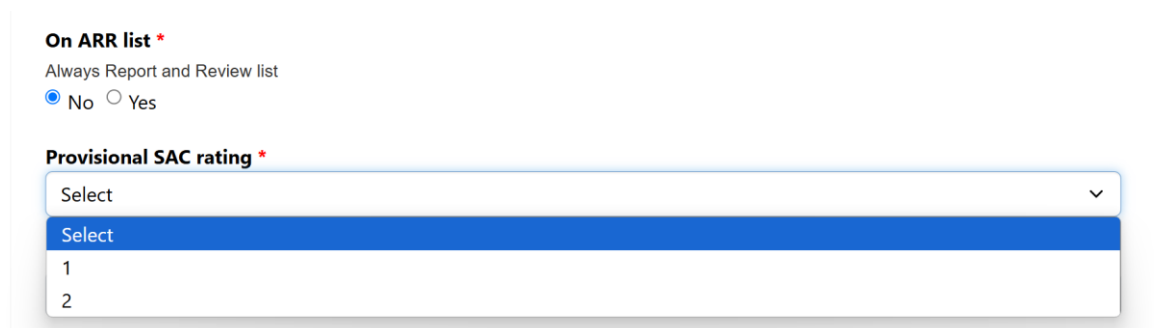
Select *Yes* or *No* from the dropdown.



The screenshot shows a form section with a blue border. The first dropdown menu is labeled "ARR category *" and has the text "All seclusion events of consumers" entered. To the right of the text are "x" and "Q" icons. Below this is a second dropdown menu labeled "Was the secluded person under the Mental Health (Compulsory Assessment and Treatment) Act 1992? *". This menu is currently set to "Select" and has a downward arrow icon on the right.

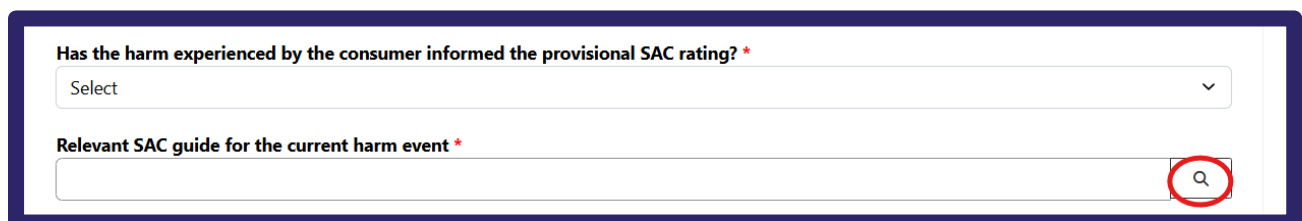
If the event is not on the ARR list, or you are not submitting a harm event for Health NZ

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



The screenshot shows a form section. It starts with the label "On ARR list *" followed by the text "Always Report and Review list". Below this are two radio buttons: "No" (which is selected) and "Yes". Further down is a label "Provisional SAC rating *" followed by a dropdown menu. The dropdown menu is open, showing the options "Select", "1", and "2". The "Select" option is highlighted in blue.

- **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.](#)



The screenshot shows a form section with a dark blue border. The first dropdown menu is labeled "Has the harm experienced by the consumer informed the provisional SAC rating? *" and is set to "Select". Below it is a second dropdown menu labeled "Relevant SAC guide for the current harm event *". This menu is empty, and a red circle highlights the search icon (magnifying glass) on the right side of the dropdown.

Lookup records

Search

Choose one record and click Select to continue

- ☒ SAC guide ↑
- ☒ Aged residential care
- ☐ Healthcare-associated infection
- ☐ Hospice

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.

Lookup records

Search

Choose one record and click Select to continue

✓ Classification ↑

- ☐ Advance directive not accessed and/or not followed, which leads to the delivery of the treatment the person stated they do not want
- ☐ Death due to suicide or self-harm by resident
- ☐ Death or severe harm as a result of a care plan not being followed (eg, choking when resident not given a soft/liquid diet as recommended)
- ☐ Delayed diagnosis resulting in treatment options being limited to a palliative care pathway.
- ☐ Delayed recognition of resident's deterioration medical assistance when escalation is required within their goals of care resulting in CPR, severe loss of function of death.

Select Cancel Remove value

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 acquired in a continuous care setting or where a community-acquired pressure injury deteriorates to this level

PI stage *

Select

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

Select

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

Did the consumer die? *

Select

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."

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.



Te Tāhū Hauora Health Quality & Safety Commission

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](#)

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).



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...	...	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.

Download								List Events View	Search
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

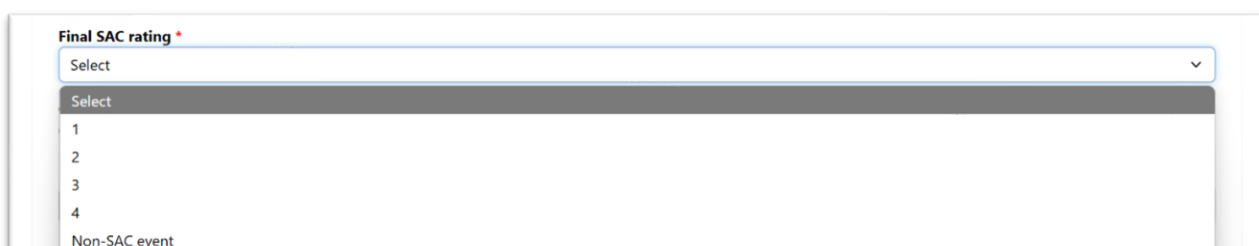
Edit Part B

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 web form showing a dropdown menu for 'Final SAC rating *'. The dropdown is open, displaying options: 'Select', '1', '2', '3', '4', and 'Non-SAC event'. The 'Select' option is currently highlighted at the top of the list.

- **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 of the form. The question 'Would you like to de-notify the event ? *' has 'Yes' selected with a radio button. A red box highlights the 'Yes' option, and a red arrow points to it. Below this is a text input field for 'De-notification reason'. At the bottom, the 'Date review completed *' field shows '07 May 2025'.

- **Date review completed:** Click on the calendar icon and select the date the review was finalised within your organisation. Future dates cannot be entered.

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 ? *

☒ No ☐ Yes

Date review completed *

07 May 2025

Review methodology used *

Review methodology used Launch lookup modal

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 option from the list.

Is this a seclusion event?
☐ No ☒ Yes

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

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 ▼

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

What influencing factors contributed to the seclusion event? *
 Select ▼

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

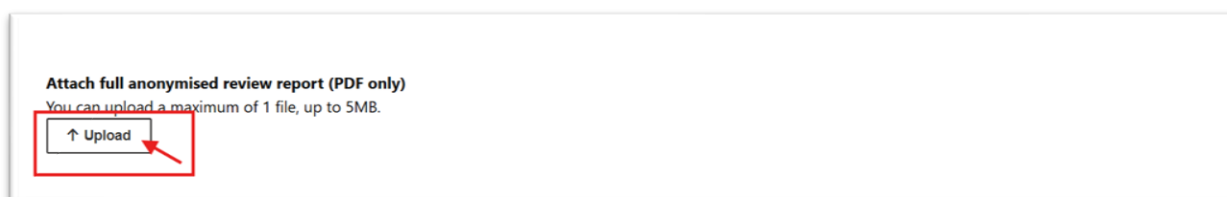
Learning opportunities 6

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

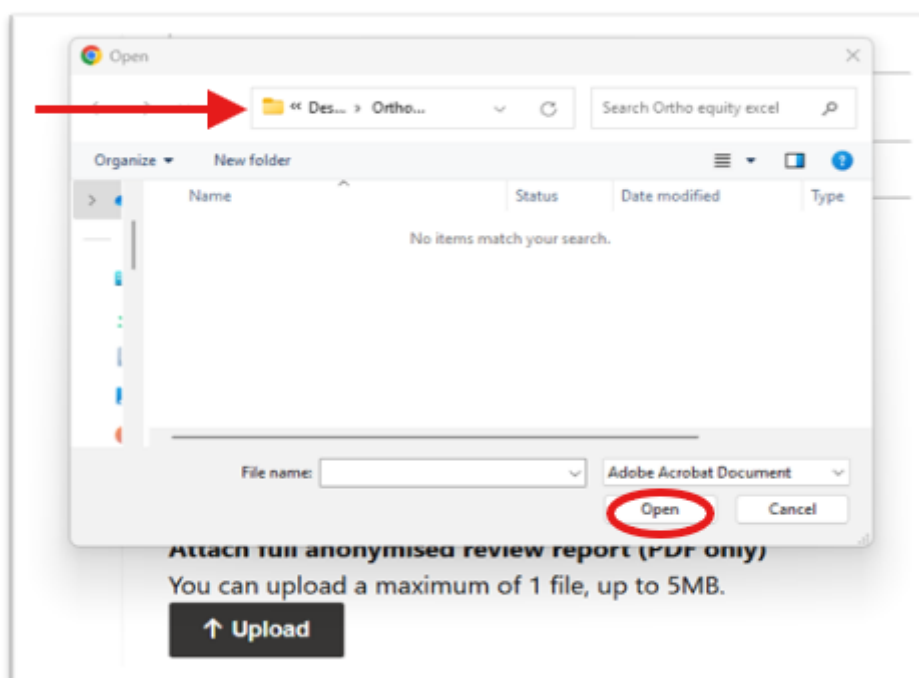
Anonymised report submitted *
☒ No ☐ Yes

Uploading the Final Review Report

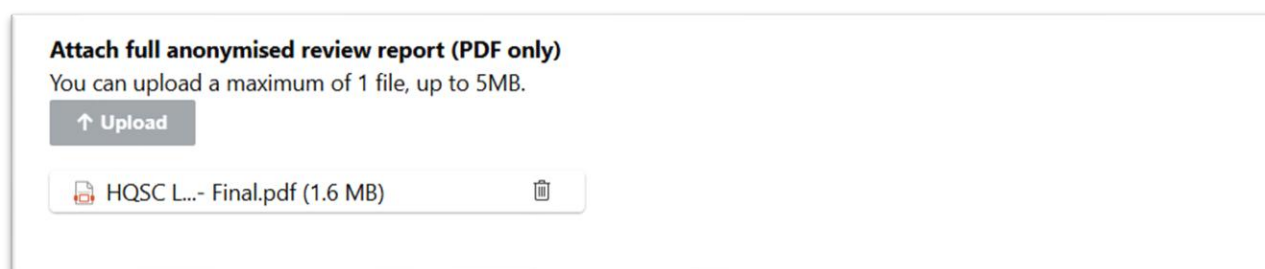
- Attach full anonymised report (PDF only).**
- Maximum: 1 file, up to 5MB**



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.


 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
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... 

Complete

 View details

 Edit Part A

 Edit Part B

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

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

Te Tāhū Hauora Health Quality & Safety Commission

[Submit Harm Event](#) | [Harm Event List](#)

Download

Event Status

A submit...

Edit record

Gender *

Female / Wahine

×

Q

Ethnicity 1 *

New Zealand European

×

Q

Ethnicity 2

Q

Ethnicity 3

Q

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

Event Status


List Events View

Search

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
↑ Sort A to Z	Accadia Ma...	HARM123	24 June 2025	23 June 2025	24 June 2025	Amputation of...	1
↓ Sort Z to A	Ascot Care ...	1234	12 June 2025	14 June 2025	24 June 2025	Stage 3, 4 or u...	2

Filter By