**Internal Reviews Checklist**

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|  | **Make sure you have considered the following before submitting your Internal Review application**  **(Note: some of these may not be relevant to your application)** |
|  | Is the review application within the 3 month time limit from receiving the Reviewable Decision? |
|  | Have you provided details relating to the Reasonable and Necessary Criteria?  (Relevant if your review relates to supports) such as: |
|  | **a.** the supports helps achieve your NDIS goals |
|  | **b.** the support increases your social and economic participation |
|  | **c.** the support is value for money |
|  | **d.** the support is effective and beneficial and current good practice |
|  | **e.** details of your informal supports and any limitations of these (evidence if possible) |
|  | **f.** details of what mainstream supports have been explored |
|  | Have you considered providing additional supporting evidence (see template letters for gathering supporting evidence from external providers)? |
|  | Have you included your Statement of Lived Experience? |
|  | Have you included risk factors to you and your informal supports? |
|  | Have you clearly explained the outcome you are seeking? |
|  | Have you provided details of the funding in your plan to explain your request (request assistance from your Support Coordinator or Local Area Coordinator)? |
|  | Send to a RIAC Advocate / Advocate in your area if you would like someone to look over your review |
|  | Submit an Internal Review (also called Review of a Reviewable Decision *or RORD*) in person, by phone, post, or via email ([participantsolutions.victas@ndis.gov.au](mailto:participantsolutions.victas@ndis.gov.au) |
|  | **IF YOU WANT TO SUBMIT A COMPLAINT:** |
|  | Submit a complaint to the NDIS:   * + Outline risk factors for your review to be considered urgently   + Insert date complaint submitted Click or tap to enter a date. |
|  | Submit a complaint to the Commonwealth Ombudsman:   * + If NDIS have not resolved your complaint to your satisfaction within 21 days |
|  | Submit a complaint to your Local MP:   * + At any time to explain any risk factors/hardship your NDIS experience is causing |

**Please see our Complaints About NDIS information sheet for further information on submitting complaints.**