

## Internal Reviews Checklist

**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.**