

RIAC NDIS 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 review application is within the [3 months](#) limit from receiving the [Reviewable Decision](#)?
- Have you provided details relating to the [Reasonable and Necessary Criteria](#)?
(Relevant if your review relates to supports)
 - 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
 - f. details of what mainstream supports have been explored
- Have you considered providing additional [supporting evidence](#) (see template letters for guidance)?
- Have you included your [lived experience statement](#)?
 - Include risk factors to you and your informal supports
- Have you clearly explained the [outcome you are seeking](#)?
 - Provide details of the funding in your plan to explain this (request assistance from your Support Coordinator or Local Area Coordinator)
- Have you considered providing additional [supporting evidence](#) (see template letters for guidance)?
- Send to a [RIAC Advocate](#) if you would like us to look over your review
- Submit [complaint](#) to the [NDIS](#):
 - Outline risk factors for your review to be considered urgently
 - Insert date complaint submitted
- Submit [complaint](#) to the [Commonwealth Ombudsman](#):
 - If NDIS have not resolved your complaint to your satisfaction within 21 days
- Submit [complaint](#) to your [Local MP](#):
 - At any time to explain any risk factors/hardship your NDIS experience is causing
- Submit Internal Review (also called Review of a Reviewable Decision (RORD)) by phone, post, email (VICWESTCONNECTIONS@ndis.gov.au)

(Please note you can submit an Internal Review request in many ways to the NDIS (verbally, email, in person). You don't have to use the NDIS Form, however the success of your review may be increased by using the form, tips and guides provided.