

# UNDERSTANDING NDIS REVIEWS

## OVERVIEW



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2. Internal Reviews and Access to the NDIS
3. Tips for completing review form
4. Quality of Evidence (template letters)
5. Outline Funding
6. Lived Experience of Participant
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# WHY ARE WE HERE?

- Increased demand for Internal Review requests (Also known as Review of Reviewable Decisions (RORDs))
- Widespread uncertainty regarding the NDIS
- We want to empower participants to self-advocate
- Empower participants formal and informal support networks to support/guide participants through this process

## Quick notes regarding Internal Reviews:

- Internal Reviews can be made within 3 months of receiving a decision from NDIS (There is no time frame specified for the NDIS to provide a decision)
  - \* This is different to a Plan Review Request which can be made at any time (NDIS respond to these within 14 days)
  - \* It is usually better to submit an internal review because the next step is an appeal to the Tribunal



# INTERNAL REVIEWS AND ACCESS TO THE NDIS

## Step 1 – *consider re-applying*

### a. You can re-apply as many times as you like

- check evidence submitted with first attempt and compare this to our template letter
- once you re-apply, the NDIS will provide an outcome in 3 weeks

## Step 2 – *if still unsuccessful or if you are happy with evidence provided:*

### a. Submit an Internal Review application



# TIPS FOR COMPLETING REVIEW FORM

- See tips in the example review form enclosed

Activity	Trips per year	Cost per return trip	Annually
Work 2 days per week • Based on 5 months work per year	40	\$80.00	\$3,200.00
Sports matches in Croydon once a month • Based on 11 months per year	11	\$80.00	\$880.00
VEWSA meetings	10	\$90.00	\$900.00
Visiting father in Sunbury approximately once a month	10	\$110.00	\$1,100.00
Sports training in Nunawading or visiting friends approximately once a week	48	\$80.00	\$3,840.00
Hospital appointments and volunteer events approximately once per week	40	\$60.00	\$2,400.00
<b>Total</b>	159		\$12,320.00



# QUALITY OF EVIDENCE

- Quality evidence is important for the NDIS
- Resources and Template letters are available which use NDIS language
- Provide these to medical professionals to guide them in report writing for 'reasonable and necessary' supports and access requests



# OUTLINE UTILISATION OF FUNDING IN NDIS PLAN

1. It is important to outline the utilisation of the funding remaining in the plan.
2. Indicate clearly what is being requested
3. Seek assistance from your Support Coordinator or Local Area Coordinator



# LIVED EXPERIENCE OF PARTICIPANT

- Provide Statements from you (the participant) and/or family and supports explaining the impact of the decision
- Explain risk factors to the participant and the family
- Examples



# COMPLAINTS



## Complaints can help to:

1. Prioritise internal review applications for individual participants
2. Bring about broad change to the NDIA

## Make complaints to:

1. NDIS – they must attempt a resolution within 21 days of receiving your complaint
2. Commonwealth Ombudsman – after 21 days of submitting your NDIS complaint if you have not received a satisfactory outcome
3. Local Member – any time to explain your concerns with the NDIS



# EXTERNAL REVIEW APPEAL

- You have 28 days from receiving the Internal Review outcome to appeal to the Administrative Appeals Tribunal (AAT)
- AAT Website <http://www.aat.gov.au/apply-online/frequent-users>
- This process is time consuming and invasive, but RIAC can assist
- RIAC can also apply for Victorian Legal Aid funding (this has limitations)



# HOW CAN RIAC ASSIST?



- Providing template letters and resources
- Proof reading applications
- Following up delays with NDIS
- If participant does not have capacity and no informal supports, we can prioritise assistance to submit application within time limit.
- Appeals to the Tribunal

# QUESTIONS??

