

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 guidance)?
- 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](#)?
- Provided details of the funding in your plan to explain this (request assistance from your Support Coordinator or Local Area Coordinator)
- 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 a [complaint](#) to your [Local MP](#):
 - At any time to explain any risk factors/hardship your NDIS experience is causing

- 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)