

Independent Expert Review Program step-by-step guide

Step 1 - Enter Independent Expert Review (IER) program

- Participant is invited or requests to take part in IER program, FAQs provided.
- Participant may seek information about the IER process from the Independent Expert Review Advice Service (IERAS) Information line on 1800 44 1800 or via email ieradvice@legalaid.qld.gov.au
- Agency prepares IER agreement.

Step 2 - IER referral prepared

- Participant elects whether to have direct contact with the Independent Expert.
- Agency prepares material for referral to the Independent Expert.
- Participant may seek referral to funded advocacy services for free support and assistance from the IERAS Information line on 1800 44 1800 or via email ieradvice@legalaid.qld.gov.au
- Participant may provide further material to Independent Expert if they choose.

Step 3 - Independent Expert reviews material

- Independent Expert reviews material and contacts participant, if requested.
- Participant may seek referral to funded advocacy services for free support and assistance through the IER process by contacting the IERAS Information line on 1800 44 1800 or via email ieradvice@legalaid.qld.gov.au
- Participant may provide further material to Independent Expert if they choose.
- Independent Expert may seek clarification of matters raised from the Agency.

Step 4 - Recommendation provided by Independent Expert

- Independent Expert provides written recommendation to the participant, their representative if appropriate, and the Agency.
- Participant may seek legal advice and assistance from IERAS following receipt of a recommendation by contacting the IERAS information line on 1800 44 1800 or via email ieradvice@legalaid.qld.gov.au

Step 5 - Decision to accept or not accept

- Agency informs participant if it accepts recommendation.
- Participant may seek legal advice and assistance following receipt of a recommendation by contacting the IERAS Information on 1800 44 1800 or via email ieradvice@legalaid.qld.gov.au and decides whether or not to accept recommendation in full or in part.

Step 6 - Outcome

- Participant may seek IERAS for legal advice and assistance with the settlement agreement by contacting the IERAS Information line on 1800 44 1800 or via email ieradvice@legalaid.qld.gov.au
- If parties accept, settlement agreement is signed and filed with AAT, and the participant's NDIS plan is updated.
- If parties don't accept, the AAT matter continues.

You can also view the Independent Expert Review Program step-by-step guide as a [participant journey map](#).

This page current as of
21 April 2023