

## 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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](#).

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This page current as of  
21 April 2023