

## THE NDIS REVIEW PROCESS



### Not happy with NDIS Plan/Decision e.g.

- Access to NDIS rejected
- Not enough funding
- Need more or different services.



### Internal Review

#### National Disability Insurance Agency (NDIA)

- You can ask for a review in writing
- Calling 1800 800 110
- Email: [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)
- Internal review must be lodged within 3 months of the decision.



### External Review

#### Administrative Appeals Tribunal (AAT)

- You can ask for an external review with the AAT if you are not happy with the internal review
- Please note you can not ask for an external review until an internal review has been done
- You can submit the application review request via the AAT website: [www.aat.gov.au](http://www.aat.gov.au)
- Applications need to be submitted within a month of the internal review.

## What is an Internal Review?

If you think an NDIA decision is wrong, you can request an internal review of a decision.

Many decisions the NDIA make can be reviewed. This includes plan funding and being accepted onto the NDIS as a participant.

The NDIA may agree with their original decision, change the decision or reject the earlier decision.

## Who can ask for a Review?

Any person affected by the decision. This can be the participant, their carer, family member, support coordinator, advocate or appeals officer.

Everyone has the right to review a decision made by the NDIA.

**The ADEC NDIS Appeals Team can help you to submit your review.**

## Review Process

When you are told about an NDIA decision, you will get information about how to request an internal review.

An internal review must be made within 3 months of you receiving the NDIA's decision.

The NDIS representative that reviews your case will be different to the person that made the original decision.

You can make a request for an internal review:

- By writing a letter
- Over the phone: 1800 800 110
- By sending an email to: [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)
- Completing the online form:

<https://www.ndis.gov.au/applying-access-ndis/how-apply/receiving-your-access-decision/internal-review-decision>

## What information do I need to include for an Internal Review?

When you ask the NDIA for a review, explain why you think the decision is not right.

Include any updated reports or new information from health and medical professionals for e.g. doctors, occupational therapists, psychologists or other relevant supports. A carer's statement or a statement from the person with the disability can also support the review.

For example, if you think you need extra funding for supports, make a list of all of them and give a reason why they should be funded.

## What is an External Review?

If you are still not happy after the internal review, you can ask for an Administrative Appeals Tribunal (AAT) review. The AAT is an independent group which review government decisions. The external review consists of case conferences with the NDIA and AAT. If a resolution isn't reached during these conferences the case will go to an AAT hearing.

## Handy Tips!

1. Refer to the NDIA website for important information about understanding the NDIS and applying for a review
2. Download participant booklets from the website to help you
3. Talk to your doctor or other health professionals for help with understanding disability requirements in order to meet access to the NDIS
4. Have someone else look over your application.

**If you need any help requesting and submitting a review, please contact ADEC's appeals team on:  
03 9480 7000 or email [ndis.admin@adec.org.au](mailto:ndis.admin@adec.org.au)**