

How to review a planning decision

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If you think a decision made by the National Disability Insurance Agency (NDIA) has made about you is wrong, you can submit request an application for internal review of a decision. Any person directly affected by a decision of the NDIA can request such an internal review.

There is a list of 'reviewable decisions' in the [NDIS legislation](#). If the NDIA makes a decision about you that is on this list, you can request an internal review of that decision. Many decisions made by the NDIA are reviewable, including things like being accepted as a participant, the provision of reasonable and necessary supports, and becoming a registered provider of supports.

When you are told about an NDIA decision, you will be told how to request an internal review. A request for internal review of a decision must be made within three months of receiving notice of the decision from the NDIA.

The staff member who works on the internal review will not have been involved in the earlier decision. They may want to talk to you directly as part of this process.

How to request an internal review of a decision

You can make a request for internal review of a decision by:

- submitting a written request to:
Chief Executive Officer
National Disability Insurance Agency
GPO Box 700
Canberra ACT 2601
- talking to someone at an NDIA office
- calling 1800 800 110
- sending an email to: enquiries@ndis.gov.au.

When you ask for a review, explain why you think the decision is incorrect.

Visit the [Review your access decision](#) page to download the application form. You don't have to use this form but it can help you describe why you want an internal review of the decision.

What happens next?

A NDIA staff member, responsible for the internal review, will make a decision to confirm, vary or set aside and substitute the earlier decision. This decision will be made as soon as reasonably practicable.

What if you are still dissatisfied after the internal review of the decision?

If you are still not happy after the internal review of the decision, you can apply for a Administrative Appeals Tribunal (AAT) review. The AAT is an external independent tribunal.

You cannot ask the AAT to review a NDIA decision until the NDIA has internally reviewed it.

For information about applying for an AAT review, visit the [AAT website \(external\)](#) or call 1800 228 333.

What if I have concerns about the decision-making process?

If you are not satisfied with the way the NDIA carried out its decision-making, or how the NDIA dealt with you during the review process, [you can make a complaint.](#)

Downloadable factsheet

- [Review of a decision factsheet \(PDF 145KB\)](#)

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