

Internal review of a decision

If you think a National Disability Insurance Agency (NDIA) decision is wrong, you can request an internal review of a decision. Any person directly affected by an NDIA decision can request an internal review.

There is a list of 'reviewable decisions' in the NDIS legislation. If the NDIA makes a decision about you on this list, you can request an internal review of that decision. Many decisions the NDIA makes 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 notified about an NDIA decision, you will get information about how to request an internal review. A request for internal review of a decision must be made within three months of you receiving the NDIA's notice of the decision.

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 the 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 not right.

See the [Application form: review of a decision \(PDF 471KB\)](#) page for 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?

The NDIA staff member responsible for the internal review will make a decision, as soon as reasonably practical, to confirm, vary or set aside and substitute the earlier decision.

What if you are still not happy 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. This is a tribunal outside the NDIA.

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

For information about applying for an AAT review, see the AAT website: [AAT: National Disability Insurance Scheme applicants](#) (new window) 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](#).

More information

[Contact us](#)

Downloadable factsheet

[Factsheet: Review of a decision \(DOCX 516KB\)](#)

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 review by the Administrative Appeals Tribunal (AAT), a tribunal that exists outside the NDIA.

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

For information about applying for a review by the AAT, see the AAT website: [AAT: National Disability Insurance Scheme applicants \(external\)](#) 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](#).

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