



## Internal Review of a Decision

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

There is a list of reviewable decisions in the legislation. 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

A request for internal review of a decision can be made 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](mailto:enquiries@ndis.gov.au)

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

The form to request an internal review of a decision is available online at [ndis.gov.au/document/394](http://ndis.gov.au/document/394). You don't have to use this form, but it can help you to 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 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 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:  
<http://www.aat.gov.au/ApplyingForAReview/NDIS.htm> or call 1300 366 700.

### 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**. See the separate fact sheet on **Feedback and Complaints**.

### More information

- Visit: [ndis.gov.au](http://ndis.gov.au)
- Email: [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)
- Call 1800 800 110\* Monday to Friday, 9am to 5pm EST  
For people with hearing or speech loss:
  - TTY: 1800 555 677
  - Speak and Listen: 1800 555 727
  - For people who need help with English TIS: 131 450
- \*1800 calls are free from fixed lines; calls from mobiles may be charged