

The contents of this document are OFFICIAL

Internal review of a decision

What is an internal review of a decision?

If you are not happy with a decision we have made, we may be able to review that decision. This is called an internal review of a decision.

In an internal review of a decision, we will check if we made the right decision under the law by looking at your situation and disability support needs at the time of our original decision, and any additional information you give us when you ask for a review.

An internal review of a decision won't consider any changes to your situation or new supports since we made our decision.

How do we review decisions?

We want to help you understand how and why we make decisions.

There are some decisions we can review, and there are other decisions we can't review.

Our Guidelines, '[Reviewing our Decisions](#)' has information about:

- what kinds of decisions we can review
- who can ask for an internal review of a decision
- what happens during an internal review of a decision
- what you can do if you still don't agree with the outcome after an internal review of a decision.

How do you ask for an internal review of a decision?

You must ask us to review the decision within three months from the day you receive our decision in writing. There are a few ways you can ask us to review a decision. You can:

- complete the [Request for a review of a decision](#) form and send it to us
- send us an email with supporting evidence to enquiries@ndis.gov.au
- call us on 1800 800 110
- visit an NDIS or partner [office](#).

You can also send a letter with any supporting evidence for the internal review request to:

Chief Executive Officer
National Disability Insurance Agency
GPO Box 700
Canberra ACT 2601

What information should you provide?

When you request an internal review of a decision, you can let us know:

- what decision you were expecting
- why you think we should make a different decision
- if there is any information you've already given us that you'd like us to reconsider
- if you have any new evidence, such as medical or therapy reports, you'd like us to consider.

Information to support your request may include reports or letters that detail your disability and how it impacts you on a day-to-day basis. Any new evidence can be provided to us as part of your request for a review of a decision.

Sometimes, we may need more information to review the decision. If we do, we'll contact you to let you know what information we need and why we need it.

More information about what to include in your request can be found at:

- [Types of disability evidence](#)
- [Plan review reports](#)
- [Reasonable and necessary supports.](#)

How long does a request to review a decision take?

We aim to complete all internal reviews within 60 days from the day after we receive your request. We will also provide you with reasons for our decisions in writing.

Find out more about the commitments we've made under our [Participant Service Guarantee](#).

What if you are still not happy after we do an internal review of a decision?

Once we make the internal review decision, we can't do another internal review on the same decision.

If you are not happy with the internal review decision, you can ask the Administrative Appeals Tribunal to review it. We call this an external review.

You can't ask for an external review until after we complete the internal review of a decision.

For more information about asking for an external review of an NDIS decision, visit the [Administrative Appeals Tribunal website](#).

What if you have feedback about the decision-making process?

If you are not satisfied with the way the NDIA carried out its decision-making, you can provide feedback or [make a complaint](#).