

Request for a review of a decision

You can use this form when:

- we have told you about a decision we have made
- you do not think our decision is right and want us to review it
- you are directly affected by the decision or have authority to ask for a review
- this request is within **3 months** of the decision
- the decision is one that is reviewable under the law for the NDIS.

Check the **Our Guidelines** website (ourguidelines.ndis.gov.au) to get more information about the decisions we can review and who can ask for a review of these decisions. Select **Reviewing our Decisions** to read more.

If your situation or details change, it's important to let us know. You can use the [Change of Situation or Change of Details form](#) from the **Change in Circumstances** website.

How to use this form:

If you are the **applicant** or **participant**, complete **Part A**, **Part C** and **Part D**.

You can ask someone to complete this form for you, but you must let us know that they have your permission **before they can do** this, by:

- calling us
- sending us a letter or email
- sending us a completed [Consent for a Third Party to Act on Behalf of a Participant form](#) from the **Consent forms** website.

Then they can complete **Part A**, **Part B**, **Part C** and **Part D** for you. We can't accept a form from someone on your behalf without your permission.

How do I return this form to the NDIA?

There are a few ways you can return this form to us:

- **Email:** enquiries@ndis.gov.au
- **Mail:** NDIA, GPO Box 700, Canberra ACT 2601
- **In person:** Visit a Local Area Coordinator, Early Childhood Partner or NDIS office in your area.

You can also ask for an internal review by contacting us in any of the ways listed above. You do not need to complete this form to ask for a review of a decision.

If you would like us to think about any **new evidence**, such as medical or therapy reports, please send them with this form. You can find out more about [Providing evidence of your disability](#) or [Providing evidence of disability for children](#) from the **Information to support your request** website.

Next steps

Once we receive your review request, we will send you an acknowledgement letter. Through legislation, the Agency has 90 days from the date we receive your request to make an internal review decision. We aim to complete a review of a decision within **60 days** from the day we receive your request. You can find out more about timeframes for our processes in the [Participant Service Guarantee](#).

Your request will be allocated to an Internal Review Officer who is separate from the original decision. The Internal Review Officer will review the evidence provided for the original decision and think about any additional information provided for the internal review. If we need more information to review the decision, we will contact you to confirm what information we need and why we need it. Once a decision has been made, you will receive the outcome in writing.

Part A: Person's details

Please complete **Part A** with the details of the applicant or participant.

Question	Answer
Full name	
Date of birth	
NDIS number	
Preferred contact details (phone number, email address, etc.)	

Part B: Third party details

Please complete **Part B** if you are completing this form on behalf of the applicant or participant.

You can ask for a review of a decision for someone else if you can provide evidence that:

- you have parental responsibility for them
- you are their legally authorised representative or legal guardian or
- They let us know that you have permission to do this (see [How to use this form](#)).

Question	Answer
Full name	
Date of birth	
Contact phone number	
Relationship to person in part A for example: child representative, advocate, nominee	

Part C: Information about your request

Please complete **Part C** to give us more information about your request.

Question 1

What **decision** do you want reviewed?

Many decisions are reviewable. Some of the common ones include:

- you're not eligible for the NDIS
- you're no longer eligible for the NDIS
- to approve your plan, which includes approving the supports funded in your plan
- not to do a plan reassessment
- not to do a plan variation
- outcome of a variation
- if you need a plan nominee or a different child representative
- the categories of impairment you meet for disability requirements, early intervention requirements or both.

You can refer to [Our Guideline – Reviewing Our Decisions](#) which lists all of the decisions we can review under NDIS laws.

Answer:

Question 2

What was the **date** of this decision?

Remember, you need to ask for a review within **3 months** of our decision.

Answer:

Question 3

What decision were you **expecting**?

If your request is to review a decision about an NDIS funded support, describe the decisions you were seeking or the type of support (including hours and frequency) you thought would be included.

For example, I need 6 hours of community access support each week so I can attend my activities, or I need 10 hours of occupational therapy to meet my goals.

Answer:

Question 4

Has your **situation changed** since the decision was made?

A plan change request may be more appropriate when there have been significant changes to your situation and functional capacity. You may want to consider requesting a plan change instead.

You can refer to [Our Guideline – Changing your plan.](#)

Answer:

Question 5

Provide details of any new evidence you want considered (for example medical or therapy reports). Attach copies of any reports or documents you are submitting.

For example, I have attached a new occupational therapy report about my equipment needs or I have included a recent letter from my doctor.

Answer:

Question 6

Explain why you disagree with the decision?

Answer:

Part D: Your declaration

I confirm that the information provided in this form is complete and correct.

I understand that:

- giving false or misleading information is a serious offence
- this information is protected by law and can only be given to someone else where Commonwealth law allows, or requires it, or where I give permission.

Question	Answer
Full name	
Signature	
Date	

Privacy and your personal information

Collection of your personal information

The National Disability Insurance Agency (NDIA) would like some personal information from you to simplify your engagement with the NDIS. Any personal information you provide to the NDIA is safe under the National Disability Insurance Scheme Act 2013 and the Privacy Act 1988. You can also ask to see what personal information (if any) we hold about you at any time and can seek correction if the information is wrong.

Personal information use and disclosure

The NDIA will use your information to support your involvement in the NDIS.

The NDIA will NOT use any of your personal information for any other purpose or disclose your personal information to any other organisations or individuals

(including any overseas recipients), unless authorised by law or you provide your consent for us to do so.

The NDIA's privacy policy describes

- how we use your personal information
- why some personal information may be given to other organisations from time to time
- how you can access the personal information we have about you on our system
- how you can complain about a privacy breach, and how the NDIA deals with the complaint
- how you can get your personal information corrected if it is wrong.

You can read the policy at the www.ndis.gov.au/privacy.

Personal information storage

The NDIA uses an Australian Government computer system to store personal information. System users, other than NDIA staff, may at times be able to see your name when they perform program duties, however they can't record, use or disclose information, and they will not know if you become an NDIS participant. State or territory government officials may also have personal information access as part of the agreement between governments to assist the states and territories in their NDIS evaluation.