

On this page:

[What a decision review is](#)

[What asking for a decision review is like](#)

What a decision review is

A decision review is a process we follow when you don't agree with a decision we've made.

We have a decision review process to make sure applicants and participants have an opportunity to ask for a second opinion.

There are 2 types of decision reviews.

Decisions about your eligibility

You have the right to ask for a decision review if:

- we have decided you are not eligible for the NDIS
- we have [reassessed your eligibility](#).

Decisions about your plan

You have the right to ask for a decision review if:

- we have decided a support is not [reasonable or necessary](#)
- you disagree with a [change we have made to your plan](#).

What asking for a decision review is like

There are 2 stages of a review:

- Stage 1: Internal review
- Stage 2: External review.

Start with an internal review

Your first step is to ask for an internal review. After an internal review, if you still disagree, you can ask for an external review.

Tip: You have 3 months to let us know.

For an internal review, you must let us know within 3 months from the day you receive our initial decision in writing.

Next, ask for an external review

If you don't agree with the internal review decision, you can ask the [Administrative Review Tribunal \(ART\)](#) to review it.

We call this an external review. You can't ask for an external review until we give you our internal review decision.

What we consider during every review

We'll double check we have made the right decision by looking at:

- the law
- the facts
- your circumstances.

Tip: There are multiple decisions you can ask to be reviewed

We have made a list of every reviewable decision under the law. Browse the list of reviewable decisions in our guideline.

- [Download the Reviewing our decisions guideline pdf file](#) - PDF 363.06 KB
- [Download the Reviewing our decisions guideline docx file](#) - DOCX 102.23 KB

What other options are available

Before asking for an internal review, you can:

- ask us to explain our decision
- ask your [my NDIS contact](#) for help with other ways to access or find supports.

Learn more about [how to request a review of a decision](#).

Related information

Guide to decision reviews

How to request a review of a decision

What is reasonable and necessary

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