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Step 1: Understand why a decision has been made

We'll let you know when we make a decision about your NDIS eligibility or funding in your NDIS plan.

You can contact us if you aren't sure why we've made a decision or don't agree with the decision we've made. We can explain the decision.

Contact us by:

- calling us on 1800 800 110
- submitting an enquiry through our service hub
- talking to your my NDIS contact
- visiting your local office in person.

You can then ask for a decision review if you still don't agree with our decision.

Step 2: Check the decision is reviewable

NDIS laws tell us what decisions can be reviewed. Many decisions we make are reviewable, but some aren't. For example, budget reductions aren't a reviewable decision.

Common decisions that can be reviewed

You can review a decision if we decide:

- you're not eligible for the NDIS
- you're no longer eligible for the NDIS
- to approve your plan, which includes approving the NDIS supports we fund in your plan
- not to do a plan reassessment
- not to do a plan variation
- to vary your plan

- to vary your under high support needs criteria
- you need a plan nominee or a different child representative.

The reviewing our decisions guideline has a full list of reviewable decisions.

Contact us if you're not sure if the decision is reviewable. You can also speak to your my NDIS contact if you're a participant.

Step 3: Make sure it's been less than 3 months

Ask us to review a decision within 3 months from the day you received our decision.

Step 4: Provide any necessary information

Write down your thoughts

To help us review the decision, tell us:

- what decision you were expecting
- why you think we should make a different decision
- if there is any information you've already shared you'd like us to reassess
- if you'll be providing us with new evidence to consider.

You might need to send us some extra information

We might sometimes ask you for extra documents when we review a decision.

This could include reports or letters that explain your disability and how it impacts your day-to-day life.

We'll contact you if we need extra information to tell you what we need and why we need it.

You have up to 28 days to send us this information. Contact us if you need to ask for more time.

Step 5: Ask for an internal review

If you need help asking for a review

You can get help to ask for an internal review from your:

- family or friends

- local area coordinator or early childhood partner
- my NDIS contact
- child representative or nominee.

You need to let us know they have your permission. Learn more about consent.

Contact us

You can:

- call us on 1800 800 110
- submit an enquiry through our service hub with supporting evidence
- send a letter with supporting evidence to Chief Executive Officer, NDIA, GPO Box 700 Canberra ACT 2601
- visit your local office in person
- send us a completed request for a review of a decision form.

Download the request for a review of a decision form:

- Request a review of a decision form (PDF 219KB)
- Request a review of a decision form (DOCX 95KB)

Step 6: Know what to do if you don’t agree with the outcome

We’ll let you know what you can expect

We aim to complete all internal reviews within 60 days.

We’ll let you know what method we’ll use to contact you.

Request an external review through a tribunal

You can ask the Administrative Review Tribunal to review our decision if you still don’t agree with our decision after the internal review. This is called an external review.

You have 28 days after we complete the internal review to ask for an external review.

Contact the Administrative Review Tribunal if you need help asking for an external review.

Related information

What is a decision review

What is an NDIS partner

What is an early childhood partner

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