

## Applying for an internal review of a decision

If you are not happy with a decision that the Compensation Branch has made about your plan, you can ask us to review that decision.

This is called an internal review of a decision.

When we do the review, 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.

An internal review of a decision won't consider any changes to your situation and supports that have happened since we made our decision.

If your situation and support needs have changed since our decision, you can [ask us to change your plan](#).

## Talk to us about your compensation decision

If you'd like to talk to us about a decision the Compensation Branch has made about your plan, you can call us on 1800 800 110 or email us at [compensation@ndis.gov.au](mailto:compensation@ndis.gov.au).

You can view the full list of [reviewable decisions for compensation](#).

Visit the [Request a review of a decision](#) page for more information about requesting an internal review of a decision.

You can also read more about the review process in the [Compensation operational guideline](#).

## Applying for external review of a decision to the Administrative Appeals Tribunal (AAT)

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

If you are not happy with the outcome, 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.

You must make an application to the AAT within 28 days of receiving the outcome of your request for an internal review of a decision.

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

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