



A Review of a Decision

If you are not happy with a National Disability Insurance Agency (NDIA) decision you can submit an **application for a review of a decision**. Any person directly affected can request for a review of a decision.

In the [National Disability Insurance Scheme Act 2013](#) there is a [list of reviewable decisions](#). Many NDIA decisions are reviewable, including being accepted as a participant; the provision of reasonable and necessary supports and becoming a registered provider.

When you are told about an NDIA decision you will also receive information about how to make an application for review of a decision but it must be made within three months of receiving notice of an NDIA decision.

The staff member who works on your review will not have been involved in the earlier decision. They may want to talk to you directly as part of the process.

How to request a review of a decision

A request for review of a decision can be made by:

- submitting a written request to:
Chief Executive Officer
National Disability Insurance Agency
GPO Box 700
Canberra ACT 2601
- talking to someone at an NDIA office
- calling 1800 800 110
- sending an email to: enquiries@ndis.gov.au



When you ask for a review of a decision you should explain why you think the decision is incorrect.

You can download an application for a [review of decision form](#) from the NDIS website. You don't have to use this form but it may help you to describe why you want a review of the decision.

What happens next?

The NDIA staff member responsible for the review will make a decision to confirm, vary or set aside and replace the earlier decision. Once a decision has been reached we will let you know as soon as possible.

What if you are still dissatisfied after a review of the decision?

If you are still not happy after the review of the decision, you can apply for an Administrative Appeals Tribunal (AAT) independent review.

You cannot ask the AAT to review a decision until the NDIA has reviewed it.

For information about applying for an AAT review, [visit the AAT website](#) or call 1800 228 333.

What if I have concerns about the decision-making process?

If you are not happy with the way the NDIA carried out its decision-making, or how it dealt with you during the review process, you can **make a complaint**. If you visit the NDIS website you can view a separate fact sheet on **Feedback and Complaints**.

More information

- Visit: ndis.gov.au
- Email: enquiries@ndis.gov.au
- Call 1800 800 110* Monday to Friday, 8am to 11pm local times
For people with hearing or speech loss:
 - TTY: 1800 555 677
 - Speak and Listen: 1800 555 727
 - For people who need help with English TIS: 131 450
- *1800 calls are free from fixed lines; calls from mobiles may be charged