



Appealing an NDIS Decision

The National Disability Insurance Scheme (NDIS) is implemented by the **National Disability Insurance Agency (NDIA)**. The NDIA has an internal review process which must be used prior to appealing an NDIA decision externally. If you are unhappy with the internal NDIA review, you can then contact the **Commonwealth Ombudsman** and seek an appeal through **Administrative Appeals Tribunal (AAT)**.

Internal NDIS Review

If you think a decision made by the NDIA has made about you is wrong, you can request an application for internal review of a decision.

There is a list of 'reviewable decisions' in the [NDIS legislation](#). If the NDIA makes a decision about you that is on this list, you can request an internal review of that decision. Many decisions made by the NDIA are reviewable, including things like being accepted as a participant, the provision of **reasonable and necessary supports**, and becoming a registered provider of supports.

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

Note: *A request for internal review of a decision must be made within three months of receiving notice of the decision from the NDIA.*

How to make a request for Internal Review

To request an internal review of a decision:

- submit a written request to:
**Chief Executive Officer
National Disability Insurance Agency
GPO Box 700
Canberra ACT 2601**
- talk to someone at an NDIA office
- call **1800 800 110**
- send an email to enquiries@ndis.gov.au

When you ask for a review, explain why you think the decision is not right. An optional [Application form](#) is available to assist you in reviewing the decisions made about you by the NDIA.

If you are still not happy after the internal review of the decision, you can apply for an Administrative Appeals Tribunal (AAT) review. This is a tribunal outside the NDIA.

Contact the Australian Appeals Tribunal (AAT)

- Online at www.aat.gov.au
- By phone on **1800 228 333**
- By email: generalreviews@aat.gov.au
- Write to:
**AAT
GPO Box 9955
(Your capital city), (Postcode)**

Note: *You cannot ask the AAT to review an NDIA decision until the NDIA has internally reviewed it.*



You can apply online, fill out an application form or write a letter, and send it to the AAT by post, email or fax. The AAT can help you complete your application if you need assistance.

The AAT have a [video guide](#) which explains more about how to apply for a review.

Ways to apply to the AAT for an appeal

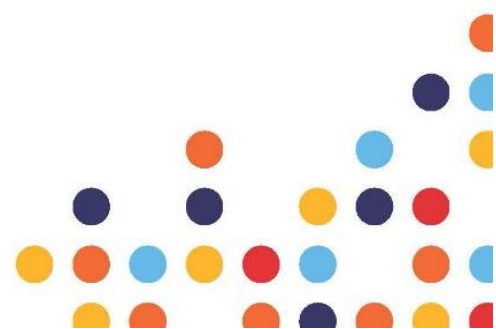
- [Apply online](#)
- [Application form](#)
- **Write a letter** including;
 - ✓ your name, postal address telephone number and email address
 - ✓ the date you received the decision
 - ✓ brief reasons why you think the decision is wrong; and
 - ✓ a copy of the decision

If you can't provide a copy of the decision, then include a brief description of the decision in your letter.

You must lodge an application for review within **28 days** of receiving the decision from the NDIA.

You may apply for an extension with your application, stating the reasons for the application being late:

- when you lodge your application for review [online](#) or
- by filling in an [application for extension of time form](#) and sending it with the [application for review of decision form](#) or
- in writing by email or post.



Not sure who to complain to?

Not happy with the provider of my supports?

NDIS Commission (NSW/SA) or State Ombudsman

**NDIS Commission:
1800 035 544**

Vic 1800 806 314

Qld 1800 068 908

Tas 1800 001 170

WA 1800 117 000

Not happy with the NDIA's Actions?

Commonwealth Ombudsman

1300 362 072

Not happy with a service or product purchased?

Fair Trading

NSW 13 32 20

Consumer Affairs

Vic 13 055 81 81

Fair Trading

Qld 13 74 68

Consumer Affairs

Tas 1300 654 499

Consumer Advice

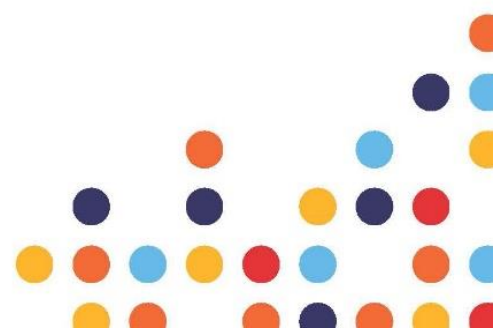
SA 131 882

Consumer Protection

WA 1300 304 054

Consumer Affairs

NT 1800 019 319



NDIS Quality and Safeguards Commission

The **NDIS Quality and Safeguards Commission** is a new independent agency established to improve the quality and safety of NDIS supports and services.

It is intended to regulate the NDIS market, provide national consistency, promote safety and quality services, resolve problems within NDIS service provision and identify areas for improvement.

People with disability have the right to complain about the services they receive. Most NDIS providers do their best to provide quality supports and services to people with disability, but issues can occur.

If you are unable to resolve a complaint directly with your NDIS Provider, then you can lodge a complaint with the NDIS Commission (in NSW and SA) or your local State or Territory Ombudsman (everywhere else).

The **NDIS Quality & Safeguards Commission** or **NDIS Commission** became operational across New South Wales and South Australia in July 2018. It will roll out across the other states and territories as follows:

- **1 July 2019:** Victoria, Queensland, Tasmania, the Australian Capital Territory and the Northern Territory
- **1 July 2020:** Western Australia

IDEAS provides disability information that is free, accurate and independent.

Free call: 1800 029 904

Text: 0458 296 602

Email: info@ideas.org.au

Live Chat: www.ideas.org.au

Mon-Fri 8am-8pm



**IDEAS does
information
so you can
do life.**