

How do you ask for an internal review of a decision?

You must ask us to review the decision within three months from the day you receive our decision in writing.

There are a few ways you can ask us to review a decision.

You can:

- complete the [Request for a Review of a Decision form](#) and send it to us
- send us an email with supporting evidence to enquiries@ndis.gov.au
- call us on 1800 800 110
- visit an [NDIS or partner office](#).

You can also send a letter with supporting evidence to:

Chief Executive Officer
National Disability Insurance Agency
GPO Box 700
Canberra ACT 2601

Download the 'Request for a review of a decision' form

- [Request for a Review of a Decision form \(PDF 134KB\)](#)
- [Request for a Review of a Decision form \(DOCX 80KB\)](#).

What information should you provide?

When you request an internal review of a decision, you can let us know:

- what decision you were expecting
- why you think we should make a different decision
- if there is any information you've already given us that you'd like us to reconsider
- if you have any new evidence, such as medical or therapy reports, you'd like us to consider.

Information to support your request may include reports or letters that detail your disability and how it impacts you on a day-to-day basis.

Any new evidence can be provided to us as part of your request for a review of a decision.

Sometimes, we may need more information to review the decision. If we do, we'll contact you to let you know what we need and why we need it.

Visit these pages on our website for more information about what to include with your request:

- [Types of disability evidence](#)
- [Plan reassessment reports](#)
- [Reasonable and necessary supports](#).

Home and living supports

The NDIA may fund reasonable and necessary home and living supports, if they are unable to be met through mainstream, community, informal or other supports.

You can request these supports by completing the [Supporting Evidence Form – Home and Living](#).

This form can be provided alongside a request for an internal review of a decision.

More information, including how to return this form, is available on the [Home and living supporting evidence](#) page.

How long does a request to review a decision take?

We aim to complete all internal reviews within 60 days from the day after we receive your request.

We will also provide you with reasons for our decisions in writing.

Find out more about the commitments we've made under our [Participant Service Guarantee](#).

What if your situation or details have changed since we made the decision?

An internal review of a decision checks if we made the right decision under the law by looking at the facts and circumstances at the time of the internal review decision.

This means any changes that have happened since the original decision was made and any additional information can be considered as part of the internal review decision.

It is important you let us know, if your situation and support needs have changed since our decision, you can [ask us to change your plan](#).

If you're a participant, and your situation changes while waiting for an internal review of a decision, we encourage you to contact us.

We'll let you know what options are available, and how this might affect your plan and your internal review of a decision.

You can learn more by reading our [changing your plan guidelines](#).

What if you are still not happy after we do an internal review of a decision?

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

There are options available to you if you don't agree with a decision we have made. This includes asking us to explain our decision, ways you can use your plan and how to access supports. For more information, visit [what other options are available to you?](#) on the [Request a review of a decision page](#).

If you are not happy with the internal review decision, you can also 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.

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

What if you have feedback about the decision-making process?

If you are not satisfied with how we carried out our decision-making, you can provide feedback or [make a complaint](#).

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