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## What a decision review is

A decision review is a process we follow when you don't agree with a decision we've made.

We have a decision review process to make sure applicants and participants have an opportunity to ask for a second opinion.

There are 2 types of decision reviews.

### Decisions about your eligibility

You have the right to ask for a decision review if:

- we have decided you are not eligible for the NDIS
- we have [reassessed your eligibility](#).

### Decisions about your plan

You have the right to ask for a decision review if:

- we have decided a support is not [reasonable or necessary](#)
- you disagree with a [change we have made to your plan](#).

## What asking for a decision review is like

There are 2 stages of a review:

- Stage 1: Internal review
- Stage 2: External review.

### Start with an internal review

Your first step is to ask for an internal review. After an internal review, if you still disagree, you can ask for an external review.

**Tip: You have 3 months to let us know.**

For an internal review, you must let us know within 3 months from the day you receive our initial decision in writing.

## Next, ask for an external review

If you don't agree with the internal review decision, you can ask the [Administrative Review Tribunal \(ART\)](#) to review it.

We call this an external review. You can't ask for an external review until we give you our internal review decision.

## What we consider during every review

We'll double check we have made the right decision by looking at:

- the law
- the facts
- your circumstances.

**Tip: There are multiple decisions you can ask to be reviewed**

We have made a list of every reviewable decision under the law. Browse the list of reviewable decisions in our guideline.

- [Download the Reviewing our decisions guideline pdf file](#) - PDF 363.06 KB
- [Download the Reviewing our decisions guideline docx file](#) - DOCX 102.23 KB

## What other options are available

Before asking for an internal review, you can:

- ask us to explain our decision
- ask your [my NDIS contact](#) for help with other ways to access or find supports.

Learn more about [how to request a review of a decision](#).

## Related information

## **Guide to decision reviews**

## **How to request a review of a decision**

## **What is reasonable and necessary**

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