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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’ve:

- decided you aren’t eligible for the NDIS
- reassessed your eligibility.

Decisions about your plan

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

- we've decided a support isn't reasonable or necessary
- you disagree with a change we've 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.

Tip: You have 3 months to let us know.

You must let us know within 3 months from the day you receive our initial decision in writing to ask for an internal review.

Next, ask for an external review

You can ask the Administrative Review Tribunal (ART) to review the internal review decision if you don't agree with 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've made the right decision by considering:

- the law
- the facts
- your circumstances.

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

We've made a list of every reviewable decision under the law. The list of reviewable decisions is available in the reviewing our decisions guideline.

What other options are available

Before asking for an internal review, ask:

- us to explain our decision
- 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

This page current as of
27 July 2026