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## Step 1: Check the decision is reviewable

The NDIS Act tells us what decisions can be reviewed. Many decisions we make are reviewable. Some are not.

### Common decisions that can be reviewed

You can review a decision if we decide:

- you're not eligible for the NDIS
- you're no longer eligible for the NDIS
- to approve your plan, which includes approving the NDIS supports we fund in your plan
- not to do a plan reassessment
- not to do a plan variation
- to vary your plan
- you need a plan nominee or a different child representative.

The [reviewing our decisions guideline](#) has a full list of reviewable decisions.

If you're not sure if the decision is reviewable, you can [contact us](#). If you're a participant you can also speak to your [my NDIS contact](#).

## Step 2: Make sure it's been less than 3 months

You can ask us to review a decision within 3 months from the day you received our decision.

## Step 3: Provide any necessary information

### Write down your thoughts

To help us review the decision, tell us:

- what decision you were expecting
- why you think we should make a different decision
- if there is any information you've already shared that you'd like us to reassess
- if you will be providing us with new evidence to look at.

## You might need to send us some extra information

Sometimes when we review a decision, we might ask you for extra documents.

This could include reports or letters that explain your disability and how it impacts your day-to-day life.

If we need extra information, we'll contact you to tell you what we need and why we need it.

You have up to 28 days to send us this information. You can contact us if you need to ask for more time.

## Step 4: Ask for an internal review

### If you need help asking for a review

You can get help to ask for an internal review from your:

- family or friends
- [local area coordinator](#) or early childhood partner
- my NDIS contact
- child representative or nominee.

You need to let us know they have your permission. Learn more about [consent](#).

## Contact us

- call us on 1800 800 110.
- submit an enquiry through our [service hub](#) with supporting evidence.
- send us a letter with supporting evidence to Chief Executive Officer, NDIA, GPO Box 700 Canberra ACT 2601
- visit your local NDIS partner or [local NDIA office](#) in person

Download, complete and send us the request a review of a decision form:

- [Request a review of a decision form](#) - PDF 219.5 KB
- [Request a review of a decision form](#) - DOCX 94.6 KB

## Step 5: Know what to do if you don't agree with the outcome

### We'll let you know what you can expect

We aim to complete all internal reviews within 60 days.

We'll let you know what method we'll use to contact you.

### Request an external review through a tribunal

If you still don't agree with our decision after the internal review, you can ask the Administrative Review Tribunal to review our decision. This is called an external review.

You have 28 days after we complete the internal review to ask for an external review.

If you need help asking for an external review, you can contact the [Administrative Review Tribunal](#) .

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## Related information

### [What is a decision review](#)

### [What is an NDIS partner](#)

### [What is an early childhood partner](#)

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