

National Disability Insurance Scheme (NDIS) Reviews

Have you been refused access to the NDIS? Are you unhappy with a decision about your funding?

You can ask for the National Disability Insurance Agency (NDIA) to review decisions:

- To refuse access to the NDIS;
- On the services and supports funded under your plan;
- On the funding amount allocated in your plan;
- On conflicts between compensation payments and your NDIA plan.
- On nominees or services appointed in your plan.

A request for a review is not a complaint. It should be made within 3 months of the initial decision. Applications for review should be sent directly to the NDIA. Forms are available on the NDIS website. However, you do not need to use these forms for an NDIA review, you can send a letter or email instead.

Check that your Request for Review includes:

- Why you believe the decision was wrong; and
- Any evidence you have that would help the NDIA to change their decision.

What if I am unhappy with the NDIA's review of their decision?

You can apply to the Administrative Appeals Tribunal ("AAT"). The AAT hears Appeals against NDIA decisions. An Appeal is like a review of the decision. An AAT Appeal needs a specific form which can be downloaded from the AAT website. The form is called the 'Application for Review of Decision (Individual)'.

How do I Appeal to the AAT?

- Download the form from the AAT Website, request one from the AAT Registry or apply online at www.aat.gov.au. The form is called the 'Application for Review of Decision (Individual)'.
- Complete and lodge the Application with the AAT within 28 days of the decision being made by the NDIA.
- Include with the Application a copy of the decision you are seeking to review, if you have one.
- Include the contact details for the NDIA which can be found on your Internal Review letter.

What can Legal Aid ACT do to help?

Legal Aid can provide advice and assistance for both NDIA Reviews and AAT Applications.

- Legal Aid ACT offers duty appointments through our Civil Law Duty service. During those appointments we provide brief assistance with drafting reviews or AAT Applications and discuss the kind of evidence you might need to support your position.

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- You may also be able to have a duty lawyer give you advice on the documents filed in the AAT by the NDIA.
- Duty appointments are limited. If you need ongoing assistance, or need us to represent you at the AAT, then you should apply for a grant of legal aid. To get the grant application form, please call our free Helpline on 1300 654 314 or visit us at 2 Allsop Street in Canberra.
- Legal Aid ACT aims to process applications within 10 days, so please also seek duty advice or advocacy support to ensure that you file your AAT Appeal within 28 days.

ACT Disability, Aged and Carer Advocacy Service (ADACAS)

[Website: www.adacas.org.au](http://www.adacas.org.au)

[Email: adacas@adacas.org.au](mailto:adacas@adacas.org.au)

Phone: **(02) 6242 5060**

Address: Unit 14/6 Gritten Street, Weston ACT

Advocacy for Inclusion

[Website: www.advocacyforinclusion.org](http://www.advocacyforinclusion.org)

Phone: **(02) 6257 4005**

Address: 20 Genge Street, Canberra ACT

Last reviewed August 2019

Getting help

Legal Aid ACT

Website: www.legalaidact.org.au

[Email: civil@legalaidact.org.au](mailto:civil@legalaidact.org.au)

Phone: **1300 654 314**

Address: 2 Allsop Street, Canberra ACT

National Disability Insurance Agency

[Email: enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au) or

feedback@ndis.gov.au

Phone: **1800 800 110**

Postal: GPO Box 700, Canberra ACT 2601

Address: 2 Allsop Street, Canberra ACT

Administrative Appeals Tribunal

[Website: www.aat.gov.au](http://www.aat.gov.au)

[Email: generalreviews@aat.gov.au](mailto:generalreviews@aat.gov.au)

Phone: **1800 228 333**

Postal: GPO Box 9955, Canberra ACT 2601

Address: Level 8, 14 Moore Street, Canberra