



National Disability Insurance Scheme (NDIS) Reviews and Appeals

This leaflet is to offer you some brief information about the process and how a disability advocate can help you through this process

A disability advocate can assist you with the NDIS in a number of ways:

1. Assistance to make an internal review of a decision made by the NDIS about your application

If you are not engaged with a program coordinator and your application to access the NDIS has been rejected, or the package you have been offered is not enough to meet your needs, then you have the option to ask that this decision be reviewed by another officer in the National Disability Insurance Agency (NDIA).

You will have received a form to apply for this review, or you can call NDIS and lodge the appeal over the phone. You must apply for a review of their decision within three (3) months of the date on the letter telling you about the NDIA's decision.

Instructions for how to ask for a review of an NDIA decision can be found [here](https://www.ndis.gov.au/participants/how-review-planning-decision)
<https://www.ndis.gov.au/participants/how-review-planning-decision>

2. Assistance with an application for the Administrative Appeals Tribunal (AAT) review of a decision made by the NDIS

You must first have sought and received the outcome of an internal review of an NDIA decision before you can make an application to appeal the NDIA decision at the AAT

If your application to join the National Disability Insurance Scheme (NDIS) is refused or your package of supports does not meet your needs and this decision is not changed through the review process within the NDIA, you may make an appeal to the AAT. Please see our AAT fact sheet for more information about this process.

DRAS's AAT appeals process:

All people who want to access advocacy services with Disability Rights Advocacy Service (DRAS) for an NDIS internal review or appeal to the AAT must apply to DRAS's head office at Mile End. No cases can be started without this approval.

To apply for an advocate to support you with an NDIS review or AAT appeal you should call the office on 8351 9500 or email admin@dras.com.au

After you have applied to DRAS you will be informed if an advocate can take on the case on the your behalf. Your advocate will meet with you prior to this to assess all the documents and evidence you have, and then forward a request to DRAS for approval. Once your application has been approved, your advocate will make another appointment to discuss the case and also draft the action plan for the actions that were approved.

Useful links:

Reviews of NDIS/NDIA decisions:

<https://www.ndis.gov.au/participants/how-review-planning-decision>

NDIS Review of a decision factsheet:

<https://www.ndis.gov.au/participants/how-review-planning-decision>

NDIS Planning Workbook:

www.everyaustraliancounts.com.au/wp-content/uploads/NDIS-Planning-Workbook.pdf

*Disclaimer – the information given here is of a general nature and you should seek clarification of any statements made here
(last up dated 27/08/2019)*