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# Internal Review of a Decision

If you feel that the NDIA has made a decision about you that you do not agree with, you can request to have it reviewed.

## What decisions can be reviewed?

* A decision to not grant you access to the Scheme because you do not meet the access criteria
* A decision to revoke your access to the scheme because you do not meet the access criteria
* A decision about whether to include a particular funded support in your plan or not, this can include a decision about how much funding is provided
* If you request a review of your plan because your circumstances change and the agency declines this request you can request to have the decision not to review your plan reviewed.
* A decision to approve or cancel a Nominee

## Who can request a review of a decision?

You or your Nominee can request a review of a decision that you do not agree with. A nominee is someone who has been legally appointed to deal with the NDIA on your behalf if you are not able to.

A Local Area Coordinator or Support Coordinator can support you to complete this request if required.

## How can I request an Internal Review of a Decision?

* Completing the Application to Request a Review form from the NDIS website
* Writing to the National Disability Insurance Agency (GPO Box 700, Canberra ACT 2160)
* Calling the National Disability Insurance Agency on 1800 800 110 (Monday – Friday 8:00am – 11:00pm)
* Visiting your local office in person
* Sending an e-mail to enquiries@ndis.gov.au

You must make your request within three (3) months of being notified of the original decision that you want to have reviewed.

## What Happens Next?

When the National Disability Insurance Agency receives your request, a planner who did not make the original decision will review your request. They will also look at any evidence you provide or have already provided that relates to the decision.

They may call or e-mail you to ask questions about your request or ask you to provide additional information.

Once they make a decision, they will contact you to advise of the outcome of the review and send you a letter advising of their decision.

This process may take several weeks.

## What if I am still unhappy with the decision?

If you disagree with the review decision the National Disability Insurance Agency makes you can apply to the Administrative Appeals Tribunal (the ‘AAT’). The Administrative Appeals Tribunal can review your case and either uphold the National Disability Insurance Agency’s decision or, they can provide them with recommendations on how to make a more appropriate decision. The tribunal is not a court and cannot force the National Disability Insurance Agency to change their decision.

For more information you can visit the Administrative Appeals Tribunal website at www.aat.gov.au.

If you would like to have a matter heard by the Administrative Appeals Tribunal there are several agencies that can support you to do this. To find an organisation that best meets your needs, see our ‘NDIS Helpful Contacts’ fact sheet.