

Asking for a review of your NDIS plan

A Factsheet for Adults (No. 8)

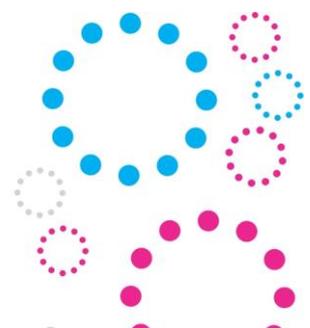
When should I ask for a review?

You may find that you are not happy with the decision about your eligibility for the NDIS, what occurred in the planning meeting, the outcome of the meeting or you might disagree with your final plan. You might also have difficulty in getting your NDIS plan approved. If you are unhappy in any way, then there are actions you can take.

Before you ask for a review, it may be a good idea to view and complete the Rights Information & Advocacy Centre Inc. (RIAC) NDIS [internal review checklist](#).

What can I do?

- **Speak to your Local Area Coordinator (LAC):** If you have concerns, you can speak to your Coordinator. If you are not happy with their response, then ask to speak to their manager. Using a support person or advocate may help in this process and is recommended.
- **Ask for an internal review:** You have the right to ask for an internal review of your plan by the NDIA. An internal review is a review of the decision by the NDIA. The NDIA staff member who works on the internal review will not have been involved in the earlier decision. They may want to talk to you directly as part of this process. An internal review request must be made within three months of receiving the decision from the NDIA.
- **Apply for a review by the Administrative Appeals Tribunal (AAT):** If you are not happy with the decision made by the internal review process, you can apply for a review by the AAT. This tribunal is external to the NDIA.



How do I request a review?

You can make a request for internal review of a decision by:

- Submitting a written request to:
Chief Executive Officer
National Disability Insurance Agency
GPO Box 700
Canberra ACT 2601
- talking to someone at an NDIA office
- calling 1800 800 110
- sending an email to: enquiries@ndis.gov.au.

For more information, you can access the following resources:

- Visit the NDIS website to download the [review your access decision](#) application form. You do not have to use this form but it can help you describe why you want an internal review of the decision.
- Read the [Family Advocacy NDIS Review Guide](#).

Where can I find out more information about FASD?

NOFASD Australia is the National Peak Body for parents, carers and individuals impacted by Fetal Alcohol Spectrum Disorder (FASD). Founded in 1999 and funded by the Commonwealth Department of Health, we provide the essential bridge linking those with lived experience with researchers and clinicians.

NOFASD Australia provide a helpline for people impacted by FASD and those wanting information on how to support individuals with FASD. We also maintain an up-to-date comprehensive website with curated resources and links.

If you would like additional information about FASD or to read more about FASD and the NDIS, please visit the [NOFASD Australia website](#).

Sources:

Understanding the NDIS Booklet 2: <https://www.ndis.gov.au/about-us/publications/booklets-and-factsheets>

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

