How to Appeal an NDIS Decision (Internal Review + External Appeal) – Gold Standard

DiversAbilities Resource – Gold Standard

1. What this process actually is

If you disagree with an NDIS decision, you have the right to challenge it. This process is called a review or appeal.

Common situations include being denied access, receiving less funding than expected, or having supports removed.

There are two main stages: an internal review (NDIS reviews itself), and an external appeal (an independent body reviews the decision).

2. Real-life examples

- Your plan funding was reduced and you can't afford supports
- NDIS said you are not eligible for funding
- A therapy or support was removed from your plan
- Your plan does not reflect your actual needs

3. Important: this process is FREE

You do not have to pay to request a review or appeal.

You can also get free support from disability advocacy organisations to help you through the process.

4. Step 1 – Internal Review (first and most important step)

1. Call NDIS on 1800 800 110 OR use your NDIS portal
2. Say clearly: 'I would like to request a review of a decision'
3. Submit your request within 3 months of receiving the decision letter
4. Explain what you disagree with and why
5. Provide supporting documents (reports, letters, assessments if available)

5. What to say (simple script)

- "I would like to request a review of a decision about my NDIS plan."
- "I don't agree with the funding/support that was provided."
- "I can provide additional evidence if needed."

6. What actually happens during internal review

NDIS will look at your request again, often with a different decision-maker.

They may contact you for more information or documents.

You will receive a new written decision after the review is complete.

7. Step 2 – External Appeal (if you still disagree)

If you are not satisfied with the internal review outcome, you can apply to an independent body for review.

6. Apply to the Administrative Review Tribunal (ART)
7. Submit application online or with help from an advocate
8. Provide your documents and explain your situation
9. Attend meetings or hearings if required

8. What this stage is like

This stage is more formal but still designed to be accessible.

You can bring a support person or advocate.

The goal is to ensure the decision is fair and based on correct information.

9. Get FREE help (very important)

- Disability advocacy organisations (free support)
- Legal Aid services
- Community legal centres

You do not need to do this alone.

10. What to prepare (simple checklist)

- Your NDIS decision letter

- Any reports from therapists or doctors
- Notes explaining what you need and why
- Any previous communication with NDIS

11. Tips that make a BIG difference

- Be clear and specific about what you need changed
- Use examples from your daily life
- Ask for help early (advocacy makes a big difference)
- Keep copies of all documents

12. Official contacts and links

- NDIS: https://www.ndis.gov.au
- NDIS phone: 1800 800 110
- Administrative Review Tribunal: https://www.art.gov.au

13. Sources

- NDIS
- Administrative Review Tribunal

Disclaimer: These resources might not be up to date and newer information might be available. We try our best to update our resources as often as possible.