



How to ask for a review of an NDIS decision

Have you applied to the NDIS and received a letter saying you are not eligible?

Are you not happy with your NDIS Plan?

You can ask for a review of an NDIS decision.

This means asking the NDIS to think about the decision again.



When to ask

You must ask for a review **within 3 months** after NDIS sends you the decision in writing.



Ways to ask for a review

1. Fill in a form and post it

- Fill in the form called Request for a Review of a Decision.
- Post it to: Chief Executive Officer
- National Disability Insurance Agency - GPO Box 700, Canberra ACT 2601

2. Send an email

- Email NDIS at: enquiries@ndis.gov.au
- You can include any reports or papers that support your request.



Ways to ask for a review

3. Call the NDIS

- Phone number: 1800 800 110

4. Visit an office

- Go to an NDIS office or a partner office near you.
- Find an office here: [Find NDIS offices](#)



Helpful Links

- [Request for a Review of a Decision](#)
- [Who can give you supporting evidence](#)



What to include in your review

When you ask for a review, it helps to tell NDIS:

- What decision you were hoping for
- Why you think the decision is wrong
- Any new reports (from your doctor, therapist, etc.)
- How the decision is affecting your daily life
- If anything in your life has changed (like needing new support), tell them what changed





What happens after

- NDIS will look at your request.
- They must give you an answer **within 60 days**.
- They will send you a letter to tell you their new decision.



Not happy with the review?

- Fill in the online form or use **live chat** at [ndis.gov.au](https://www.ndis.gov.au)
- **Email:** enquiries@ndis.gov.au
- **Call:** 1800 800 110 (Monday to Friday, 8am-8pm)
- **Go to an office** near you. Find NDIS offices
- **Post a letter** to: NDIA, GPO Box 700, Canberra ACT 2601



Handy Tips

- If you are asking for a review in person, you can bring a **support person** if you need help. Talk to an advocate or support person who can help you gather information and put forward your case for a review of the decision.
- Try to give any reports or letters that help explain your needs.

