



Australian Government

Department of Social Services

Disagree with a National Disability Insurance Agency (NDIA) decision?

Assistance available for people seeking an external merits review



How do I apply for a review of a National Disability Insurance Agency decision?

If you are unhappy with a decision made by the National Disability Insurance Agency (NDIA) you can request an internal review of that decision with the NDIA.

If you still disagree with a decision after the internal review has been completed, you can apply to the Administrative Review Tribunal (ART) to conduct an **external merits review**. An external merits review is an independent assessment of an NDIA decision.

The types of decisions that can be reviewed include, but are not limited to: whether you are eligible for the National Disability Insurance Scheme (NDIS); or what has or has not been approved for your plan.

An internal review must be conducted first by the NDIA before you can go to the ART.

What help can I get if I apply to the ART?

Help is available from an NDIS Appeals support person to:

- assist you to understand the review process
- prepare documents needed for the external merits review
- assist you to apply for legal assistance to pursue an application to the ART*
- provide you with advice and skills so that you can better represent yourself at the ART, if you choose to do so, or
- attend ART conferences and hearings with you, and help you in putting your case to the ART.

The NDIS Appeals support person is funded by the Australian Government, and is independent from the NDIA and the ART. There is no charge for their assistance or for an external merits review by the ART.

* Legal assistance may be available where there is wider community benefit and/or disadvantage that would substantially benefit from legal representation.

Where can I find an NDIS Appeals support person?

NDIS Appeals support people are available nationally, and to all ART applicants. For a full list of locations and provider details go to **www.dss.gov.au/support-appealing-ndis-decisions**.

More information

For more information about support available to people seeking an external merits review go to **www.dss.gov.au/support-appealing-ndis-decisions**

For more information and support from the Administrative Review Tribunal go to **www.art.gov.au** or call **1800 228 333**.

For more information about the National Disability Insurance Scheme (NDIS) go to **www.ndis.gov.au** or call **1800 800 110**.

