

Not happy with an NDIS decision?

You can challenge it



Have you applied for, or do you receive, services or supports paid for by the National Disability Insurance Scheme (NDIS)?

The National Disability Insurance Agency (NDIA) decides if you can join the NDIS and what services and supports you can get.

What can I do if I am unhappy with a decision of the NDIA?

You can challenge the decision you are not happy with. For example, you can ask them to change a decision:

- to not let you join the NDIS
- about the services and supports they will pay for under your NDIS Plan
- about the amount they gave you in your NDIS Plan
- about them appointing a nominee for you
- limiting the amount they give you because of compensation you have received, and
- refusing to review your NDIS Plan.

Asking the NDIA to review their decision is different to complaining about a service. If you are not happy with a decision the NDIA made, make sure they understand you want them to review their decision.

How do I challenge an NDIS decision?

1. Ask the NDIA to review the decision. You must do this no later than three months after you get the NDIA's decision in writing. You should:
 - explain why you think the decision is wrong, and
 - give them evidence that you think may help them change their mind.

The NDIA may change their mind and make a new decision.

2. If you are still not happy with the decision the NDIA makes, you can ask the Administrative Appeals Tribunal to look at the NDIA's decision. This is called an appeal. You must lodge your appeal with the Administrative Appeals Tribunal no later than 28 days after you get the NDIA's review decision.

Where can I get more help?

LawAccess NSW

LawAccess NSW is a free information service run by Legal Aid NSW. Anyone who has a legal problem in NSW can contact LawAccess NSW for legal help.

Click on the Chat with us button at www.legalaid.nsw.gov.au or call **1300 888 529** between 9am and 5pm, Monday to Friday (excluding public holidays).

This publication is a general guide to the law. You should not rely on it as legal advice, and we recommend that you talk to a lawyer about your situation.

The information is correct at the time of printing, however it may change. For more information contact LawAccess NSW on **1300 888 529**.

This publication is available in Arabic, Chinese (Sim), English and Vietnamese.



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Do you need help to contact us?



If you need an interpreter, call the Translating and Interpreting Service (TIS National) on **131 450** (9am–5pm) and ask for LawAccess NSW.

Do you find it hard to hear or speak?



If you are deaf, or have a hearing or speech impairment, contact us through the [National Relay Service \(NRS\)](#). Ask for LawAccess NSW on **1300 888 529**.