



# Queensland Advocacy Incorporated

Our mission is to promote, protect and defend, through advocacy, the fundamental needs and rights and lives of the most vulnerable people with disability in Queensland.

*Systems and Legal Advocacy for vulnerable people with Disability*

## What to do if you disagree with a National Disability Insurance Agency (NDIA) decision?

Many decisions made by the NDIA are reviewable, including: acceptance as a participant of the National Disability Insurance Scheme (NDIS); or the provision of reasonable and necessary supports that have or have not been included in your plan.

## How to apply for a review of a NDIA decision

If you are unhappy with a decision made by the NDIA, you can request an internal review within three months of receiving the decision. When asking for a review you should explain why the decision is incorrect and when possible provide additional supporting documents. There is an Application for review of a reviewable decision that can help you describe why you want an internal review of the decision; <https://www.ndis.gov.au/medias/documents/reviewable-decision-form-pdf/Reviewable-decision-Form.pdf>.

A request for internal review of a decision can be made by:

- A written request to: Chief Executive Officer, National Disability Insurance Agency
- PO Box 700, Canberra ACT 2601
- Talking to someone at an NDIA office
- Calling 180 800 110  
TTY: 1800 555 677      Speak and Listen: 1800 555 727      TIS: 131 450

\*1800 calls are free from fixed lines; call from mobiles may be charged

- Sending an email to: [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

The staff member who completes the review will be independent of the person who made the original decision.

## What to do if you are unhappy with the NDIA internal review

If you still disagree with a decision after the internal review is completed, you can apply to the Administrative Appeals Tribunal (AAT) to conduct an external merits review. An application to the AAT must be made within 28 days of receiving the decision of an internal review by the NDIA: <http://www.aat.gov.au/resources/forms>.

**Ph:** (07) 3844 4200 or 1300 130 582 **Fax:** (07) 3844 4220 **Email:** [qai@qai.org.au](mailto:qai@qai.org.au) **Website:** [www.qai.org.au](http://www.qai.org.au)

**2nd Floor, South Central, 43 Peel Street, STH BRISBANE QLD 4101**

QAI endorses the objectives, and promotes the principles, of the Convention on the Rights of Persons with Disabilities.

Patron: His Excellency The Honorable Paul de Jersey AC

A request for an external review by filling out an application form or writing a letter to the AAT and sending it to:

- Post: AAT, GPO Box 9955, Brisbane QLD 4000
- Email: [generalreviews@aat.gov.au](mailto:generalreviews@aat.gov.au)
- Fax: (07) 3052 3001
- In Person: Level 6, 295 Ann St, Brisbane QLD 4000

The AAT is independent of the NDIA and an AAT Contact Officer will contact you within 3 days of receiving your application to discuss your application and the process.

### **Support people for the NDIS Appeals**

NDIS Appeals support Advocates are available in all NDIS sites to assist people applying for review of NDIA decisions. NDIS appeals support advocates are independent of the NDIA and are free of charge. They are able to assist individuals to:

- Understand the review process.
- Prepare required supporting documents.
- Provide advice and skills to foster self-advocacy.
- Apply for legal assistance to pursue an application to the AAT.
- Attend AAT conferences and hearings to help the person present their case to the AAT.

To find the details of the appropriate NDIS appeals support providers go to [www.dss.gov.au/ndis-appeals](http://www.dss.gov.au/ndis-appeals).

#### **Queensland Advocacy Incorporated (QAI)**

Areas: Queensland  
Phone: (07) 3844 4200  
Email: [QAI@qai.org.au](mailto:QAI@qai.org.au)

#### **People with Disability Australia (PWDA)**

Areas: Queensland  
Phone: (02) 9370 3100  
Email: [pwd@pwd.org.au](mailto:pwd@pwd.org.au)

#### **Speaking Up For You (SUFY)**

Areas: Brisbane, Moreton Bay, Redlands  
Phone: (07) 3255 1244  
Email: [sufy@sufy.org.au](mailto:sufy@sufy.org.au)

#### **Independent Advocacy North Queensland (IANQ)**

Areas: Burdekin Shire, Cassowary Coast region, Charters Towers region, Flinders Shire, Hinchinbrook Shire, Mackay/ Isaac/ Whitsunday region, Palm Island Shire, Townsville.  
Phone: 1800 887 688  
Email: [appeals@ianq.org.au](mailto:appeals@ianq.org.au)

#### **Rights in Action (RIA)**

Areas: Cairns, Yarrabah, Mareeba and Atherton regions  
Phone: (07) 4031 73377  
Email: [info@rightsinaction.org](mailto:info@rightsinaction.org)

***Disclaimer: This publication is for general information only. It must not be relied on as legal advice. You must seek legal advice about your own particular circumstances.***

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