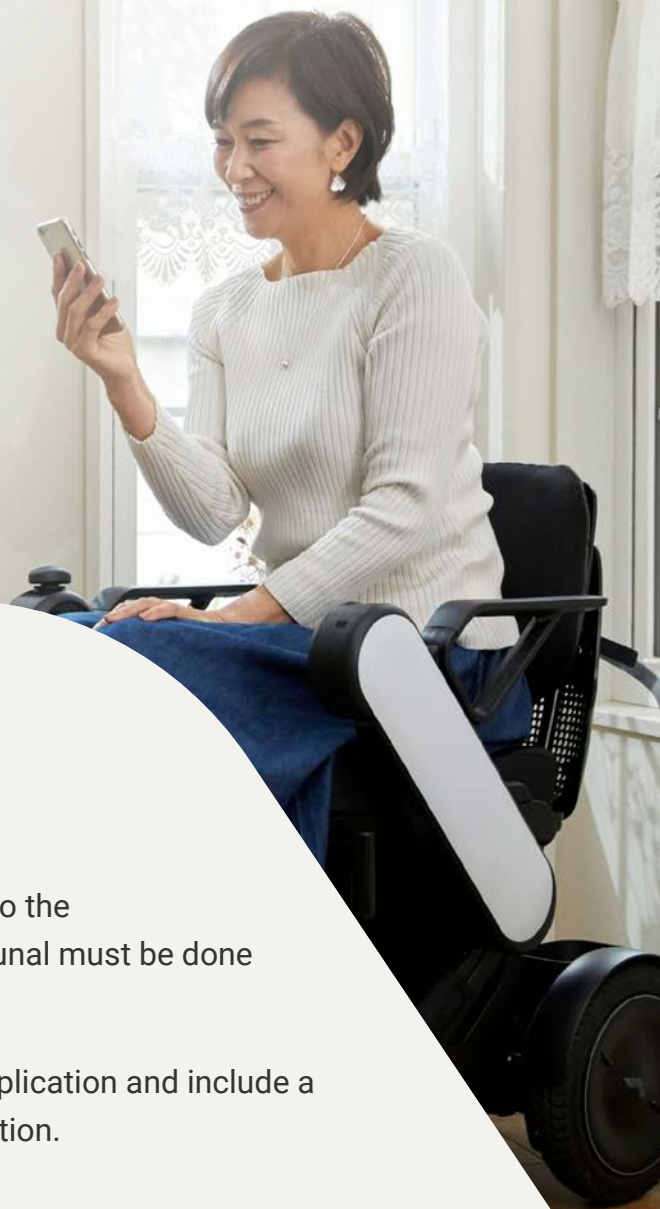


# Don't agree with your NDIS Internal Review Decision?



## What are the next steps?

### 1. Lodge Appeal

If you would like to appeal the decision, you need to apply to the Administrative Review Tribunal. The application to the Tribunal must be done within 28 days of the internal review decision.

To appeal to the Tribunal, you must complete the online application and include a copy of the internal review decision letter with your application.

The application can be found at: [online.aat.gov.au/Home/InstructionsNdis](https://online.aat.gov.au/Home/InstructionsNdis)

Once you have lodged with the Tribunal, you should immediately receive a confirmation email (if you don't, check your junk, check the address, ring the Tribunal).

The Tribunal's phone number is: 1800 228 333

### 2. Receive details

Sometime after, and not necessarily at the same time but in this order, you should receive:

- 1** an email confirming your case number.  
(always quote this number when dealing with the tribunal).
- 2** a bundle of documents called 'T-Documents' (Tribunal Documents).
- 3** a date for a case conference or directions hearing. This is a meeting with you, a Tribunal registrar or member, and the NDIA. It is usually by phone or Teams video conference, and takes about an hour.

### 3. First case conference or directions hearing

At least one day before the first case conference or directions hearing, the NDIA will send you a statement which sets out the NDIA's position. On the allocated day and time for the conference or hearing, the Tribunal will contact you.

A person from the Tribunal (either a registrar or member) will chair a discussion about the issues, the evidence the NDIA is seeking, and the steps that need to be taken to progress the appeal.



Following the conference or hearing, the Tribunal will issue directions (a to-do list) for the NDIA and you. This is just the first stage and you will likely have more than one meeting with the Tribunal and NDIA.

You can find further information on how we can help on our [NDIS Appeals Support webpage](#).

### Contact Us

**Queensland Advocacy for Inclusion (QAI)**

**Areas:** All Queensland

 [1300 130 582](tel:1300130582)  [qai@qai.org.au](mailto:qai@qai.org.au)  [qai.org.au](http://qai.org.au)



### Other Organisations

If we do not have capacity to assist you in the required timeframe, here are a few other funded organisations who may be able to assist with external NDIS appeals at the Tribunal.

**Legal Aid Queensland (LAQ)**

**Areas:** All Queensland

 [1300 651 188](tel:1300651188)  [legalaid.qld.gov.au](http://legalaid.qld.gov.au)



Legal Aid have an NDIS reviews unit that provides advice to people who have received an internal review decision but have not yet lodged an external application with the ART. Their advice clinic runs on Wednesdays and bookings can be made by calling them.

## People With Disability Australia (PWDA)

**Areas:** All Queensland

 [1800 422 015](tel:1800422015)  [pwd@pwd.org.au](mailto:pwd@pwd.org.au)  [pwd.org.au](http://pwd.org.au)



## Speaking Up For You (SUFY)

**Areas:** Brisbane and Moreton Bay

 [07 3255 1244](tel:0732551244)  [sufy@sufy.org.au](mailto:sufy@sufy.org.au)  [sufy.org.au](http://sufy.org.au)



## Rights In Action (RIA)

**Areas:** Cairns, Yarrabah, Mareeba, Atherton, Port Douglas, Daintree, Ayr, Ingham and Charters Towers, Townsville and surrounds.

 [07 4031 7377](tel:0740317377)  [info@rightsinaction.org](mailto:info@rightsinaction.org)  [rightsinaction.org](http://rightsinaction.org)



This fact sheet has been written by Queensland Advocacy for Inclusion (QAI), an independent, community-based systems and advocacy organisation for people with disability in Queensland. 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.

