

**NDIS Decision Review Process:** Please contact Liberator if you require support in this area.

For NDIS participants applying for speech generating devices:

To have a speech-generating device or app funded by the NDIA a participant must:

- complete an assistive technology assessment and trials of speech generating devices with a Speech Pathologist (SP)
- have the SP complete the “General Assistive Technology Assessment Template”  
<https://www.ndis.gov.au/providers/housing-and-living-supports-and-services/providing-assistive-technology>  
to be submitted with a quote to the AT Assessor at:  
<https://www.ndis.gov.au/participants/home-equipment-and-supports/assistive-technology-explained/local-area-contacts-assistive-technology-and-home-modifications>
- communication apps or low cost AT items under \$1500 can be purchased through Core Supports – Low Cost Consumables if funding is available in this area of the NDIS plan.

**The AT assessor will provide a decision as to whether the Assistive Technology application is reasonable and necessary. There is no set timeframe for this decision to occur.**

If you think a NDIA decision is wrong, you can request an internal review of a decision. Any person directly affected by an NDIA decision can request an internal review.

<https://www.ndis.gov.au/applying-access-ndis/how-apply/receiving-your-access-decision/internal-review-decision>

There is a list of ‘reviewable decisions’ in the NDIS legislation. If the NDIA makes a decision about you on this list, you can request an internal review of that decision. Many decisions the NDIA makes are reviewable, including things like being accepted as a participant, the provision of reasonable and necessary supports and becoming a registered provider of supports.

When you are notified about an NDIA decision, you will get information about how to request an internal review. A request for internal review of a decision must be made within three months of you receiving the NDIA's notice of the decision.

The NDIA staff member who works on the internal review will not have been involved in the earlier decision. They may want to talk to you directly as part of the process.

### **How to request an internal review of a decision:**

You can make a request for internal review of a decision by:

- submitting a written request to:  
Chief Executive Officer  
National Disability Insurance Agency  
GPO Box 700  
Canberra ACT 2601
- talking to someone at an NDIA office
- calling 1800 800 110
- sending an email to: [enquiries@ndis.gov.au](mailto:enquiries@ndis.gov.au)

When you ask for a review, explain why you think the decision is not right. Include supporting documentation from your Speech Pathologist. You can also ask your local Liberator Consultant for assistance regarding information to provide.

Download [Application for a review of a decision \(PDF 471KB\)](#) form.

You don't have to use this form but it can help you describe why you want an internal review of the decision.

### **What happens next?**

The NDIA staff member responsible for the internal review will make a decision, as soon as reasonably practical, to confirm, vary or set aside and substitute the earlier decision.

### **What if you are still not happy after the internal review of the decision?**

If you are still not happy after the internal review of the decision, you can apply for a Administrative Appeals Tribunal (AAT) review. This is a tribunal outside the NDIA.

You cannot ask the AAT to review an NDIA decision until the NDIA has internally reviewed it.

For information about applying for an AAT review, see the AAT website: [AAT: National Disability Insurance Scheme applicants](#) (new window) or call 1800 228 333.

### **What if I have concerns about the decision-making process?**

If you are not satisfied with the way the NDIA carried out its decision-making, or how the NDIA dealt with you during the review process, you can [make a complaint](#).

**Review of a decision application form**

[Application for a review of a decision \(PDF 471KB\)](#)

This page current as of

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