



ndis

What To Do If You Don't Agree With Their Decision? Easy Reading Guide



Who are we?

Independent Advocacy Townsville is an accredited disability advocacy service here to help you. Here are our contact details:

	Office 2, 179-181 Ross River Road Mundingburra Qld 4812
	PO Box 3067 Hermit Park Qld 4812
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	(07) 4725 6106
	Email: reception@iat.org.au
	www.iat.org.au

What's this booklet about?

Look at this guide to find out what to do if the NDIS makes a decision you think is wrong.

What do these words mean?

National Disability Insurance Agency

This is a new way of supporting people with a disability. It is called NDIS for short.

Internal Review

This is when the NDIS reviews a decision about you that you think is wrong. This is **STEP ONE**.

External Merits Review

This is another review of a decision about you. It is done by the Administrative Appeals Tribunal. It is called the Tribunal for short. This is **STEP TWO**.

Tribunal

A tribunal means a group of independent experts who are not part of the NDIS.

What is the National Disability Insurance Scheme?

The National Disability Insurance Scheme is a new way of supporting people with a disability. It is called the **ndis**

The NDIS decides who can get support

The NDIS decides on the supports a person needs.



A lot of people are **HAPPY** with the decision.



But there are some that are **NOT HAPPY** with the decision.



And sometimes the NDIS says you cannot have supports because they do not think you have a disability.



They may have decided you don't need a support or type of equipment, or therapy that you think you need.

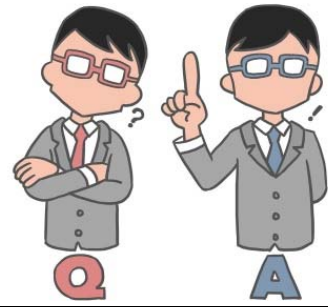
Or they might decide to give you less than you think you need.



Do you think the NDIS has made the wrong decision?

If you think their decision was wrong you can ask them to reconsider their decision.

They call this **reviewing the decision**.



This is your right.



Don't worry, you do not have to go through this alone, Independent Advocacy Townsville will help you.








We will help you understand why they made the decision and help you to ask for a review.

We will support you through every step.


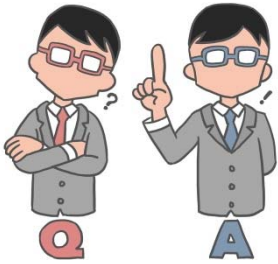



How do I ask for a review of the decision and what happens?






STEP ONE: Asking for an Internal Review

<p>If you think they made the wrong decision you will need to fill in a document called an APPLICATION FOR INTERNAL REVIEW OF A DECISION</p> <p>This is where you tell them why you think they made the wrong decision.</p>	
<p>You can call the NDIS on 1800 800 110 and ask for an Internal Review</p>	
<p>If you don't have a phone you can write and ask for an Internal Review. Their address is:</p> <p>Chief Executive Officer National Disability Insurance Agency GPO Box 700 CANBERRA ACT 2601</p>	
<p>Or you might like to send an email to:</p> <p>enquiries@ndis.gov.au</p>	
<p>Remember Independent Advocacy Townsville can help you with this.</p>	

How does the Internal Review work?

<p>A person from the NDIS will make a new decision</p> <p>They might make a different decision, or</p> <p>They might make the same decision.</p>	
<p>If you don't like their new decision or they don't change their mind and you still think they are wrong you can then ask for an External Merits Review.</p>	
<p>This is your right.</p>	

STEP TWO: External Merits Review

<p>The External Merits Review is done by a group of people who have never met you before.</p> <p>This group is called a Tribunal.</p>	
<p>A Tribunal is a group of people who are experts in solving problems about your rights.</p> <p>These people are not from the NDIS.</p>	
<p>The Tribunal will ask to have a meeting with you to talk about what you want from the NDIS.</p> <p>Independent Advocacy Townsville can come to this meeting to support you.</p>	
<p>The Tribunal will look at everything on your NDIS application and will check to make sure that everything was done right by the NDIS.</p> <p>The tribunal will then make a new decision.</p>	
<p>This decision might be one that you DO NOT like</p> <p>OR</p> <p>This decision might be one that you DO like</p>	

How can Independent Advocacy Townsville help me through this?

You can call us on **1300 887 688** and tell us what has happened.



We will meet with you and talk about what you want from the NDIS and what the NDIS will let you have.



We will help you understand your rights.

We will help you ask for the NDIS to reconsider your request (**Internal review**)



If the NDIS still say NO we will help you ask for someone else to look at your request (**External Merits Review**).



This is a free program supported by the Australian Government's Department of Social Services.

