



# NDIS Appeals



## What is NDIS Appeals?

NDIS Appeals is a service that helps people who have applied for the National Disability Insurance Scheme (NDIS) and may have grievances with decisions made by the National Disability Insurance Agency (NDIA) with regard to their application or plan.

The NDIS Appeals support service for SA and NT is based at Brain Injury South Australia and is

part of the trial rollout of the NDIS.

The NDIS Appeals Officer provides impartial and confidential support to people who have queries about NDIA decisions.

The support officer helps people who have lodged their application with the Administrative Appeals Tribunal, which will independently assess the decisions made by the NDIA.

## Who can access NDIS Appeals Support Service?

Anyone who wishes to lodge an application for review with the Administrative Appeals Tribunal or has already lodged an application to them is eligible to use the service.

There is no cost to use the service.

## What decisions can be reviewed?

There is a range of decisions within the NDIS that may be reviewed, and they generally relate to supports and plans made by the NDIA.

If you are unsure as to whether a decision which affects you may be reviewed, please contact our Appeals Officer for help.

## How the NDIS Appeals Officer's can help?

The NDIS Appeals Officer provides impartial and confidential help to people who have both queries about NDIA decisions or need help once an application has been lodged with the Administrative Appeals Tribunal.

The Appeals Officer can:

- Steer people through the Administrative Appeal Tribunal process
- Provide individual advocacy
- Find more information should it be needed for the Tribunal
- Support an applicant at hearings and relevant meetings
- Assist an applicant to access funding for legal assistance should it be required
- Assist applicants to self-advocate.

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Department of Social Services



Helping people with brain injuries for over two decades

## More information?

If you would like more information about the NDIS Appeals Support Service, please contact Brain Injury SA's Support Officer using one of the following methods:

**Telephone**  
**08 8217 7600**  
**Email**  
**info@braininjurysa.org.au**  
**Country callers**  
**1300 733 049**

You can find more information on the NDIS and the Administrative Appeals Tribunal at **www.ndis.gov.au** or by calling **1800 800 110**.

**www.braininjurysa.org.au**