



Brain Injury SA.

NDIS Appeals Service



What is the NDIS Appeals Service?

NDIS Appeals is a service that helps people who are not satisfied with a decision made by the National Disability Insurance Agency (NDIA) with regard to their application or plan.

NDIS Appeals Service for SA and NT is based at Brain Injury SA and is part of the trial rollout

of the National Disability Insurance Scheme (NDIS).

The Appeals Officers provide impartial and confidential help to people who have queries about NDIA decisions.

The Appeals Officers help people with internal reviews and external merits reviews in the Administrative Appeals Tribunal.

Who can access NDIS Appeals Support Service?

Anyone who wishes to lodge an internal review with the NDIS; or an external merits review in the Administrative Appeals Tribunal.

There is no cost or waiting time to access this service.

What decisions can be reviewed?

There is a range of decisions that may be reviewed, and they generally relate to access to the NDIS or reasonable and necessary supports.

How the Appeals Officers can help?

The NDIS Appeals Officer provides impartial and confidential help to people who have queries about NDIA decisions or need support lodging applications for review.

The Appeals Officer can:

- Assist people to navigate the internal review and external merits review process
- Assist applicants to self-advocate and source relevant information and evidence
- Assist applicants to apply for funding for legal assistance, should it be required
- Hold information sessions for individuals, carers and families
- Provide education and skills development.



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Australian Government
Department of Social Services

More information?

If you would like more information about the NDIS Appeals Service, please contact Brain Injury SA's Appeals Officers 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**.



Brain Injury
SA.

Building positive futures for
people with acquired brain injury

www.braininjurysa.org.au