



Australian Government

Department of Health, Disability and Ageing

Has the National Disability Insurance Agency made a decision you do not like?

Easy Read version



How to get help



This booklet has pictures and words to show ideas.



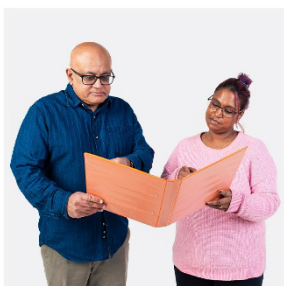
Australian Government

**Department of Health,
Disability and Ageing**

The Australian Government Department of Health, Disability and Ageing wrote this.

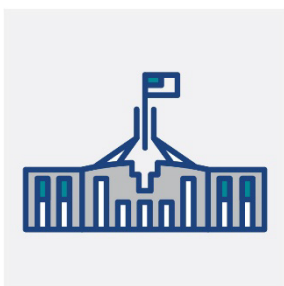
They are also called DHDA.

You can ask for help to read this booklet.



Ask a:

- friend
- family member
- support person.



The National Disability Insurance Agency is part of the government.

They are also called the NDIA.



They run the National Disability Insurance Scheme.

This is also called the NDIS.

The NDIA make decisions about:

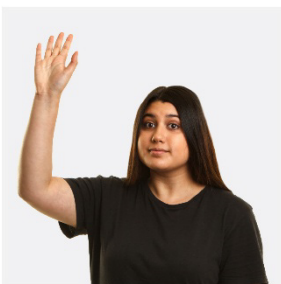


- if you will get support through the NDIS
- how much support you will get
- what kind of support you will get
- who will give support.



If you do not like a decision the NDIA has made you can ask them to review it.

This is called an internal review.

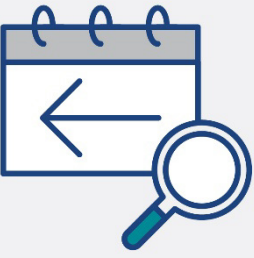


If you still do not like the decision you can ask for another review.

This is called an external merits review.



You have to ask for an external merits review within 28 days of getting the decision letter from the NDIA.



You must have an internal review before you can have an external merits review.

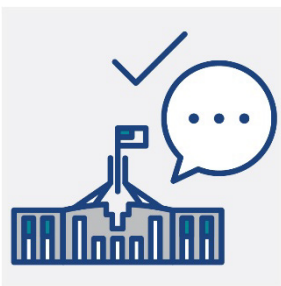


You cannot ask the NDIA for an external merits review.



You have to ask the Administrative Review Tribunal for the external merits review.

They are also called the ART.

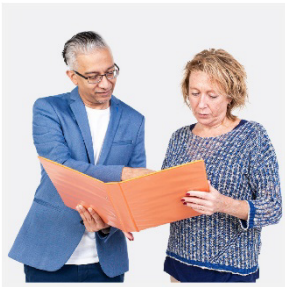


The ART is an informal court.

It checks many of the decisions made by the Australian Government.

It is independent.

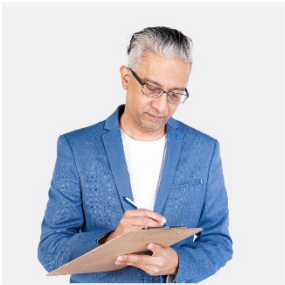
Who can help you?



There are people who can help you if you decide to apply to the ART.

The NDIS Appeals Program can connect you with these people.

They are called advocates.



They are not part of the NDIA or the ART.

They are independent.

They can:



- help you understand what you need to do

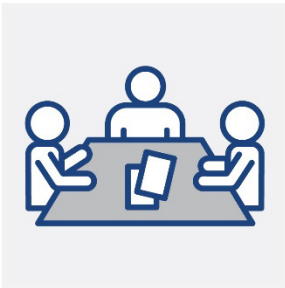


- help you get any documents or papers ready

They can also:



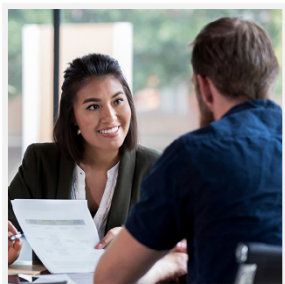
- give you advice and help you get ready if you want to speak to the ART by yourself



- go to ART meetings with you

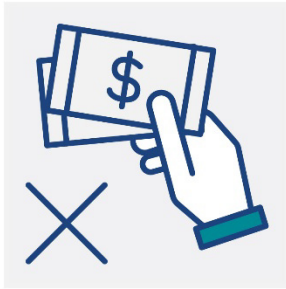


- help you tell the ART about your case if you want to.



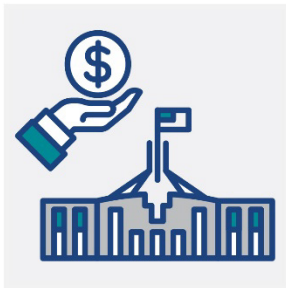
They can also help you apply for legal help that you might need.

You might be able to get legal help if your case will not be easy to solve.



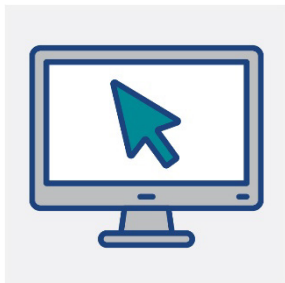
You do not have to pay for a review.

You do not have to pay for support from the advocate to help you.



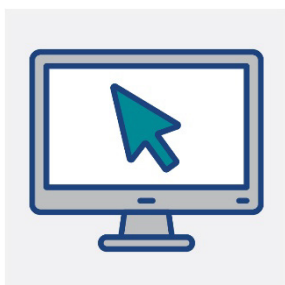
The Australian government will pay.

How to find support



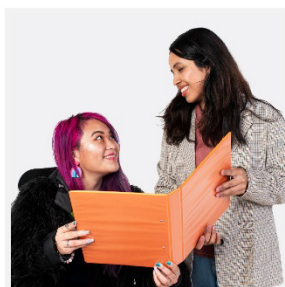
You can find an advocate for the NDIS Appeals Program on our website.

www.health.gov.au/our-work/ndis-appeals-program



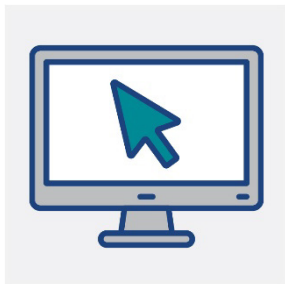
You can also use the Ask Izzy website.

askizzy.org.au/disability-advocacy-finder



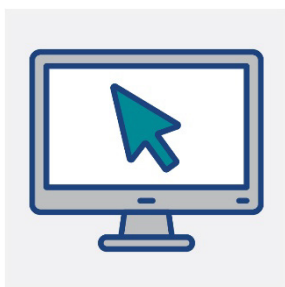
The ART can give you information about where to find support.

More information



You can find information about the NDIS Appeals Program on our website.

www.health.gov.au/our-work/ndis-appeals-program



You can find out more about the Administrative Review Tribunal.

You can visit their website.

www.art.gov.au



You can call them.

1800 228 333



You can find out more about the
National Disability Insurance Scheme.

You can visit their website.

www.ndis.gov.au



You can call them.

1800 800 110



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