

The NDIA Decision Letter Decoder

A checklist for reading your NDIA decision letter, one step at a time. Have the letter and your assessment report beside you. Write page numbers as you go, so you can find things again.

1. What kind of decision is it?

Date of the decision

Date you received it

Type of decision

- ☐ A plan decision (a new plan or a plan change)
- ☐ An internal review decision (the NDIA has looked again at an earlier decision)
- ☐ Another kind of decision. I have written its name above.

2. What did you ask for?

List each support you asked for, and the amount. Use the assessment or your request for the amounts.

Support you asked for	Amount asked for	Where it is (document, page)

3. What did the NDIA decide about each one?

Use these labels. Choose the one that matches the words in the letter, not what you expected.

Express refusal	The letter clearly says the support or amount was not approved.
Partly approved	Some of what was asked for was approved, but less than requested.
Increase refused, existing funding retained	You already had funding. The extra amount was refused, but the existing funding stays.
Possible match, another category	The letter decides something similar under a different name or category. Check before treating it as the same support.
No corresponding decision identified	You can't find this support in the letter. That does not mean it was refused. Ask the NDIA.

Support	Label from the table above	Letter page

Important: if a support isn't mentioned, don't assume it was refused. Mark it "No corresponding decision identified" and ask the NDIA.

4. Existing funding and increases

- ☐ The letter says I already have funding for this support. Amount: _____ (page ____)
- ☐ The letter refuses an increase, but keeps my existing funding
- ☐ The letter reduces or removes existing funding (page ____)

5. The reasons the NDIA gave

Write each reason in your own words and the page it is on. Look for words like “because”, “not reasonable and necessary”, “value for money”, “informal supports” or “another system”.

Support	Reason given (your words)	Page

6. Recommendations not clearly addressed

Check your assessment. Is any recommendation not dealt with in the letter?

Recommendation	Assessment page	What the letter says (or “nothing found”)

7. Questions that remain unanswered

8. Your review pathway and deadline

Your letter explains what you can do next and how long you have. Don't rely on a general rule: check your own letter.

- ☐ I found the section about my review rights (page ____)
- ☐ I have written down the deadline from my letter: _____
- ☐ I know whether my next step is an internal review by the NDIA, or a review by the Administrative Review Tribunal (ART)
- ☐ If I'm unsure, I will ask the NDIA, or a free NDIS appeals advocate, before the deadline

Free NDIS appeals advocacy may be available to you. MyRilo is information and preparation help, not legal advice.