

There are a few ways to ask us for an internal review. You can:

- complete [our form](#)
- [contact us](#) by phone or at one of our offices
- send us a [letter](#) or [email](#).

Remember, you need to ask for the internal review within 3 months after we inform you of our original decision.

We need to know why you're asking for an internal review. This will help us understand your situation and make the internal review decision. We'll contact you if we need more information to make our decision.

To help us do the internal review, let us know:

- what decision you were expecting
- why you think we should make a different decision
- if there is any information you've already given us that you'd like us to reconsider
- if you have any new evidence, such as medical or therapy reports, you'd like us to consider.

We'll note the day you ask us for an internal review. This will be either:

- the day you ask us in person or over the phone
- the day we receive your letter or email.

What if we need more information to do the internal review?

In some situations, we may need more information to make our decision. If so, we'll contact you to confirm what information we need and why we need it.

You might also want to give us more information to help with the internal review. If you want to, you can also give us consent to discuss your situation with your doctor or other appropriately qualified person.

If we ask you for more information, or you want to provide more information, we'll wait for up to 28 days. This means you'll have time to give us the information we need.

If you give us the information we need before 28 days have passed, we can sometimes make the internal review decision sooner.

If we don't get the information within 28 days, we need to make our decision based on the information we have. If you think you need more time to provide the information or send us a report, [let us know](#). We may be able to give you more time if your request is reasonable.

You might give us information that's different to what you're asking for in the internal review. If so, we'll work with you to decide what we should do.

For example, you may be a participant lodging an internal review about a decision we have made that you don't agree with. You may also need different NDIS supports since we approved your plan because your support needs have changed. This may mean you need a plan reassessment or in some limited circumstances, a plan variation. Or we may be able to consider those NDIS supports as part of our internal review.