

You can withdraw your request for an internal review any time before we make our internal review decision.

To withdraw your request for an internal review, you can:

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

If you tell us in person or over the phone that you withdraw your request, we'll make a note of this. This will include the date you let us know.

When do we do an internal review without you asking?

There are some situations where we need to do an internal review even though you haven't asked for one. This happens if you've requested a particular decision, and we didn't make that decision within our legal timeframes. This is because under the NDIS law, we must do an internal review if we didn't make our original decision on time. We call this an automatic internal review.

This could happen if you ask for:

- a plan reassessment and we don't decide within 21 days if we'll do the plan reassessment
- a plan variation, and we don't decide within 21 days if we'll do the plan variation or inform you that we need more time to decide.

There are also two situations where this could happen when you [apply to the NDIS](#):

- we don't decide if you're eligible for the NDIS, or ask you to give us more information, within 21 days of you applying to the NDIS
- You provided more information or an assessment, after we made a request, but we don't decide if you're eligible, or ask for more information again, within 14 days of receiving the additional information or assessment.

We'll let you know in writing if we'll do an automatic internal review. You don't need to do anything. We'll let you know what the outcome is after we have made a decision.

There are some changes to the laws of the NDIS from 1 July 2022. The changes apply to internal review requests made on or after 1 July 2022.