

If you're a participant, and your situation changes while you're waiting for an internal review, [contact us](#) .

We'll let you know what options are available for your situation, and how this might affect your plan and your internal review.

Your plan may need to change before we complete our internal review:

- You can ask for a plan reassessment or plan variation. We call these a participant-requested plan reassessment or participant requested variation.
- Depending on your situation, we may decide to do a plan reassessment or vary your plan. We call these a CEO-initiated plan reassessment, or CEO-initiated variation. You can then ask for an internal review of this decision, if you don't agree.

Example

Robert is an NDIS participant.

He has requested an internal review as he is unhappy with the plan management decision in his plan. Robert wants to self-manage some of his NDIS supports.

While the internal review officer is reviewing Robert's request, he mentions his sister has been admitted to hospital.

Robert lives with his sister and relies on her to help him daily.

The internal review officer can vary Robert's plan to include additional supports as part of the internal review decision.

This means Robert will have some new NDIS supports in his plan to help him while his sister is in hospital. His internal review of the plan management decision is then considered at the same time.

If Robert doesn't agree with the decision we make relating to his internal review, he can ask for an [external review](#).

Robert may also decide he doesn't want to proceed with his internal review due to his change of circumstances.