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We'll let you know in writing about what decision we made and why.

Our letter or email will explain:

- our internal review decision
- the reasons for our decision
- what evidence we looked at if we decided to confirm or vary the original decision, or make a new decision
- what you can do if you don't agree with the internal review decision.

If we vary or set aside the decision, your internal reviewer will make the changes to your NDIS record or NDIS plan to reflect their new decision.

What happens to your plan after an internal review decision?

If you're a participant, your plan may need to change depending on our internal review decision.

If we confirm the original decision to approve your plan, your plan will stay the same. You'll have the same NDIS supports, the same plan management, and your plan review date will stay the same.

If we vary or set aside the original decision, we'll then vary or replace your plan. This means your replacement plan will have any changes we decided to make about:

- the reasonable and necessary supports in your plan
- how we describe the NDIS supports in your plan
- how the funding in your plan is managed
- how we group your NDIS supports
- funding periods within your plan
- when we'll next review your plan.

What if you're still not happy after the internal review decision?

If you disagree with our internal review decision, you can ask for an external review of the decision. You have 28 days after you receive our internal review decision to ask the Tribunal for an external review.