

If the second decision is made after we make our internal review decision, then we cannot consider the second decision as part of the existing internal review. This is because the internal review decision has already been made.

If you're unhappy with the decision, you'll need to ask for an internal review within 3 months after you receive notice of the second decision in the usual way.

Example

Neha is an NDIS participant. We undertake a reassessment of Neha's plan and approve a new plan (original decision).

Neha is not happy with the NDIS supports in her new plan and requests an internal review.

What happens if we make a second decision to vary or approve a new plan before Neha's internal review is complete?

If our second decision occurs before our internal review decision, Neha's internal review will now include both:

- our original decision to approve her plan; and
- our second decision to vary her current plan.

This means the internal reviewer will review both decisions.

What happens if we decide to approve a new plan, or vary Neha's current plan, after we have made her internal review decision?

If the second decision occurs after our internal review decision, then Neha will need to ask for an internal review if she's not happy with the decision. Neha will need to ask for an internal review within 3 months from when she receives the notice of our decision.

In the letter we send Neha with the outcome of our decision we would tell her about her review rights.