

## How we make decisions

**We use a number of tools and processes to make decisions. This helps ensure each decision we make is fair and treats our clients consistently.**

We make decisions based on the information you:

- give us, and
- allow us to access.

Sometimes we may need to confirm this information with others. We might do this by checking service records or information held by health professionals and other agencies.

Each decision will be considered by at least one member of the Veterans' Affairs team. In complex situations, it may need to be escalated to a senior member, team leader or manager.

### In this section

[Conditions we cover \(http://va.cwp.govt.nz/for-clients/how-we-make-decisions/conditions-we-cover/\)](http://va.cwp.govt.nz/for-clients/how-we-make-decisions/conditions-we-cover/)

[Treatment we fund \(http://va.cwp.govt.nz/for-clients/how-we-make-decisions/treatment-we-fund/\)](http://va.cwp.govt.nz/for-clients/how-we-make-decisions/treatment-we-fund/)

[How we use whole-person impairment \(http://va.cwp.govt.nz/for-clients/how-we-make-decisions/how-we-use-whole-person-impairment/\)](http://va.cwp.govt.nz/for-clients/how-we-make-decisions/how-we-use-whole-person-impairment/)

[About our needs assessments \(http://va.cwp.govt.nz/for-clients/how-we-make-decisions/about-our-needs-assessments/\)](http://va.cwp.govt.nz/for-clients/how-we-make-decisions/about-our-needs-assessments/)

[If you disagree with a decision \(http://va.cwp.govt.nz/for-clients/your-rights-and-responsibilities/review-or-appeal-a-decision/\)](http://va.cwp.govt.nz/for-clients/your-rights-and-responsibilities/review-or-appeal-a-decision/)