

Reconsideration

You can ask for a decision to be reconsidered if things have changed since we made our original decision or if you have run out of time to ask for a review of appeal.

Decisions that can be reconsidered

You can ask for a decision to be reconsidered if:

- a factor to do with the decision has changed
- a review or appeal was unsuccessful, or
- the time for a review or appeal has ended.

If your reconsideration is about a change in a factor to do with the decision, it must be about:

- Qualifying Operational Service (<https://www.veteransaffairs.mil.nz/eligibility/qualifying-service/>)
- conclusively presumed conditions (<https://www.veteransaffairs.mil.nz/for-clients/how-we-make-decisions/conditions-we-cover/conclusively-presumed-injuries-or-illnesses/>)
- Statements of Principles (<https://www.veteransaffairs.mil.nz/for-clients/how-we-make-decisions/conditions-we-cover/statements-of-principles/>)
- other information that would have materially affected the decision if it had been received before the decision was made.

We also sometimes reconsider a decision without being asked to.

Example

You applied to have a condition accepted as service-related a few years ago. When you applied, the condition was linked to an operation that wasn't considered Qualifying Operational Service. Since then, that operation has been added to the list of Qualifying Operational Service. You could ask for our original decision to be reconsidered, as one of the factors we based our decision on has changed.

Apply for reconsideration

To apply for reconsideration you'll need to discuss this with us.

Contact us (<https://www.veteransaffairs.mil.nz/contact-us/>)

What happens next

If you apply for reconsideration, we'll look at whether there are grounds for reconsideration.

We'll either:

- grant your application for reconsideration
- decline your application for reconsideration.

If we grant reconsideration, a staff member not involved in the original decision will reconsider it. Once they have reconsidered your decision, we will let you know the outcome.

If we decline a reconsideration:

- you can not have the decision reviewed
- or appeal the decline or have it reviewed.

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