



What is Case Management?

Case management is a service designed to assist you by liaising with other organisations on your behalf, and facilitating access to services and co-ordinating the delivery of those services.

It is designed to provide you with one point of contact for the services you are both eligible for and entitled to.

Case managers assist with putting your claim through to the war pensions claims panel. While they do not make the decisions on claims, they are your point of contact during the process.

Case managers will work with you to develop ways to both improve and maintain your quality of life.

What is a Case Manager?

A case manager is a qualified, experienced professional who has an understanding of the issues you are facing.

Who can access Case Management?

Case management is available to veterans who have served in a recognised war or emergency. You do not need to be in receipt of a War Disablement Pension to access this service.

Partners, ex partners, and children of Vietnam and Operation Grapple veterans who need counselling are welcome to access this service.

Children with spina bifida and, or cleft lip/palate, who have a parent who served in Vietnam or Operation Grapple can access additional assistance.

How do I get a case manager?

Contact VANZ and we will allocate your own dedicated case manager who will discuss your requirements with you. You are welcome to have family members involved.

I'm already getting my War Disablement Pension and help from my GP; do I need a case manager?

If the care and support already in place for you allows you to live an independent and satisfying life, then you may not need a case manager.

If however, you are unsure of what services are available and you are having some difficulty in maintaining your independence and well being, then a case manager could help you to identify and access appropriate care and support.



I am not well and my wife's health is not good either, can you help me?

Yes. One of the aims of case management is to assist elderly and disabled veterans to access services that will help them stay in their own homes.

In many cases case managers can assist you and your wife to access personal care and home help, as well as home help and other disability support services.

I am no longer able to look after my garden – can you help me?

Yes, VANZ is able to assist you to access funding to assist with ongoing section maintenance.

I was exposed to chemicals in Vietnam and my daughter has decided not to have a family because she is worried about congenital defects?

A case manager would be able to assist the family with referral to the Regional Genetic Service.

I am worried about my mate; he is drinking too much and is stressed.

Referrals are welcomed from all sources, and they are confidential.

A case manager will listen to your concerns; make contact with the veteran and work with them in order to access appropriate treatment and support.

How do I contact Veterans' Affairs New Zealand

PO Box 5146
Wellington

or

P.O. Box 9448
Waikato Mail Centre
Hamilton 3240
New Zealand

NZ Freephone: 0800 4 838372 or 0800 4 VETERAN

International Callers: 07 859 7676

Fax: 07 859 7675

Email: veterans@xtra.co.nz