

Scenario	Desirable	Comments
When leaving NZDF, NZDF can notify VA of all veterans with qualifying service so VA can reach out to advise the veteran of the services available to them.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
When a veteran wishes to become a client, VA can confirm their service history with NZDF.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Where a veteran is claiming ACC and employed by NZDF, VA can process a request to top-up the veteran's salary /services without the need for the veteran to provide all their ACC cover documents to VA.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
VA and/or MSD can increase benefits paid by MSD if the benefits are lower than the maximum claimable by a veteran.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
VA and/or MSD can decrease benefits paid by MSD if the benefits are greater than the maximum claimable by a veteran.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Where a veteran is known to be deceased by either MSD or VA, they can advise the other party to cease payments.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Where a veteran's contact details have been updated by either MSD or VA, they can advise the other party to keep the records aligned.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
When a veteran's family applies for services from VA, they do not need to prove their relationship to the veteran to VA as they have already proven this with MSD.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Where a veteran is claiming ACC, VA can process a request to top-up the veteran's salary / services without the need for the veteran to provide all their ACC cover documents to VA.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Where a veteran is receiving ACC and support from VA, VA are able to check the veteran is not receiving more support than legislatively allowed.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
When a veteran enters prison VA can cease financial payments to the veteran.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
When a veteran leaves prison VA can automatically restart financial payments to the veteran.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
When a veteran enters prison VA can provide details of the veteran's rehabilitation and treatment plan to ensure ongoing care.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
When a veteran leaves prison Corrections can provide details of the veteran's rehabilitation and treatment plan to ensure ongoing care.	<input type="checkbox"/> Yes <input type="checkbox"/> No	

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When a veteran is preparing to leave prison, VA are able to work with Corrections to develop a support plan for reintegration.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
When Corrections are preparing submissions to the Parole Board, VA can provide details about the support available to the veteran.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
When applying to become a client of VA the veteran does not have to provide a copy of their passport as this will be obtained from DIA.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
When applying to be a client or obtain services the veteran / other claimant does not have to provide copies of their birth, marriage, or death certificates as these can be accessed directly from DIA.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If a veteran is claiming entitlements that are only available to NZ based veterans, then these may be investigated based on the location the veteran's passport is sent to.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
If a veteran is claiming entitlements that are only available to NZ based veterans, then these may be investigated based on their travel movements out of the country.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
DIA can provide the veteran a way to prove they are a veteran to other organisations in digital channels.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Health agencies are made aware a patient is a veteran through a veteran flag on the National Health Index, and therefore can offer more tailored services.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
GPs are made aware a patient is a veteran, so they can provide free appointments.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
When applying for an education bursary the veteran / other claimant is not required to provide evidence the child is attending school as this is confirmed by the Ministry of Education.	<input type="checkbox"/> Yes <input type="checkbox"/> No	