

Policies




Our policies help our staff to administer the support we offer.

Our policies are available for download in PDF format























If you're unable to access this format please contact us.
















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

(<https://www.veteransaffairs.mil.nz/contact-us/>) Current policy documents

-  Appeals (<https://www.veteransaffairs.mil.nz/assets/Policy/fbc5e2ccc9/Appeals-policy.pdf>)
-  Child Care Payments for Children of a Deceased Veteran (<https://www.veteransaffairs.mil.nz/assets/Policy/5dff437f5b/Child-Care-Payments-for-Children-of-a-Deceased-Veteran-policy.pdf>)
-  Children's Bursary (<https://www.veteransaffairs.mil.nz/assets/Policy/db0f086d24/Childrens-Bursary-policy.pdf>)
-  Children's Pension (<https://www.veteransaffairs.mil.nz/assets/Policy/708dc5ea3b/Childrens-Pension-policy.pdf>)
-  Code of Veterans' and Other Claimants' Rights (<https://www.veteransaffairs.mil.nz/assets/Policy/89f734a8ab/Code-of-Veterans-and-Other-Claimants-Rights-policy.pdf>)
-  Commemorative Fund (<https://www.veteransaffairs.mil.nz/assets/Policy/c7a2141a5a/Commemorative-Fund.pdf>)
-  Complaints (<https://www.veteransaffairs.mil.nz/assets/Policy/1ffe415e59/Complaints-policy.pdf>)
-  Dental Treatment (<https://www.veteransaffairs.mil.nz/assets/Policy/0d0472f770/Dental-Treatment-policy.pdf>)
-  Dependant's Pension (<https://www.veteransaffairs.mil.nz/assets/Policy/e6ba8b8edc/Dependants-Pension-policy.pdf>)
-  Disablement Pension (<https://www.veteransaffairs.mil.nz/assets/Policy/b22e23ced7/Disablement-Pension-policy.pdf>)
-  Ex-gratia payments (Viet Nam veterans children) (<https://www.veteransaffairs.mil.nz/assets/Policy/bce4cfe30d/Ex-gratia-payments-Viet-Nam-veterans-children.pdf>)
-  Ex-gratia payments (Viet Nam veterans partners) (<https://www.veteransaffairs.mil.nz/assets/Policy/7e9a1b36a5/Ex-gratia-payments-Viet-Nam-veterans-partners.pdf>)
-  Financial Advice (<https://www.veteransaffairs.mil.nz/assets/Policy/5a3b0d7cfc/Financial-Advice-policy.pdf>)
-  Funeral Expenses (<https://www.veteransaffairs.mil.nz/assets/Policy/3e53f7a859/Funeral-Expenses-policy.pdf>)
-  Gallantry Awards (<https://www.veteransaffairs.mil.nz/assets/Policy/f5d1b08b5b/Gallantry-Awards-policy.pdf>)
-  Hearing Aids and Appliances (<https://www.veteransaffairs.mil.nz/assets/Policy/fabc0be287/Hearing-Aids-and->

Appliances-policy.pdf)

-  Independence Allowance (<https://www.veteransaffairs.mil.nz/assets/Policy/10d210a0f3/Independence-Allowance-policy.pdf>)
-  Lump Sum Payment for Permanent Impairment (<https://www.veteransaffairs.mil.nz/assets/Policy/0cf577a8ea/Lump-Sum-Payment-for-Permanent-Impairment-policy.pdf>)
-  Mental Health Treatment (<https://www.veteransaffairs.mil.nz/assets/Policy/9596f0e1fe/Mental-Health-Treatment-policy.pdf>)
-  Official Information Act Requests (<https://www.veteransaffairs.mil.nz/assets/Policy/c3356903a1/Official-Information-Act-Requests-policy.pdf>)
-  Persons with Legal Authority to act as Executor of a Claimant's Estate (<https://www.veteransaffairs.mil.nz/assets/Policy/Obd230faf2/Persons-with-Legal-Authority-to-act-as-Executor-of-a-Claimants-Estate-policy.pdf>)
-  Persons with Legal Authority to act for a Veteran or Other Claimant (<https://www.veteransaffairs.mil.nz/assets/Policy/eec4d18640/Persons-with-Legal-Authority-to-act-for-a-Veteran-or-Other-Claimant-policy.pdf>)
-  Plaques and Headstones (<https://www.veteransaffairs.mil.nz/assets/Policy/76d13fedd4/Plaques-and-Headstones.pdf>)
-  Privacy Act Requests (<https://www.veteransaffairs.mil.nz/assets/Policy/30f1afcd18/Privacy-Act-Requests-policy.pdf>)
-  Privacy Policy (<https://www.veteransaffairs.mil.nz/assets/Policy/c66138f5d9/Privacy-Policy.pdf>)
-  Private Treatment (<https://www.veteransaffairs.mil.nz/assets/Policy/ca028e34bc/Private-Treatment-policy.pdf>)
-  Rehabilitation Services Eligibility (<https://www.veteransaffairs.mil.nz/assets/Policy/7c7dfe9ad3/Rehabilitation-Services-Eligibility-policy.pdf>)
-  Representatives of Veterans and Other Claimants (<https://www.veteransaffairs.mil.nz/assets/Policy/9bf168ead5/Representatives-of-Veterans-and-Other-Claimants-policy.pdf>)
-  Retirement Lump Sum (<https://www.veteransaffairs.mil.nz/assets/Policy/e20495f0f3/Retirement-Lump-Sum-policy.pdf>)
-  Reviews (<https://www.veteransaffairs.mil.nz/assets/Policy/2d1b806a05/Reviews-policy.pdf>)
-  Services for Children of Viet Nam and Operation Grapple Veterans (<https://www.veteransaffairs.mil.nz/assets/Policy/f3191a64f2/Services-for-Children-of-Viet-Nam-and-Operation-Grapple-Veterans.pdf>)
-  Skin Cancer Treatment (<https://www.veteransaffairs.mil.nz/assets/Policy/3d64e73282/Skin-Cancer-Treatment-policy.pdf>)
-  Social Rehabilitation (<https://www.veteransaffairs.mil.nz/assets/Policy/f5b272be3b/Social-Rehabilitation-policy.pdf>)
-  Social Rehabilitation Aids and Appliances (<https://www.veteransaffairs.mil.nz/assets/Policy/3410bea4af/Social-Rehabilitation-Aids-and-Appliances-policy.pdf>)
-  Social Rehabilitation Attendant Care (<https://www.veteransaffairs.mil.nz/assets/Policy/2db3f42dcb/Social-Rehabilitation-Attendant-Care-policy.pdf>)
-  Social Rehabilitation Child Care (<https://www.veteransaffairs.mil.nz/assets/Policy/f7a5dedb06/Social-Rehabilitation-Child-Care-policy.pdf>)
-  Social Rehabilitation Home Help (<https://www.veteransaffairs.mil.nz/assets/Policy/31cfb995b3/Social-Rehabilitation-Home-Help-policy.pdf>)
-  Social Rehabilitation Modifications to the Home (<https://www.veteransaffairs.mil.nz/assets/Policy/6aef8660ce/Social-Rehabilitation-Modifications-to-the-Home->

- policy.pdf)
-  [Social Rehabilitation Training for Independence \(https://www.veteransaffairs.mil.nz/assets/Policy/5bdaa55e14/Social-Rehabilitation-Training-for-Independence-policy.pdf\)](https://www.veteransaffairs.mil.nz/assets/Policy/5bdaa55e14/Social-Rehabilitation-Training-for-Independence-policy.pdf)
 -  [Social Rehabilitation Transport for Independence \(https://www.veteransaffairs.mil.nz/assets/Policy/1eacea6b26/Social-Rehabilitation-Transport-for-Independence-policy.pdf\)](https://www.veteransaffairs.mil.nz/assets/Policy/1eacea6b26/Social-Rehabilitation-Transport-for-Independence-policy.pdf)
 -  [Surviving Spouse or Partner Pension \(https://www.veteransaffairs.mil.nz/assets/Policy/2eb50d643a/Surviving-Spouse-or-Partner-Pension-policy.pdf\)](https://www.veteransaffairs.mil.nz/assets/Policy/2eb50d643a/Surviving-Spouse-or-Partner-Pension-policy.pdf)
 -  [Survivor's Grant \(https://www.veteransaffairs.mil.nz/assets/Policy/095629d977/Survivors-Grant-policy.pdf\)](https://www.veteransaffairs.mil.nz/assets/Policy/095629d977/Survivors-Grant-policy.pdf)
 -  [Temporary Increases in the Disablement Pension \(https://www.veteransaffairs.mil.nz/assets/Policy/c00754e21e/Temporary-Increases-in-the-Disablement-Pension-policy.pdf\)](https://www.veteransaffairs.mil.nz/assets/Policy/c00754e21e/Temporary-Increases-in-the-Disablement-Pension-policy.pdf)
 -  [Terminal Lump Sum and Terminal Disablement Pension Payments \(https://www.veteransaffairs.mil.nz/assets/Policy/e5b8d79e77/Terminal-Lump-Sum-and-Terminal-Disablement-Pension-Payments-policy.pdf\)](https://www.veteransaffairs.mil.nz/assets/Policy/e5b8d79e77/Terminal-Lump-Sum-and-Terminal-Disablement-Pension-Payments-policy.pdf)
 -  [Travel Concession under the Veterans' Independence Programme \(https://www.veteransaffairs.mil.nz/assets/Policy/f498fbfa39/Travel-Concession-under-the-Veterans-Independence-Programme-policy.pdf\)](https://www.veteransaffairs.mil.nz/assets/Policy/f498fbfa39/Travel-Concession-under-the-Veterans-Independence-Programme-policy.pdf)
 -  [Travel for Treatment and Rehabilitation \(https://www.veteransaffairs.mil.nz/assets/Policy/6df5f83d1d/Travel-for-Treatment-and-Rehabilitation-policy.pdf\)](https://www.veteransaffairs.mil.nz/assets/Policy/6df5f83d1d/Travel-for-Treatment-and-Rehabilitation-policy.pdf)
 -  [Treatment \(https://www.veteransaffairs.mil.nz/assets/Policy/1cb5d9df72/Treatment-policy.pdf\)](https://www.veteransaffairs.mil.nz/assets/Policy/1cb5d9df72/Treatment-policy.pdf)
 -  [Veterans' Independence Programme \(https://www.veteransaffairs.mil.nz/assets/Policy/6d62ec094c/Veterans-Independence-Programme-policy.pdf\)](https://www.veteransaffairs.mil.nz/assets/Policy/6d62ec094c/Veterans-Independence-Programme-policy.pdf)
 -  [Vocational Rehabilitation \(https://www.veteransaffairs.mil.nz/assets/Policy/ff0c4ec14b/Vocational-Rehabilitation-policy.pdf\)](https://www.veteransaffairs.mil.nz/assets/Policy/ff0c4ec14b/Vocational-Rehabilitation-policy.pdf)
 -  [Vocational Rehabilitation Needs Assessments \(https://www.veteransaffairs.mil.nz/assets/Policy/cc82be7f26/Vocational-Rehabilitation-Needs-Assessments-policy.pdf\)](https://www.veteransaffairs.mil.nz/assets/Policy/cc82be7f26/Vocational-Rehabilitation-Needs-Assessments-policy.pdf)
 -  [Vocational Services and Assistance for Spouse or Partner \(https://www.veteransaffairs.mil.nz/assets/Policy/8701271e60/Vocational-Services-and-Assistance-for-Spouse-or-Partner-policy.pdf\)](https://www.veteransaffairs.mil.nz/assets/Policy/8701271e60/Vocational-Services-and-Assistance-for-Spouse-or-Partner-policy.pdf)
 -  [Weekly Compensation \(https://www.veteransaffairs.mil.nz/assets/Policy/3a5cabb461/Weekly-Compensation-policy.pdf\)](https://www.veteransaffairs.mil.nz/assets/Policy/3a5cabb461/Weekly-Compensation-policy.pdf)
 -  [Weekly Income Compensation \(https://www.veteransaffairs.mil.nz/assets/Policy/da2725bc29/Weekly-Income-Compensation-policy.pdf\)](https://www.veteransaffairs.mil.nz/assets/Policy/da2725bc29/Weekly-Income-Compensation-policy.pdf)