

## Veterans' Affairs' COVID-19 information hub

This dedicated section of our website has information about how we're responding to COVID-19. We will keep this section updated with the latest information.

Updated 12pm Wednesday 12 August 2020

### What you need to know

At COVID-19 Alert Level 2:

- Our inbound phone lines are open
- VIP services are continuing
- We have stopped non-essential work
- Some staff are working from home.

At COVID-19 Alert Level 3 (Auckland):

- Some VIP services are suspended.

Find out more information about the Alert Levels at Covid19.govt.nz (<https://covid19.govt.nz/>) 

### You can still contact us

Our inbound phone lines are open between 8am and 5pm. You can email us at any time.

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

### Payments

Regular payments will continue to be paid.

### Veterans' Independence Programme services

Some VIP services in Auckland have been suspended until further notice, this includes:

- podiatry, by Foot Mechanics Podiatry
- house washing, provided by Chemwash.

Services that are being delivered:

- housework services, provided by HealthCare NZ
- lawn mowing and gardening, provided by Crewcut
- medical alarms, which will continue to be monitored by ADT Security Services.

Providers will be contacting clients about their services. If you don't wish to receive services during the higher Alert Levels please advise us.

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

## **We have stopped non-essential work**

### **Veteran's Pin and Certificate of Appreciation**

We have suspended the Veteran's Pin and Certificate of Appreciation, this frees up our staff for more essential work. Applications made before 12pm 12 August 2020 will still be processed and sent to veterans.

### **Commemorative Travel Contribution**

Applications for the Commemorative Travel Contribution will be considered on a case-by-case basis. Because of the ongoing global COVID-19 pandemic, the New Zealand government advises against all non-essential international travel.