

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 7:00am Tuesday 22 September 2020

What you need to know

At COVID-19 Alert Level 1:

- Our inbound phone lines are open
- We have resumed VIP, including those in Auckland
- We have resumed non-essential work
- Staff are working as normal.

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.

More information on payments (<https://www.veteransaffairs.mil.nz/for-clients/payments/>)

Veterans' Independence Programme services

All VIP services have been resumed, including in Auckland. Our VIP services are:

- housework services, provided by HealthCare NZ
- podiatry, by Foot Mechanics Podiatry
- house washing, provided by Chemwash
- lawn mowing and gardening, provided by Crewcut

- lawn mowing and gardening, provided by Greent
- 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.

More information on Veterans' Independence Programme (<https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/>)

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

We're resuming non-essential work

We're now working on new and existing applications for:

- Veteran's Pin and Certificate of Appreciation
- Commemorative Travel Contribution.

Veteran's Pin and Certificate of Appreciation (<https://www.veteransaffairs.mil.nz/a-z/certificate-of-appreciation-and-veterans-pin/>)

Commemorative Travel Contribution (<https://www.veteransaffairs.mil.nz/a-z/commemorative-travel-contribution/>)

We're also planning on how we can safely resume our outreach events.

News and events (<https://www.veteransaffairs.mil.nz/news-events/>)

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.