

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 10:00am Wednesday 8 September 2021

What you need to know

Auckland remains at alert level 4.

The rest of New Zealand moves to level 2.

At level 4, Veterans' Independence Program (VIP) services are affected.

At level 2, VIP services will resume.

More information on VIP services during Covid-19 (<https://www.veteransaffairs.mil.nz/covid-19/#VIP2-4>)

Our office is in Wellington, so our staff operate under alert level 2.

That means:

- our inbound phone lines will open from Thursday 9 September
- our staff are working from home where possible.

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

You can now contact us as usual

Our inbound phone lines are open between 8am and 5pm. You can call us on **0800 483 8372 (tel:08004838372)**.

Please be patient — if you've left us a message, we'll get back to you as soon as we can.

You can also email us at veterans@nzdf.mil.nz (<mailto:veterans@nzdf.mil.nz>) or send us a message through this website.

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 (VIP) services

Veterans Independence Programme (VIP) services

VIP services are suspended at level 4.

VIP services can continue at level 2.

At alert level 4 (Auckland only)

All VIP services are suspended at Alert Level 4.

Suspended services

Suspended services are:

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

Medical alarms will continue to be monitored by ADT Security Services.

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/>)

At alert level 2 (everywhere apart from Auckland)

VIP services can continue at level 2.

Available services

Services that can continue at level 2 are:

- lawn mowing and gardening, provided by Crewcut NZ
- house washing, provided by Chemwash
- housework services, provided by HealthCare NZ
- podiatry, by Foot Mechanics Podiatry
- monitoring and installation of medical alarms, provided by ADT.

The providers will be contactless or socially distant where possible. Please maintain a safe distance from the staff. Services may not be available if the provider would need to cross the level 4 boundary at any point.

If you don't want to receive services at level 2, please contact us as well as the provider.

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

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

Veteran's Pin and Certificate of Appreciation programme

We have temporarily suspended applications for the Veteran's Pin and Certificate of Appreciation programme.

Suspending this programme frees-up staff to support our colleagues in other parts of Veterans' Affairs. This will ensure that we can continue to provide critical support to veterans and their whānau.

Outreach events

All our outreach events remain cancelled until further notice. This includes our:

- Auckland case management clients
 - RSA Forums
 - presentations and expos on NZDF camps and bases.
-

Last Modified: 17 August 2021