

- Our phone line is temporarily operating with reduced hours. You can call us between 9am and 3pm Monday to Friday. [Contact us](#)

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The support you may be able to get depends on your circumstances.
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Support while you're still serving.
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Support once your regular service has finished.
[Family and whānau](#)
Here's how we can support you, and how you can support your family and whānau.
[Non-military personnel](#)
Non-military personnel can have Qualifying Operational Service in certain circumstances.
- [Remembrance](#)
We're proud to honour the service of the veteran community.
[Services Cemeteries and plaques and headstones](#)
We help look after Services Cemeteries. We're also able to contribute towards plaques and headstones.
[Commemorative funding](#)
There are two types of financial contributions available from the Commemorative Fund.
[Medals and service records](#)
The NZ Defence Force's Personnel Archives and Medals team administer medals and hold most New Zealand military service records.
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We may be able to provide support when someone who had Qualifying Service dies.
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Learning more about your family's military history is a great way to honour their service.
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The Certificate of Appreciation and Veteran's Pin recognise operational service.
- [Eligibility](#)
To be eligible to receive support from us, you—or certain family members—need to have Qualifying Service.
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Check the support, services, or entitlements you may be able to get from us.
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To get support from us you — or certain family members — need to have Qualifying Service.
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You can still get support from us even if you live outside NZ.
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You may be able to get support if you're the spouse, partner, child or dependant of someone with Qualifying Service.
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Veterans' Affairs New Zealand was established to support New Zealand veterans.
- [For clients](#)
We put veterans and our clients at the heart of everything we do.

If you have a question at any stage please contact us—we're here to help.
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We'll work with you to help you get the best support available.
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Your treatment card helps you get no-cost treatment and medication for your approved conditions.
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We want to make sure you have the best possible experience when you deal with us.
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Information on payment rates and dates.
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We use a number of tools and processes to make decisions. This helps ensure each decision we make is fair and treats our clients consistently.
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You can still get support from us even if you live outside NZ.

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You may be able to access a range of discounts and benefits. Not only that, your family may get access too.

- [For providers](#)

Information for providers of services to Veterans' Affairs and our clients.

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To help you identify our clients, we issue treatment cards and letters.

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How to invoice us to ensure we pay you quickly and correctly.

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A Kiwi veteran: Warrant Officer Class 2 Jamie 'Taff' Tawhara

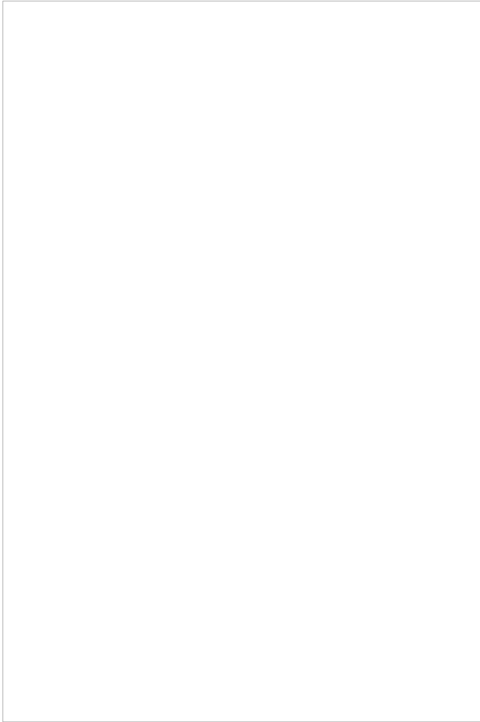
Warrant Officer Class 2 Jamie 'Taff' Tawhara (Ngāti Porou) has military service in his blood.

Born in Christchurch and raised in and around Burnham and Linton Military Camps, both his parents served in the New Zealand Army. Taff has both Māori and European ancestry and recognises all of what makes him who he is.

On his mum's side, he can trace his family's military service back to the Peninsula War and the Battle of Waterloo. Members of his family have also served in the First World War and Second World War.

His dad was a veteran of the Malayan Emergency, the confrontation over Borneo, and Vietnam.

As a young boy, Taff's dad would take him to Anzac Day parades and even into camp to meet the men that his dad served with.



Headshot of Warrant Officer Class 2
Jamie 'Taff' Tawhara

Taff joined the Army in 1991, left in 2011, and then re-joined in 2015.

"I will take part in a haka and give it my all because there is something deep down inside of me that is Māori and that needs to come forth," Taff says.

"But I'm also of European descent and very proud of my family history on my mum's side as well.

"They both heavily influence me, but they are not what I solely am. I'm not solely a Māori veteran, I'm not solely a European veteran. I'm a Kiwi veteran."

When Taff's dad left the Army the family moved to the West Coast of the South Island. The area had limited prospects for a young man fresh out of high school, so Taff joined the Army.

He initially wanted to get out of small-town New Zealand, but looking back he agrees that it was also a calling.

"I really wanted to be part of something with a bit of purpose, rather than just the run-of-the-mill making money for someone else. It's never been about the money, it's been about the service and serving my country."

Taff deployed to Timor-Leste in 2007. New Zealand Defence Force (NZDF) personnel had been stationed in Timor-Leste since 1999 as part of international efforts to help stabilise the country following unrest after it gained independence from Indonesia.

During his time there several crises erupted, including failed assassination attempts on the President and Prime Minister and riots broke out on the streets of Dili. In addition, a grenade was thrown into the Australian Defence Force compound and a foreign sailor detonated an improvised explosive device near the NZDF compound.

"There's a lot more pressure on you because you don't know where the next crisis is coming from. You don't know if anything's going to happen one day or if something's going to go down the next.

"The country was in quite a bad way and we were there to make things better. To stabilise the government, to stabilise everyday living so that average Timorese didn't have to beg, borrow, and steal what they needed to live. If what I did over there helped them towards that, then I'm really proud to be part of that team."

Taff is grateful to his whānau for their sacrifices and continuing support so that he is able to serve.

“I’ve been away a lot, I’ve missed many weekend and afterschool activities, along with some birthdays. It is beyond doubt the hardest part of being a service person.”

Even with the sacrifices that he and his family have made, Taff is proud to continue his family legacy in the military.

“I think it ties in with my family history as well and maintaining that tradition. I look on my service and I look on the service of my family, and I realise that I’ve had the easiest time out of all of them. That makes me even more determined to serve well. I’m determined that what service I do give to my country, it’s done well and it’s heartfelt.”

Date

18 September 2020

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