

- 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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- [Get support](#)

The support you may be able to get depends on your circumstances.

[Currently serving](#)

Support while you're still serving.

[Ex-serving](#)

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.

[When someone dies](#)

We may be able to provide support when someone who had Qualifying Service dies.

[Your family's military history](#)

Learning more about your family's military history is a great way to honour their service.

[Certificate of Appreciation and Veterans' Pins](#)

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.

[Check your eligibility](#)

Check the support, services, or entitlements you may be able to get from us.

[Qualifying Service](#)

To get support from us you — or certain family members — need to have Qualifying Service.

[Living outside NZ](#)

You can still get support from us even if you live outside NZ.

[Eligibility criteria for family and dependants](#)

You may be able to get support if you're the spouse, partner, child or dependant of someone with Qualifying Service.

[Veterans of foreign militaries](#)

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.

[How we'll work with you](#)

We'll work with you to help you get the best support available.

[Your treatment card](#)

Your treatment card helps you get no-cost treatment and medication for your approved conditions.

[Your rights and responsibilities](#)

We want to make sure you have the best possible experience when you deal with us.

[Payments](#)

Information on payment rates and dates.

[How we make decisions](#)

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.

[Living outside NZ](#)

You can still get support from us even if you live outside NZ.

[Other benefits](#)

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.

[Treatment cards and letters](#)

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

[Invoicing us](#)

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

[Treating our clients](#)

Information for healthcare professionals providing treatment to our clients.

[Councils and local authorities](#)

Guidance for councils and local authorities relating to services cemeteries and memorials

[Forms](#)

Forms for our clients, family and whānau, and our providers.

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## From Head of Veterans' Affairs—Annual Medical Assessment for Viet Nam veterans

In recognition of the fact that Viet Nam veterans were exposed to a toxic environment during their service in Viet Nam, the Government made the decision to introduce a free yearly medical assessment for all Viet Nam veterans recorded on the Viet Nam veterans register.

I am pleased to offer registered Viet Nam veterans the latest Annual Medical Assessment (AMA), for 2018.

To continue to ensure that the health and wellbeing of individual veterans are being monitored and to enable the Government to fully understand the issues relating to veterans' service-related health, it is vital that as many veterans as possible undertake their annual medical assessment (AMA).

Whenever possible we undertake to support prevention of any of the presumed conditions listed in this AMA. If your GP notices any precursors, warning signs or symptoms of any of the presumed conditions listed in this AMA and treatment or investigation is required that will help prevent or delay the onset of the condition, we have requested this be noted by the GP so that we can consider any funding costs that may be incurred.

To qualify for Disablement Pension a diagnosis of the presumptive condition must be confirmed, however Veterans' Affairs recognises the need to support the veteran during precursor states (a medical state that has the potential to progress to the presumptive condition), and will, therefore, assist with funding of associated GP attendances, blood tests/investigation findings, and some medications.

I encourage all registered Viet Nam veterans to take up the Government's offer of a free annual medical assessment and to encourage those veterans not already registered to do so.

### [Register as a Viet Nam veteran](#)

As you may be aware the Veterans' Support Act 2014 (the Act) became law on 7 December 2014, replacing the War Pensions Act 1954. If you are currently on a War Disablement Pension and if as a result of your AMA you wish to apply for new conditions and/or reassessment of accepted disabilities, you will be transferred to a Disablement Pension and your application will be determined using a new decision-making process under the Veterans' Support Act 2014. The new Act continues the principle of taking a benevolent approach to claims, which was key to the War Pensions Act.

For further information, veterans should contact Veterans' Affairs

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#### Date

23 April 2018

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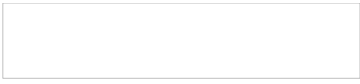
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Veterans' Affairs—Te Tira Ahu Ika A Whiro