

- 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

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

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Veterans' Affairs spends \$650,000 on funerals and cemetery work

Veterans' Affairs spends \$650,000 on funerals and cemetery work

We have installed nearly 700 new headstones and plaques for veterans in New Zealand this year and spent more than \$650,000 overall on funerals, memorials, and maintenance work in cemeteries.

We have contributed more than \$480,000 from our memorial fund towards funeral costs, headstones, and plaques for veterans with Qualifying Service. \$170,000 from our capital works fund has gone towards constructing new berms, installing new seating, and re-affixing or replacing damaged headstones in cemeteries across New Zealand.

Some of the work has been significant, like replacing 44 terrazzo headstones in Wairarapa, while other projects have been smaller, such as repairing damaged berms in Waipawa.

“Caring for Services Cemeteries is a massive undertaking. The work we do would not be possible without the support of local councils and community groups like the NZ Remembrance Army” said Marti Eller, Deputy Head of Veterans’ Affairs.

“Services Cemeteries are a great way for communities to engage with their history. At Veterans’ Affairs we honour service and it is a privilege to play such an important role in many communities throughout New Zealand” she said.

Inspection and oversight of work in the 183 Services Cemeteries in New Zealand is carried out by Bronze Plaques NZ, a contractor employed by Veterans’ Affairs. Bronze Plaques NZ is run by Chris Fraser, who has been a memorial stonemason for more than 30 years and whose work with us has taken him all over the country to inspect the cemeteries.

“Veterans’ Affairs takes care of cemeteries from Kaitia to Bluff — from small plots in the heartland to massive cemeteries like Taita,” Mr Fraser said.

“Local councils, RSAs, and community groups all contribute to the work we do and it’s a pleasure to work with them to keep these spaces beautiful.”

Veterans’ Affairs manager of business services David Jahnke, who served in the New Zealand Army for five years, said even the smallest projects were important to communities.

“In Kaiapoi we replaced a seat, sign, and hardstand in the cemetery, so that the space is now more accessible to people who visit the cemetery and want a space to reflect,” Mr Jahnke said.

“Services Cemeteries are often gathering places on Anzac Day and Armistice Day, so fixing small things like berms can make the world of difference. It’s an honour to play a part in helping communities remember their veterans.”

Services’ Cemetery capital works projects funded by Veterans’ Affairs in 2020

Work that was done	Cost
Eketahuna Services Cemetery: repaired a damaged berm and constructed a new berm	\$1,315.60
Featherston Cemetery: replaced three damaged terrazzo headstones	\$3,225.75
Green Park Cemetery (Dunedin): constructed a new berm and headstone bases	\$18,100.00
Kaiapoi Cemetery: installed a new hardstand, seat, and sign	\$13,800.00
Karori Cemetery (Wellington): repair a damaged grave	\$2,955.50
Masterton Cemetery: replaced 39 damaged terrazzo headstones	\$41,934.75
Martinborough Cemetery: replaced 2 damaged terrazzo headstones	\$2,150.50
North Shore Memorial Park (Auckland): re-secured 94 loose plaques	\$5,675.25
Pouawa Urupā, Tologa Bay Urupā, Whangara Urupā (Gisborne District): erected headstones on 15 unmarked Services graves	\$10,713.90
Riverside Cemetery (Masterton): re-secured 100 loose headstone bases	\$1,840.00
Sydenham Cemetery (Christchurch): repaired a damaged grave and installed a new headstone	\$1,192.30
Taita Lawn Cemetery (Upper Hutt): repaired and replaced 504 damaged headstone base	\$44,114.00
Waimate Cemetery: installed two signs	\$4,900.00
Waipawa Services Cemetery: replace three damaged berms	\$3,726.00
Whenua Tapu Cemetery (Porirua): a new entrance, paving, flag pole, seat, and sign	\$15,525.00

Date

03 November 2020

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Last Modified: 4 November 2020

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Veterans' Affairs—Te Tira Ahu Ika A Whiro