

- 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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To be eligible to receive support from us, you—or certain family members—need to have Qualifying Service.

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## Change to the list of Statements of Principles, November 2022

### Change to the list of Statements of Principles, November 2022

Two minor amendment Statements of Principles came into force on 21 November 2022.

These Statements of Principles cover:

- [gingivitis](#)

## More information

The Statements of Principles (SOPs) are a tool to determine if an injury, illness or death is service-related.

[More information on Statements of Principles](#)

For more information on these amendments you can read:

- [Gazette Notice No. 2022 gs3469\(external link\)](#)
- [the Australian Government Repatriation Medical Authority's website\(external link\)](#)

### Date

21 November 2022

### Tags

- [Statements of Principles](#)

Last Modified: 21 November 2022

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Veterans' Affairs—Te Tira Ahu Ika A Whiro