

- 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.

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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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## Chat with Pat—Summer 2018

Pat Povey is a familiar face—or voice—to many veterans and their whānau. VA News sat down with Pat in our new regular series 'Chat with Pat'.

**VA News: It's nearly the end of the year Pat. What are your thoughts looking back on 2018?**

**Pat:** It's been a really busy year. We've seen a significant increase in the number of services we're putting in place for our veterans, especially through the Veterans' Independence Programme. I talked last time about the expansion of some services, like those with Chemwash, and now we're working on developing new services for next year.

We've also been out meeting face-to-face with the veteran community more than ever before—both in New Zealand and Australia. I know veterans and whānau have found this positive, and we've found it really valuable in gaining further insight into the needs of our veterans and those that support them.

**VA News: Turning to next year, what are you looking forward to?**

**Pat:** That's a difficult question. With mixed emotions, I would say my retirement in March next year.

**VA News: So, this is our last 'Chat with Pat'?**

**Pat:** Yes, I suppose it is. I first started at Veterans' Affairs in 2002, and there have been so many changes since then. Recognition for our veterans has always been at the heart of what we do, and we're now able to provide a really wide range of support.

I have met so many wonderful people over the years, and want to thank them for the contribution and sacrifice they've made for our country. With many fond memories, it'll be sad to leave.

**VA News: It'll be sad to see you go. Before you do though, what's your tip for this edition of VA News?**

**Pat:** Just a reminder to veterans that if you're applying to have a condition accepted as service-related, it's really important to have a diagnosis on your application form. Your GP can help you with this. It will support your claim, and help us make a decision quicker.

**VA News: Great tip, thanks Pat. Any final thoughts for our readers?**

**Pat:** With the festive season nearly upon us, I would like to wish everyone all the very best for a safe and happy Christmas and New Year. Be kind, look after each other, and be well.

**Date**

12 December 2018

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