

- [Contact us](#)
- [News and events](#)
- [Need urgent help now?](#)

Search

Search

- [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.

### [Need urgent help now?](#)

- [Get support](#)

[Back](#)

[Get support](#)

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

[Currently serving Ex-serving Family and whānau Non-military personnel](#)

- [Remembrance](#)

[Back](#)

[Remembrance](#)

We're proud to honour the service of the veteran community.

[Services Cemeteries and plaques and headstones Commemorative funding Medals and service records](#)

[When someone dies Your family's military history Certificate of Appreciation and Veterans' Pins](#)

- [Eligibility](#)

[Back](#)

[Eligibility](#)

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[Check your eligibility Qualifying Service Living outside NZ Eligibility criteria for family and dependants](#)

[Veterans of foreign militaries](#)

- [For clients](#)

[Back](#)

[For clients](#)

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[How we'll work with you Your treatment card Your rights and responsibilities Payments How we make](#)

[decisions Living outside NZ Other benefits](#)

- [For providers](#)

[Back](#)

[For providers](#)

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

[Treatment cards and letters Invoicing us Treating our clients Councils and local authorities Forms](#)

### [Need urgent help now?](#)

Search

- [Contact us](#)

- [News and events](#)

- [Need urgent help now?](#)

[Home](#) / [For clients](#) / [How we make decisions](#) / Conditions we cover

## Conditions we cover

There are a number of ways that we can connect conditions to your Qualifying Service.

### On this page

[How we determine if you have a service-related condition Your condition may already be accepted as service-related](#)

# How we determine if you have a service-related condition

There are a number of ways we can connect a condition to your Qualifying Service.

We first consider if you have:

- [an already accepted paired organ impairment](#)
- [a conclusively presumed condition from a qualifying operation](#)
- [a service-related presumption for an injury or illness](#)

Otherwise, we use the Statements of Principles.

## [Statements of Principles](#)

Sometimes none of these will apply to your situation. This might be because there is no Statement of Principle in force for your condition. When this is the case we consider if the claim is:

- more than a possibility
- consistent with the known facts, and
- proven by medical knowledge.

You may be able to get support for a non-service-related condition if:

- you get Weekly Income Compensation, and
- it stops you working full time.

## [Weekly Income Compensation](#)

# Your condition may already be accepted as service-related

Your condition will already be accepted as service-related if you have it recognised by:

- [Treatment Card](#)
- [Disablement Pension](#)
- [War Disablement Pension](#)
- [Weekly Compensation](#)

## In this section

- [Conclusively presumed conditions](#)
- [Paired organs](#)
- [Service-related presumptions](#)
- [Statements of Principles](#)

## [How we make decisions](#)

- Conditions we cover
- [Treatment we fund](#)
- [How we use whole-person impairment](#)
- [About our needs assessments](#)
- [If you disagree with a decision](#)

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[Print](#) [View this page as a PDF](#)

### Veterans' Affairs

- [Get support](#)
- [Remembrance](#)
- [Eligibility](#)
- [For clients](#)
- [For providers](#)

### Quick links

- [Application forms](#)
- [Check your eligibility](#)
- [Payment dates](#)

- [Payment rates](#)
- [Veterans of foreign militaries](#)

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