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- [Get support](#)

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

[Currently serving](#)

While serving, the NZDF will take care of your health and wellbeing issues. If you have qualifying service, we may be able to provide you with home help. Register now with Veterans' Affairs, and when you need some support, we'll be ready to help you.

[Ex-serving](#)

We can provide you with health, rehabilitation and financial support if you have a condition related to your service. We can also provide home help assistance and financial support for you to commemorate your service.

[Family and whānau](#)

How we can support you, 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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## Cyclone Gabrielle Support

This page contains support options available to veterans and members of the public who have been affected by Cyclone Gabrielle.

We will update this as new information becomes available.

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This page contains support options available to veterans and members of the public who have been affected by Cyclone Gabrielle.

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**On this page**

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**Last updated: 12pm Wednesday 8 March**

## Health and wellbeing

### Regional Welfare helpline

Regional Welfare helpline contact: 0800 117 672.

Hours:

- 8am–8pm on weekdays
- 8am to 4:15pm on weekends.

It is specifically for welfare needs such as health and wellbeing. However, it might be able to help you with other areas as well.

Regional Welfare can help with:

- mental health
- accommodation needs
- ongoing food, household goods and services support
- animal welfare.

## RSA

RSA District Support Manager, Wairarapa | Hawkes Bay | East Coast: 027 239 1008

## Healthline

Government Healthline: 0800 358 5453.

## Accommodation

If you have no one to stay with, contact MBIE's Temporary Accommodation Service:

- 0508 754 163
- [MBIE Temporary Accommodation Service webpage.\(external link\)\(external link\)](#)

## Financial support

### Civil Defence

If you've been affected by the cyclone, you may be able to get a Civil Defence Payment. Call Civil Defence on 0800 400 100, there are open Monday to Friday, 8am-5pm.

Contact: 0800 400 100

Hours: Monday to Friday, 8am to 5pm.

[Civil Defence support options\(external link\)\(external link\)](#)

Civil Defence Payments can help cover the costs of:

- Food
- Bedding
- Clothing
- Accommodation
- Loss of income.

## Tairāwhiti/Gisborne District Council

The Tairāwhiti Mayoral Relief Fund is open for applications for assistance if you were affected by Cyclone Gabrielle or Cyclone Hale weather events.

Priority for support will be given to:

- Provision of essentials for daily life, transport needs, and household contents
- Rebuild or recovery costs of buildings damaged by water, or storm damage
- Essential items not covered by insurance or other funds.

[More information about Mayoral Relief funds\(external link\)\(external link\)](#)

## Insurance

### Insurance and lodging a claim

If your home, car, or contents have been damaged by the severe weather, take photos before you remove or repair anything and report it to your insurance company as soon as possible.

You only need to contact your insurance company. They'll let you know what you need to do next, how to claim and — if applicable — how EQ Cover from Toka Tū Ake EQC works.

If you need to make your home safe, sanitary, secure, and weather tight, please record the work done, take before and after photos, and keep copies of the bills you paid.

If you don't have house insurance but do have contents insurance, speak to your insurer about what is covered. Make sure you take lots of photos and keep good records before you throw anything out, where possible.

Free and independent advice is available through Residential Advisory Service. MBIE provides advocacy services and advice to homeowners who are navigating insurance claims to remediate damage suffered due to an event.

[Residential Advisory Service website\(external link\)\(external link\)](#)

Email: [info@advisory.org.nz](mailto:info@advisory.org.nz)

Phone:

- 0800 777 299
- 03 379 7027

### EQCover for this event

EQCover provides the following:

- Landslip damage, EQCover available for damage to house and land. If the house is damaged by the landslide, cover available up to the building cap (up to \$150k or \$300k, depending on policy renewal date); cover for repair or reinstatement of some residential land, up to the value of the insured land.
- Flood and storm damage, EQCover only applies to insured land, with private insurers generally providing cover for homes and removal of flood debris such as silt and fallen trees.

### New Zealand Claims Resolution Service

People whose homes have been damaged by a natural disaster — like Cyclone Gabrielle and the recent floods across various parts of the North Island — will now have access to a new service to assist and support them if their insurance claims get stuck.

The New Zealand Claims Resolution Service (NZCRS) will provide expert support to homeowners with insurance claims after natural disasters to avoid disputes, resolve issues and ensure claims are settled as quickly as possible.

Homeowners who have concerns about their claim or are unsure about the process can contact NZCRS.

[New Zealand Claims Resolution Service website\(external link\)\(external link\)](#)

Email: [contact@nzcrs.govt.nz](mailto:contact@nzcrs.govt.nz)

Phone: 0508 624 327

The first port of call is always to work things through with the insurer in the first instance, but if you get stuck or

need support with unresolved claims, contact this new service.

Last Modified: 8 March 2023

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Veterans' Affairs—Te Tira Ahu Ika A Whiro