

- 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

[Forms](#)

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

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## 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.

### 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.

**On this page**

[Check if you are eligible for support](#) [Support you may be able to get](#) [Which family members can get support](#)

## Check if you are eligible for support

The easiest way to check if you or your family and whānau are eligible is to use our "Check your eligibility" tool. It only takes a few minutes.

[Check your eligibility](#)

## Support you may be able to get

You may be eligible for support if a family member is injured by their Qualifying Service.

You, or or family and whānau, may be eligible for:

- services—including those under the Veterans' Independence Programme
- financial entitlements—both one off and regular payments.

[Support available to family and whānau](#)

## Which family members can get support

Only family members with a direct connection to a person with Qualifying Service are eligible for support. The Veterans' Support Act 2014 sets out how we define who is a:

- spouse or partner
- child
- dependant.

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How we define 'spouse' and 'partner'

We define a:

- **spouse** as a person who is legally married to someone with Qualifying Service, and
- **partner** as the civil union or de facto partner of someone with Qualifying Service.

How we define 'child'

We define a **child** to be, in relation to a person with Qualifying Service:

- their natural child
- their adopted child
- the child of their spouse or partner, or
- someone they have acted as a parent or guardian to, for example, a grandchild or whāngai.

How we define 'dependant'

We define a **dependant** to be someone who meets any of the following three circumstances.

Someone—not a spouse, partner, or child—who:

- is under 18 years of age
- is wholly or primarily dependent on a person with Qualifying Service for financial support, and
- ordinarily resides with the person with Qualifying Service.

Someone—not a spouse, partner, or child—who:

- is 18 years of age or older
- is under the care of a person with Qualifying Service, and
- ordinarily resides with the person with Qualifying Service because they are unable to live independently due to impairment, illness or advanced age.

Someone who:

- is the child of a person with Qualifying Service
- is 18 years of age or older
- is under the care of the person with Qualifying Service, and
- is unable to live independently due to impairment, illness or advanced age.

## **Eligibility**

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