

- 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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From the Head of Veterans' Affairs—Autumn 2018

Tēnā koutou katoa

Here at Veterans' Affairs, we are looking forward to 2018. One of our priorities this year is to continue to improve our service to you. I'm proud of the work my team has lined up for the next 12 months. As I mentioned in my message at the end of last year, we are not where we want to be yet.

This year we are looking at increasing the number of services available under the Veterans' Independence Programme. You will also see a significant improvement in the way we communicate with you through letters and forms, as well as introducing new ways to communicate and engage with you.

In the coming months we will conduct our annual client survey. This year will see us partner with an independent provider. If you receive a survey, I encourage you to complete it. Your feedback is critical to ensuring we are delivering services and support that meet your—and your fellow veterans'—needs.

As I write this message, I reflect on the passing of the last surviving officer of the 28th Māori Battalion. Alfred "Bunty" Preece died at his home on the Chatham Islands on Friday 3 March with his whānau by his side. Bunty was a respected member of his community, and he served his nation both abroad in times of conflict, and at home in peace.

With April approaching, thoughts turn towards Anzac Day. Throughout the country and abroad people are preparing for the commemorations—colleagues in the New Zealand Defence Force, friends in Australia and Turkey, and RSAs nationwide. It is as important as ever that we take time to reflect on the courage, commitment and comradeship of those who have fought in New Zealand's best interests.

Ka maumahara tonu tātou ki a rātou We will remember them

Date

05 March 2018

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Veterans' Affairs—Te Tira Ahu Ika A Whiro

