

- Our phone line is temporarily operating with reduced hours. You can call us between 9am and 3pm Monday to Friday. [Contact us](#)

- [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.

- [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](#)

To be eligible to receive support from us, you—or certain family members—need to have Qualifying Service.

[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](#)

Search

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

[Home](#) / [News and events](#) / [Latest news and articles](#) / From the Head of Veterans' Affairs—Summer 2018

## From the Head of Veterans' Affairs—Summer 2018

Tēnā koutou katoa

All of us at Veterans' Affairs were devastated by the unprecedented Christchurch terror attack that occurred on Friday 15 March. We have all felt raw emotions of grief and love for the victims and our fellow New Zealanders.

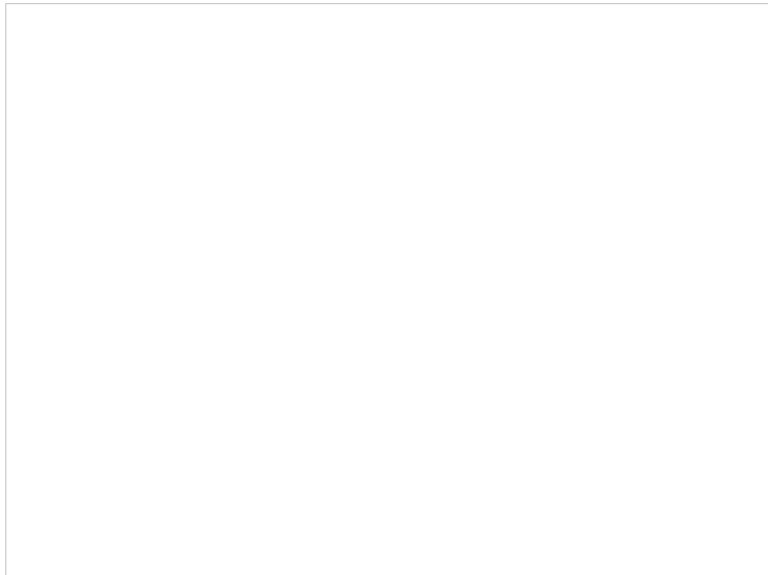
If you need to talk to someone, I encourage you to call or text 1737 to speak with a trained counsellor. This service is free of charge, and available day and night to callers within New Zealand.

This edition of VA News focuses on working better, together—with respect and kindness for all.

A good example of working together is the recently formed Combined Veteran Advocacy Group (CVAG), which aims to ensure ongoing communication and collaborations between all the member groups, to continually support our veteran community. Members of CVAG are the New Zealand Defence Force and Veterans' Affairs, the Royal New Zealand Returned and Services' Association, the No Duff Charitable Trust and the Australasian Services Care Network.

I know many of you will shortly be preparing to attend Anzac Day services here in New Zealand, and around the world. It's a time for us to remember and acknowledge all those who have served and continue to serve today - and the sacrifices made by so many in the shaping of our lives and of our history.

**Ka maumahara tonu tātou ki a rātou.  
We will remember them.**



Representatives at the signing of the Combined Veteran Advocacy Group charter. From left to right: Jack Steer ONZM, Royal New Zealand Returned and Services' Association; Steve Shamy, Australasian Services Care Network; Aaron Wood, No Duff Charitable Trust; Bernadine Mackenzie, Veterans' Affairs; and Bernie Grant, representing the Chief of Defence Force.

**Date**

27 March 2019

**Tags**

- [Our work](#)
- [Updates for clients](#)

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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](#)

#### Connect with us

- [Facebook](#)
- [YouTube](#)
- [Email newsletter](#)

#### About us

- [About Veterans' Affairs](#)
- [Our documents and publications](#)
- [Work at Veterans' Affairs](#)
- [Contact us](#)
- [News](#)



[About this site Terms of use, privacy and copyright Style guide](#)



Veterans' Affairs—Te Tira Ahu Ika A Whiro