

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

Tēnā koutou katoa

Christmas is always a time when we celebrate the present, show kindness to others and reflect on the year that has been. It's been a busy year with many activities occurring both within our veteran community and Veterans' Affairs.

We welcomed home the remains of 34 of our military personnel and one child from Fiji, American Samoa, Singapore, Malaysia, the United Kingdom and the Republic of South Korea. Project Te Auraki—The Return—reunited families with the remains of their loved ones who had been buried abroad since 1 January 1955. We also mourned the passing of the last surviving officer of the 28th Māori Battalion, Alfred 'Bunty' Preece, as well as the many other veterans who have passed on, leaving behind families and comrades.

We continued to meet with many of you at our community forums which we expanded this year to include Brisbane and Sydney. It's always such a pleasure to engage with our many veterans and their families, and it's a great way to find out what we are doing right and what we might need to improve on. Attending these forums of course remains your choice. We are here regardless and we remain with you for life.

After listening to all your feedback, we refreshed our website and started on our pledge to you to use plain language. You'll find more news about our website further on in this issue of VA News.

Commemorations are always an important part of acknowledging the service and sacrifices made by those who serve our country — and to remember those who were left behind. I was privileged to attend the Armistice Day ceremonies in Wellington on 11 November, as this brought to a close, the centenary of the First World War. I was reminded of an interesting article about Father Patrick Dore, MC, who served as a chaplain in the First World War. He was badly wounded at Chunuk Bair, where he won a Military Cross (he was also awarded a Mentioned in Despatches), was subsequently evacuated to the United Kingdom and then home to New Zealand.

Following his recuperation, he assumed an advocacy role for returned soldiers. Father Dore gave an address in Foxton at an Anzac Day service, part of which is reproduced below. It shows he was ahead of his time with regard to the resettlement of returned soldiers.

"The returned soldiers should be trained to re-enter civil life. He had been taken from civil life and trained to forget it. He must walk like a soldier. He was perhaps under this regime for three years. He came back here with his nerves shattered and with military routine ground into his soul. He was expected at once to get into a job and assume his pre-war work. It could not be done. Perhaps the secretary of the Patriotic Society found him one job or six jobs, and he could not retain them. He should not be abandoned, but the process must be continued until he adapted himself to conditions that suited him. War does not make wasters. It makes men. It's the people here in New Zealand who make the wasters. Train them back."

Veterans' Affairs remains proud to serve and support New Zealand veterans and their families. At Christmas time we are thinking of you all, especially those serving overseas and away from their loved ones.

**Meri Kirihimete ki a koe me te whānau, we wish you and your loved ones a safe and happy Christmas season.**

Date

10 December 2018

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