

- 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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Home Help—Veterans' Independence Programme

Home Help may be able to support you at home with normal household chores.

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Who can get this

You may be able to get this if you:

- have Qualifying Service, and
- are assessed as needing it to stay independent in your home.

[Qualifying Service explained](#)

What you can get

The maximum amount of help for household chores is 2 hours a week. This support may be increased in exceptional circumstances.

Household chores may include:

- Cleaning kitchen surfaces
- bathroom and toilet cleaning including ensuite
- mopping floors
- tidying
- vacuuming and dusting
- interior window washing (to a maximum height of two metres, using a small step ladder or chair)

We partner with Paramount Services to deliver home help to you.

How to apply

This support is provided as part of the Veterans' Independence Programme.

Contact us to have a needs assessment for the Veterans' Independence Programme. This will include an assessment for Home Help under the Veterans' Independence Programme.

[Contact us](#)

What happens next

After you apply we'll:

1. contact you to confirm we've received your application
2. start the decision-making process
3. keep you informed on the status of your application.

If we need more information, we'll get in touch with you.

[How we make decisions](#)

Contact

If you receive Home Help through VIP, you can contact the provider (Paramount) directly.

Contact:

- [visit the Paramount Services website\(external link\)](#)
- phone Paramount Services at 0800 253 255.

Find out more

[Contact us for more information](#)

We strive to be transparent. If you want to know how this entitlement is administered you can read the policy.

[Veterans' Independence Programme policy \[PDF, 430 KB\]](#)

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Veterans' Affairs—Te Tira Ahu Ika A Whiro