

- 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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How we'll work with you

We'll work with you to help you get the best support available.

On this page

Our case management approach

We may assign a case manager to you, depending on the type of support that you require and the complexity of your needs.

They'll help you with your application process and provide you with advice on other services you may be able to get.

They'll also discuss with you any treatment or rehabilitation you may need if it's relevant to your circumstances.

When you will have a case manager

If you're receiving an entitlement or rehabilitation from us, you'll most likely be assigned a case manager.

When you might not be assigned a case manager

If you only receive VIP Services you will not be assigned a case manager. Contact our Enquiry Line if you want to talk about any other issues.

[Contact us](#)

Who you'll work with

Enquiry Line

Our Enquiry Line will be the first point of contact when you ring or email us.

They're able to:

- answer most questions you have for us
- explain the support available
- help you apply for more support.

Case managers

If you have a case manager they'll be the main point of contact between you and Veterans' Affairs.

They're able to:

- talk to organisations on your behalf or help you to do so
- arrange for treatment
- facilitate services and support to be put in place
- support you in making further claims.

If you want, your family or whānau can also be involved in talking with your case manager.

Case management hours are 9:00am to 4:00pm.

If you're unhappy with your case manager it's important you let them know. If you don't feel comfortable in doing this, then you can ask to speak to their Team Leader.

VIP Services Team

If you only receive VIP Services from us, the VIP Services Team will be available to assist you. Any one of the team will be able to arrange all your services for you.

The VIP Services Team hours are 8:00am to 5:00pm.

If in the future you successfully claim an entitlement, we will allocate you a case manager.

Your Plan

A 'Your Plan' provides a path for the services and support you get from us. It will be created when you're going to be getting ongoing support from us.

Your case manager will assist you during the creation of a 'Your Plan'. You'll be able to discuss it with them and

possibly make changes to suit your circumstances before you accept or decline it.

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Veterans' Affairs—Te Tira Ahu Ika A Whiro