

- 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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## Joint media release — International Ministerial (5-Eyes) Conference on Veterans' Issues

**The Hon Darren Chester MP**

Minister for Veterans' Affairs

Minister for Defence Personnel

Minister Assisting the Prime Minister for the Centenary of ANZAC

**The Rt Hon Tobias Ellwood MP**

Minister for Defence People and Veterans, United Kingdom

**The Hon Ron Mark MP**

Minister for Veterans, New Zealand

**Ms Bernadine Mackenzie**

Head of Veterans' Affairs, Government of New Zealand

**General Walter Natynczyk**

Deputy Minister of Veterans Affairs, Government of Canada

**Ms Jacquelyn Hayes-Byrd**

Acting Assistant Secretary for Human Resources and Administration, Department of Veterans Affairs, United States of America

## **Joint media release – International Ministerial (5-Eyes) Conference on Veterans' Issues**

Coinciding with the opening of the Invictus Games, the Australian Government Minister for Veterans' Affairs, Darren Chester, welcomed delegations from Canada, New Zealand, the United Kingdom and the United States to the International Ministerial Conference on Veterans' Issues at the Australian National Maritime Museum, Sydney on 20 and 21 October 2018.

Minister Chester, The Rt Hon Tobias Ellwood MP Minister for Defence People and Veterans, The Hon Ron Mark MP, Minister for Veterans' Affairs, New Zealand and Ms Bernadine Mackenzie, Head of Veterans' Affairs, Government of New Zealand, General Walter Natynczyk, Deputy Minister of Veterans Affairs, Government of Canada and Ms Jacquelyn Hayes-Byrd, Acting Assistant Secretary for Human Resources and Administration, Department of Veterans Affairs, United States of America and all delegates from these nations came together under a shared commitment to discuss veterans' mental health and transition from military to civilian life.

Our men and women serve side by side on our battlefields and 5-Eyes Ministers and delegates are united in ensuring our nations understand and honour the service and the sacrifice our veterans and their families make in defending our values our freedoms. All nations recognise the importance of ensuring the positive work being done to support veterans and their families is communicated to, and understood by, our respective communities.

As follow-up to the Ministers' 5-Eyes meeting in London 2017, we welcome the 2018 report on suicide prevention from the 5-Eyes Research Collaboration, convened by Phoenix Australia and the Canadian Institute for Military and Veteran Health Research. This report confirms the progress in our shared understanding of suicide prevention. It demonstrates the similarities that we are facing in responding to this significant public health issue for serving members, veterans and their families. We look forward to the coming collaboration on enhancing mental health service engagement and improving treatment outcomes. This reaffirms our joint commitment to improving mental health and well-being. The 5-Eyes Research Collaboration includes world-renowned expertise from the leading centres in military and veteran mental health covering Australia, Canada, the United States, the United Kingdom and New Zealand.

Five Eyes delegates encouraged the Centres of Excellence to continue their international collaboration and report back with practical outcomes to be progressed by Veterans' Affairs agencies.

Delegates heard from Canada about their well-being strategy that addresses Post Transition, Education and Employment, while the United Kingdom discussed their strategic relationship to challenge and shape departmental processes. All nations provided detailed presentations in the area of programs that support transitioning veterans with mental health problems.

The Invictus Games also provided a relevant platform to discuss issues with national and international partners. A Veterans' Families forum, convened by the Australian Government Department of Veterans' Affairs, was held on 18 October with the theme of transition through the phases of defence service and how families can provide support and be supported during and post-service. A Veterans' Employment forum looked at how the public and private sectors are assisting veterans into education and employment and what programs and innovations are occurring.

Ministers and delegates signed a joint Statement of Intent that acknowledges the benefits of working together and stated their intention to explore cooperative actions to collaborate on strategies in areas of common interest that recognise, support and care for the defence and veteran communities and their families.

**Date**

21 October 2018

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Veterans' Affairs—Te Tira Ahu Ika A Whiro