

- 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.

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Information for healthcare professionals providing treatment to our clients.

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Guidance for councils and local authorities relating to services cemeteries and memorials

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Forms for our clients, family and whānau, and our providers.

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## Matatoa maps veteran's journey

By Sharon Lundy, Defence Public Affairs

Wearing your heart on your sleeve has taken on a very literal meaning for New Zealand Defence Force Invictus Games team member Daryl Burton.

Daryl recently competed in the Invictus Games Sydney 2018 sporting a tattoo which tells the story of his struggle with injury and illness and, subsequently, mental health.

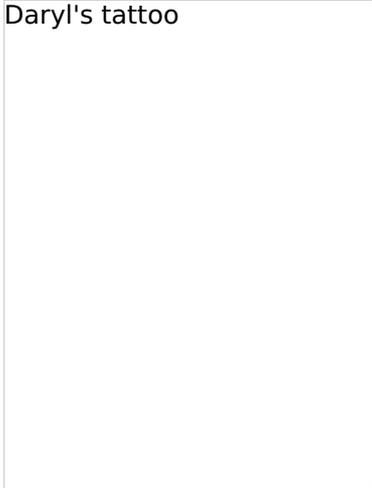
His Matatoa (Unconquered) tattoo was one of 18 art works featured in an International Veterans Art Exhibition during the Sydney Games and Daryl said seeing the photo of it on display next to the other works was humbling.

"My wife isn't a tattoo fan but she loves the artwork, the meaning behind it, and so do my sons. That's what counts to me," he said.

Daryl has been with the New Zealand Defence Force for 36 years; 30 with the Army and the past six as a civilian and Reserve Force soldier.

While serving he suffered two events which would have life-long consequences: a back injury when he landed badly after jumping off a truck in Bosnia in 1995 followed by a scorpion bite in East Timor in 2001. The bite essentially made his body turn on itself, affecting his nerves and leaving him numb in his legs. Then, earlier this year, he was diagnosed with PTSD.

Daryl's tattoo



Daryl

His Matatoa tattoo is part of his journey to recovery—a journey he says the Invictus Games has helped hugely with. It is a designed around the manaia and features red diamonds for his Army service, while a taiaha pushing away the demon scorpion represents his health battles. He and fellow team member Padre Darren O'Callaghan designed it.

"It's definitely another step in my journey. That's the reason I wanted to get it done in the first place," he said.

"It's something I can take with me, and it's going to be with me forever. It's my story and that's why it's not a closed story—the tattoo itself isn't closed off. There's space there basically showing there's room for more improvement, and that's what it's all about."

"It's something I can take with me, and it's going to be with me forever. It's my story and that's why it's not a closed story— the tattoo itself isn't closed off."

#### Date

26 November 2018

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