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- [Get support](#)

The support you may be able to get depends on your circumstances.

- [Currently serving](#)

While serving, the NZDF will take care of your health and wellbeing issues. If you have qualifying service, we may be able to provide you with home help. Register now with Veterans' Affairs, and when you need some support, we'll be ready to help you.

- [Ex-serving](#)

We can provide you with health, rehabilitation and financial support if you have a condition related to your service. We can also provide home help assistance and financial support for you to commemorate your service.

- [Family and whānau](#)

How we can support you, 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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The Veteran, Family and Whānau Mental Health and Wellbeing Policy Framework — "Te Arataki"

This policy framework provides information and guidance on how to improve the wellbeing of our military veterans, their families and whānau.

The Veteran, Family and Whānau Mental Health and Wellbeing

Policy Framework — "Te Arataki"

This policy framework provides information and guidance on how to improve the wellbeing of our military veterans, their families and whānau.

Te Arataki mō te Hauora Ngākau mō ngā Mōrehu a Tū me ō rātou Whānau

Watch a short video about the experiences of veterans.

"We live and breathe everything we have done in our service. But we need help."

Read the policy framework

You can view a PDF of the document.



[\(external link\)](#)

[The Veteran, Family and Whānau Mental Health and Wellbeing Policy Framework \[PDF, 2.3 MB\]](#)

You can also contact us to request a printed version of the document.

[Contact us](#)

About the framework

This policy framework provides information and guidance on how to improve the wellbeing of our military

veterans, their families and whānau.

The framework is named *Te Arataki mō te Hauora Ngākau mo ngā Mōrehu ā Tū me ō Rātou Whānau: The Veteran, Family and Whānau Mental Health and Wellbeing Policy Framework*.

Most of New Zealand's veterans will experience good mental health and make a successful and safe transition into civilian society. However, a small number will face mental health and addiction challenges and be at risk of a range of poor outcomes.

This framework draws on international evidence and local experience to explain the factors that may impact on the mental health and wellbeing of veterans and their families. It identifies the groups at higher risk of poor outcomes and suggests effective responses and priority areas for action.

The framework has been developed for the wide range of individuals and organisations that contribute to the mental health and wellbeing of veterans and their families. This includes civilian organisations such as government departments, health service funders, workforce and research bodies, and health provider groups such as doctors, nurses and allied professions. It will also be useful for the New Zealand Defence Force and service and veterans' organisations.

Additional resources

[Press release about the framework](#)

[Recording of the document release event\(external link\)](#)

Defence Health Hub

The Defence Health Hub has practical information for improving the mental health of veterans and their whānau.

[Defence Health Hub website\(external link\)](#)

Our work programmes

- [The Paterson Report](#)
- [The Veteran Rehabilitation Strategy](#)
- [Deployment review](#)
- [Working with Viet Nam veterans](#)
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Veterans' Affairs—Te Tira Ahu Ika A Whiro