

- 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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Need urgent help now?

If you, or a veteran, is in crisis it is important to reach out. Help is always available.

[{{ controlText }}](#)

If you live in NZ

If this is an emergency

Call [111](#) if you—or someone you know—are in immediate danger.

If you need to talk

If you or someone else is not in immediate danger—but still need to talk—the following organisations can help.

Organisation	Contact
Need to talk? 1737(external link)	1737 —phone or text a trained counsellor
NZDF4U(external link)	0800 693 348
Lifeline Aotearoa(external link)	0800 543 354
Samaritans(external link)	0800 726 666

If you need support

Healthline

Healthline can help you if you're feeling unwell but not sure whether you need to see a doctor. It's staffed by registered nurses who are specialists in assessing and advising over the phone.

Call Healthline on [0800 611 116](#).

Royal New Zealand Returned and Services Association (RSA)

The RSA honours and supports both current and ex-service members. It can provide financial and other support through its networks in NZ.

[Contact an RSA's District Service Manager\(external link\)](#)

If you live in Australia

If this is an emergency

Call [000\(external link\)](#) if you—or someone you know—are in immediate danger.

If you need to talk

If you or someone else is not in immediate danger—but still need to talk—the following organisations can help.

Australian contacts

Organisation	Phone
Lifeline Australia(external link)	12 11 14
MensLine Australia(external link)	1300 78 99 78
Overwatch Australia(external link)	1800 699 2824
Relationships Australia(external link)	1300 364 277
Suicide Call Back Service(external link)	1300 659 467

Contact us

- [Feedback](#)

Related pages

- [Veterans' Affairs' COVID-19 information hub](#)
- [Support your mate](#)
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Veterans' Affairs—Te Tira Ahu Ika A Whiro