

- 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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Our new website

Welcome to our new website

We've made it easier for you to find out about:

- the support we can provide
- who can receive it, and
- how to access it.

Easy to understand

We've used simple language on our new website. Pages on our website should explain things clearly—while still sounding personal and human. Our new website is the first place we've started writing this way. We're also updating our application forms and starting to write this way in our letters and emails.

We've worked hard to make sure we don't use confusing words on the website. One of the changes you'll notice is how we use the word 'veteran'. The Veterans' Support Act 2014 has a legal definition of the term—it means someone who has Qualifying Service—but we've found this often causes confusion.

[Qualifying Service explained](#)

We want to get rid of any barriers that stop people from knowing that they could get support from us. Because the word 'veteran' means different things to different people, we're not using the term any more when we explain who can get support from us. We've used clear language to explain the services and support we can provide, and who might be able to get them.

In July this year, we'll launch an online 'Check your eligibility' tool. You'll be able to use this tool to check if you're eligible to get support from us now—or in the future. When it is released it will take only a couple of minutes to use.

[Get notified when 'Check your eligibility' launches](#)

Simple to navigate

Our new website is simple to navigate. Over the past year, we've tested it with people like you. We've done this to make sure that people can find what they're looking for. Once you get to a page, you'll find the information is presented clearly and consistently.

If you're new to Veterans' Affairs we recommend starting on our 'Get support' page.

[Get support](#)

You'll also find our website works no matter what device you're using. It will look great regardless of whether you're using a desktop, tablet or smartphone.

Always improving

We'll continue to update our site to meet your needs. You can expect to see regular changes as we introduce new features and keep our content up-to-date.

We'd like to hear what you think about our new site. Tell us what think—including your ideas on how we can make it better.

[Tell us what you think](#)

Date

21 May 2018

Tags

- [Our work](#)

Last Modified: 13 June 2019

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Veterans' Affairs—Te Tira Ahu Ika A Whiro