

- 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 people

Meet our Minister, leadership, and the teams that make up Veterans' Affairs.

## Our people

Meet our Minister, leadership, and the teams that make up Veterans' Affairs.

## Our Minister

Our Minister is the Hon Meka Whaitiri.

[Hon Meka Whaitiri's biography\(external link\)](#)

The Minister's responsibilities include:

- declaring operations as Qualifying Operational Service, and
- appointing members to three advisory and appeal bodies.

[Recent releases and speeches by the Minister for Veterans\(external link\)](#)

[View our Briefings to Incoming Ministers](#)

## Our leadership team

### **Bernadine MacKenzie, Head of Veterans' Affairs**

Bernadine began her career as a registered nurse working in a variety of hospitals and community health services in New Zealand. She has over 25 years experience in the health sector, where she held a number of senior nursing and management roles. This included Manager of Community Health Services in Horowhenua, Service Manager at Hutt Valley Health and Director of Quality at Capital and Coast DHB.

In 2015 she joined the Department of Child, Youth and Family as General Manager Quality Assurance, later holding other key roles including General Manager Service Support and General Manager Youth Justice. In this role, Bernadine shepherded in the Government's youth justice Fresh Start reforms. This involved her nurturing strong relationships with NGO partners, and helping them build and strengthen programmes for young offenders.

She brings with her a wealth of experience in health, impairment support, social services and machinery of government. She's a very experienced public servant with a commitment to providing the best possible support to her clients and their families.

As the Head of Veterans' Affairs, Bernadine is appointed by the Chief of Defence Force in accordance with section 200 of the Veterans' Support Act 2014 and section 61A of the Defence Act 1990.

There is a small Office of the Head of Veterans' Affairs. This team provide advisory and administrative support to the Head of Veterans' Affairs, manages our finances and reporting, and provides a secretariat to the veterans' boards and panels.

### **Marti Eller, Deputy Head of Veterans' Affairs**

Marti is the Deputy Head of Veterans' Affairs and also leads the Business Services, Policy, and Decisions and Entitlements teams.

### **Sharon Cavanagh, Manager Veterans' Services**

Sharon leads our Veterans' Services teams.

### **Elaine Myers-Davies, Manager Projects & Communications**

Elaine leads the Projects and Communications team.

### **Jo Elworthy, Principal Advisor to the Head of Veterans' Affairs**

Jo is the Principal Advisor to the Head of Veterans' Affairs.

## Our teams

Our organisation consists of three main areas:

- Veterans' Services
- Business Services, Policy, Decisions and Entitlements
- Projects and Communications

There is also a small Office of the Head of Veterans' Affairs.

## Veterans' Services

This area is headed by Sharon Cavanagh, Manager Veterans' Services. It manages the support we provide to veterans and their families.

- Our enquiry line team support our day-to-day communication channels such a phone, email, and social media channels.
- Our case management teams work with our clients and their families.
- Our rehabilitation team are specialists who provide advise and support on more complex cases.

## Business Services, Policy, Decisions and Entitlements

This area is headed by Marti Eller, Deputy Head of Veterans' Affairs. It includes:

- Business Support, including payments, cemeteries, and contracting
- policy development
- Ministerial servicing and support
- Decisions and Entitlements.

## Projects and Communications

This area is headed by Elaine Myers-Davies, Manager Projects & Communications. It includes:

- projects of significance, such as commemorations
- engagement and communications.

## Office of the Head of Veterans' Affairs

This area includes:

- advisory and administrative support to the Head of Veterans' Affairs
- finance and reporting
- a secretariat to the veterans' boards and panels.

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Veterans' Affairs—Te Tira Ahu Ika A Whiro