

- 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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To be eligible to receive support from us, you—or certain family members—need to have Qualifying Service.

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Our people, your Veterans' Affairs—Alma Shaw

VA News sat down to talk with Alma Shaw, a Policy Advisor here at Veterans' Affairs.

Can you describe a typical day at VA?

Much of my work is demand driven. My official title is 'Policy Advisor', but I wear a number of different hats. I need to have a general overview of all our policies and what is going on in the veteran arena. Primarily, I am responsible for the coordination and preparation of general correspondence for the Head of VA, requests for official information, and issues received via the complaints process. I am also responsible for ensuring privacy issues and requests are looked after appropriately, and providing privacy training to our staff. I assist with the coordination of papers going to the Minister, which sees me liaising with colleagues in the wider NZDF and in the Minister's office.

What's been your highlight of working at VA?

Learning. When I started in my role my knowledge of war and conflict came from watching Saving Private Ryan in Sixth Form English. During my training I was surprised—but also very grateful—to learn the number of ways New Zealand's Armed Forces have been involved at an international level, as well as at home.

I've also learned a bit of family history. My Great Koro—Tiweka Brown—was a member of the 28th Maori Battalion and embarked with the 10th Reinforcements. Regrettably while serving he was injured and sent home. While I had heard stories about him, it wasn't until I began working here that I really started looking into his service. I was able to use NZ Archives' Archway service to look at his service records. It's an amazing learning tool. How long have you worked at VA? I started at Veterans' Affairs in June 2013—coming up to my fifth anniversary. Prior to this role I was with the British High Commission working as a qualified Consular Assistant and Passport Examiner.

What are you looking forward to in 2018?

I'm looking forward to the changes that are being made with our communications and how they will work for all of you. I'm particular excited about our new website due for release next month. Most of all I am looking forward to the outcome of the Review of the operation of the Veterans' Support Act, and the changes that may arise from it.

At a personal level—my big goal for the year is to start learning Te Reo. I'm also looking forward to watching my daughters—8 and 4—grow. They already both have such solid personalities.

Date

03 April 2018

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Veterans' Affairs—Te Tira Ahu Ika A Whiro