

- 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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Payment date for Vietnam veteran ex gratia payments — 22 February

Payment date for Vietnam veteran ex gratia payments — 22 February

On 30 November 2021, it was announced that two new conditions have been added to the list of Prescribed Conditions eligible for an ex gratia payment under the 2006 Memorandum of Understanding (MOU). Following that announcement, Veterans' Affairs has contacted over 700 eligible Vietnam veterans to discuss the implications of these additions.

[More information about the ex gratia payment](#)

Payment date

For those veterans whom we have contacted, we can confirm that the ex gratia payment of NZD\$40,000 will be paid into New Zealand, Australian and Cook Islands bank accounts by **22 February 2022**.

Ex gratia payments to other international bank accounts will be made no later than five days after 22 February.

We haven't been able to contact all eligible clients

Unfortunately, there are a small number of Vietnam veterans whom Veterans' Affairs understands have been diagnosed with one of the new Prescribed Conditions, whom we haven't been able to contact.

If you are one of these veterans and you are a client of VA, please contact us as soon as you can. We will keep trying to reach you, but unfortunately, your ex gratia payment will be paid on a date after 22 February 2022.

[Contact us](#)

Contact us if you're eligible, but not a client

If you served in Vietnam and have been diagnosed with one of the Prescribed Conditions, but you are not a current client of VA, please contact us to discuss how to apply for the ex gratia payment.

[Contact us](#)

Date

03 February 2022

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Veterans' Affairs—Te Tira Ahu Ika A Whiro