

- Our phone line is temporarily operating with reduced hours. You can call us between 9am and 3pm Monday to Friday. [Contact us](#)

- [Contact us](#)
- [News and events](#)
- [Need urgent help now?](#)

Search

Search

- [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.

[Need urgent help now?](#)

- [Get support](#)

[Back](#)

[Get support](#)

The support you may be able to get depends on your circumstances.

[Currently serving Ex-serving Family and whānau Non-military personnel](#)

- [Remembrance](#)

[Back](#)

[Remembrance](#)

We're proud to honour the service of the veteran community.

[Services Cemeteries and plaques and headstones Commemorative funding Medals and service records](#)

[When someone dies Your family's military history Certificate of Appreciation and Veterans' Pins](#)

- [Eligibility](#)

[Back](#)

[Eligibility](#)

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

[Check your eligibility Qualifying Service Living outside NZ Eligibility criteria for family and dependants](#)

[Veterans of foreign militaries](#)

- [For clients](#)

[Back](#)

[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 Your treatment card Your rights and responsibilities Payments How we make](#)

[decisions Living outside NZ Other benefits](#)

- [For providers](#)

[Back](#)

[For providers](#)

Information for providers of services to Veterans' Affairs and our clients.

[Treatment cards and letters Invoicing us Treating our clients Councils and local authorities Forms](#)

[Need urgent help now?](#)

Search

- [Contact us](#)
- [News and events](#)
- [Need urgent help now?](#)

[Home](#) / [Eligibility](#) / Qualifying Service

Qualifying Service

To get support from us you — or certain family members — need to have Qualifying Service.

Qualifying Service

To get support from us you — or certain family members — need to have Qualifying Service.

On this page

[Introduction to Qualifying Service](#) [Qualifying Operational Service](#) [Qualifying Routine Service](#)

Introduction to Qualifying Service

There are 2 types of Qualifying Service:

- Qualifying Routine Service
- Qualifying Operational Service.

You don't need to have both types of Qualifying Service to get support. Either type will give you eligibility.

The support you can get depends on your unique service, including:

- where you served
- when you served.

You will also need to meet the individual requirements for each service or entitlement.

[{{ controlText }}](#)

Examples

Treatment

To have treatment funded for a medical condition, your injury or illness needs to be linked to Qualifying Service.

[Conditions we cover](#)

Commemorative Travel Contribution

To get a Commemorative Travel Contribution you need to:

- have Qualifying Operational Service
- be undertaking travel that's related to the Qualifying Operational Service you're commemorating.

[Commemorative Travel Contribution](#)

Qualifying Operational Service

You will have Qualifying Operational Service if you have deployed to an area that has been declared as Qualifying Operational Service.

[List of Qualifying Operational Service](#)

Check your eligibility

The easiest way to understand the support you can get is to check your eligibility online. It only takes a few minutes.

[Check your eligibility now](#)

How Qualifying Operational Service is determined

An operation is determined "eligible" based on its assessed threat level.

1. After the decision to deploy has been made, the Chief of Defence Force must give a report to the Minister for Veterans as soon as possible. This report assesses the operational and environmental threats to deployed personnel. Deployments that have already ended can also be reviewed.
2. The Minister for Veterans decides if there is a significant risk of harm to deployed personnel.
3. The Minister for Veterans declares the operation as Qualifying Operational Service if it meets the threat threshold. This declaration is published on the Veterans' Affairs website.

[Full process of declaring an operation as qualifying as per the Veterans' Support Act 2014\(external link\)\(external link\)](#)

[{{ controlText }}](#)

If you don't have Qualifying Operational Service

If you don't have Qualifying Operational Service — and didn't serve before 1 April 1974 — you are likely not be eligible for support from us.

There is a chance that you have deployed on an operation that has yet to be declared as Qualifying Operational Service. Sign up for our newsletter to stay up to date with our work and find out when operations are declared as Qualifying Operational Service.

[Sign up for our newsletter](#)

If you served before 1 April 1974 — regardless of where — you will have Qualifying Routine Service.

If you have a work-related injury or illness you may be able to get support from ACC.

[ACC website\(external link\)\(external link\)](#)

Qualifying Routine Service

You will have Qualifying Routine Service if you served in the NZ Armed Forces before 1 April 1974 — either in New Zealand or overseas.

Qualifying Routine Service recognises that before 1 April 1974 service members were not covered for work-related injuries or illnesses. Because of this, we provide support to all those that served in the NZ Armed Forces during this time.

Qualifying Routine Service stopped on 1 April 1974 with the introduction of ACC. Since that date, ACC provides support for all New Zealanders who suffer work-related injuries or illnesses. This coverage extends to members of the NZ Defence Force or NZ Armed Forces.

In this section

- [List of Qualifying Operational Service](#)

Eligibility

- [Check your eligibility](#)
- [Qualifying Service](#)
- [Living outside NZ](#)
- [Eligibility criteria for family and dependants](#)
- [Veterans of foreign militaries](#)

Related pages

- [List of Qualifying Operational Service](#)

Last Modified: 27 July 2022

[Print](#) [View this page as a PDF](#)

Veterans' Affairs

- [Get support](#)
- [Remembrance](#)
- [Eligibility](#)
- [For clients](#)
- [For providers](#)

Quick links

- [Application forms](#)
- [Check your eligibility](#)
- [Payment dates](#)
- [Payment rates](#)
- [Veterans of foreign militaries](#)

Connect with us

- [Facebook](#)
- [YouTube](#)
- [Email newsletter](#)

About us

- [About Veterans' Affairs](#)
- [Our documents and publications](#)
- [Work at Veterans' Affairs](#)
- [Contact us](#)
- [News](#)



[About this site](#) [Terms of use, privacy and copyright](#) [Style guide](#)



Veterans' Affairs—Te Tira Ahu Ika A Whiro