

- 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

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Forms for our clients, family and whānau, and our providers.

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## Rehabilitation strategy launched

Minister for Veterans Hon Ron Mark hosted a function at Parliament on 23 May to launch New Zealand's first strategy that sets out how rehabilitation services will be offered to veterans.

Veterans' Affairs has been leading the work to develop the strategy over the past year. Along with the RNZRSA and No Duff, and Government agencies and non-Government organisations, they focused on identifying what was going to be needed to make rehabilitation work for veterans.

"The starting point was our belief every veteran who has been injured or made ill because of service has the

right to live the best possible life,” said Veterans’ Affairs head Bernadine Mackenzie. “We then had to work out how to make this something that would be more than just words, and that would actually happen.”

The new strategy accepts that service-related illnesses and injuries are not all the same. While some may be physical, up to one-sixth of those who go on deployments could develop some form of mental illness. The strategy can offer help in both areas.

It also recognises that rehabilitation can be many different things. For a person with a physical injury it could be help from a physiotherapist. Those dealing with psychological issues might find that counselling or medical treatment—or a combination of the two—might help them get their lives back on an even keel. For a person wanting to be as independent as possible—or to return to employment—the focus might be on social or vocational rehabilitation.

“We think it’s important that our strategy provides something for older veterans, as well as younger people recovering from injuries,” Bernadine told VA News. “Those who served in the Second World War, Korea, Malaya, or Vietnam might have illnesses or injuries that they’ve quietly coped with for many years. They might have now come to a stage in their lives where they need some support to deal with these problems—and our rehabilitation strategy is able to offer that to them”.

Veterans’ Affairs has trained rehabilitation advisors on staff. Advisors work with veterans individually to find out what they might need. Then—between them—they’ll agree on a personal plan that spells out how each person can reach their specific goals.

If you feel the strategy might be able to help you, get in touch with Veterans’ Affairs and see what could be available.

[Access the strategy online](#)

#### Date

28 May 2018

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Veterans' Affairs—Te Tira Ahu Ika A Whiro