

- 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.

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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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Repatriation begins

Three New Zealand military personnel repatriated from Fiji and American Samoa were returned to their families at a ramp ceremony at Royal New Zealand Air Force (RNZAF) Base Ohakea in May.

An RNZAF C-130H(NZ) Hercules returned RNZAF Flight Lieutenant George Beban and Leading Aircraftman Ralph Scott from Fiji and Royal New Zealand Navy Engineering Mechanic 1st Class Russell Moore from American Samoa.

This is the first tranche of repatriations as part of the New Zealand Defence Force (NZDF) Te Auraki project. Te Auraki—meaning “The Return” in English—will see the families of New Zealand military personnel, and their dependants, buried overseas after 1 January 1955 offered the opportunity to repatriate their loved ones.

This decision came as the result of recommendations made by the Veterans’ Advisory Board.

The ramp ceremony was attended by relatives of those being repatriated, Minister for Veterans Hon Ron Mark, the Head of Veterans’ Affairs and senior NZDF officers. Senior representatives from Fiji and the United States were also invited to the event, as well as members of the veteran communities.

The repatriated personnel were received with a traditional Māori welcome, before being carried past a guard of honour and handed back to their families. A short private family service was held, followed by the NZDF haka.

RNZAF Group Captain Carl Nixon said the ceremony marked a big milestone in the mission to bring home 37 NZDF personnel buried around the world. “This is a significant moment in New Zealand’s military history, as we honour the lives of three NZDF personnel who died serving their country in foreign lands and more importantly bring them home to their families, who have waited more than 60 years to be re-united,” Group Captain Nixon said.

“This is a time when the inequalities and inconsistencies of the past are put right and everyone is treated the same, regardless of wealth, rank or cause of death.”

Families will reinter their relative at a place and time of their choosing in New Zealand. The NZDF will not conduct military funerals because all of the deceased had military funerals before their interment. Families will be offered some NZDF support, such as chaplains, buglers and pall-bearers as required.

Remains will be reinterred at Service, public, or private cemeteries depending on family preferences and the Service person’s qualifying service. Memorials—headstones or plaques—will be provided and \$1,000 will be given towards a headstone for those who wish for their relative to be interred in a public/private cemetery.

The NZDF deployed an expert disinterment team of bioarchaeologists, forensic anthropologists from Otago University and NZDF odontologists (dentists) to carry out the repatriation process. The team is led by an NZDF doctor.

Planning is already under way for the next tranche of repatriations from Malaysia and Singapore. The NZDF anticipates repatriating 29 Service personnel and one child from Malaysia, and one from Singapore. They are due to arrive in New Zealand in August.

Date

04 June 2018

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Veterans' Affairs—Te Tira Ahu Ika A Whiro