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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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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.

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Review or appeal a decision

If we've made a decision that you don't agree with, you can request a formal review.

On this page

[Review of decision](#) [Appeal a decision](#)

Review of decision

When you can ask for a review

You can ask for a review if:

- we've made a decision that you don't agree with, or
- you're unhappy with the level of service you are or are not getting.

A decision could include:

- if your service is Qualifying Service
- if an illness or injury is related to Qualifying Service
- if you qualify for support
- what level of impairment applies to you.

How to ask for a review

You must submit an application for review within 6 months of being notified of the decision. We'll only accept a late application if there's a very good reason for the delay.

1. Talk to us first

We'll explain why the decision was made and can put things right if there's been a mistake. We may be able to resolve things without you having to go through a formal review.

2. Ask for a review of decision

If you're still unhappy, you can ask for a review of decision.

1. Download the Review of Decision application form.
2. Send the application form and any supporting information to us.

[Review of decision application form \[PDF, 621 KB\]](#)

What happens next

Your review will be considered by a Review Officer unless it is about whether you having Qualifying Service. If this is the case, your review will be considered by a Veterans' Service Review Panel.

[About Veterans' Service Review Panels](#)

Appeal a decision

If you disagree with the outcome of a review of decision you can appeal to the Veterans' Entitlement Appeal Board.

How to appeal a decision

You must submit an application to appeal within 6 months of the review decision.

To submit an application to appeal:

1. Download the Review of Decision application form.
2. Send the application form and any supporting information to us.

[Appeal Against Review Decision application form \[PDF, 376 KB\]](#)

What happens next

Your appeal is handled by the Veterans' Entitlements Appeal Board.

[More about the Veterans' Entitlements Appeal Board](#)

You can attend the appeal hearing — either in person or by video/teleconference.

We'll pay the cost of travel for you to attend the hearing, as long as the travel is within NZ and is reasonable.

You can also have a representative at the hearing. This must be agreed to by the appeal board in advance. We can't cover any costs for a representative to attend.

If you still disagree

If you disagree with the outcome, you can appeal to the High Court of New Zealand.

[Contact the High Court of New Zealand\(external link\)\(external link\)](#)

Your rights and responsibilities

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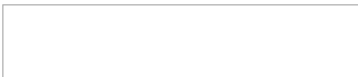
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Veterans' Affairs—Te Tira Ahu Ika A Whiro