

- 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.
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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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Sharon's corner — July 2019

Sharon's corner — July 2019

VA News sat down with Sharon Cavanagh, Manager of Veterans' Services, to talk about what has been happening at Veterans' Affairs over the last three months.

Sharon Cavanagh, Manager of Veterans' Services, at the Vietnam Veterans Health and Wellbeing Expo in Auckland

VA News: Kia ora Sharon, what have you been up to since we last spoke?

Sharon: I've been busy! A month after holding the Vietnam Veterans Health and Wellbeing Expo in Auckland, the Veterans' Affairs team headed over to Australia for forums in Melbourne and Perth. We had really successful forums in Sydney and Brisbane last year and we wanted to continue our work in connecting with our Australian-based veterans.

The forums are a fantastic opportunity to meet with veterans and their whānau, and for them to learn more about the support available to them — even when living overseas. My hat goes off to the veteran "connectors" who helped us get the word out on the ground with the veteran community.

VA News: what else have you been up to?

Sharon: We've been running a small "Transition Muster" pilot for members of Defence Force at Linton, Trentham, and Burnham camps who are transitioning into civilian life. The pilot was successful in getting people registered with Veterans' Affairs, which means that they are in our system and can easily get support when they need it. We are now looking at not only running the programme permanently, but also rolling it out to all the camps and bases. We want to get as many veterans connected with Veterans' Affairs as possible.

VA News: I hear progress has been made on re-introducing treatment cards?

Sharon: Yes — no more temporary letters. We've heard loud and clear from our veterans how useful treatment cards are, and that the letters can easily get damaged or lost. Our team has been working hard to implement a new system to streamline the process and this is now up and running. Veterans who already have a treatment card don't need to do anything — it is still valid — but veterans who were issued a paper treatment letter can get in touch with us to request a new treatment card.

VA News: It sounds like you have been really busy! What else do you have planned for this year?

Sharon: Starting in July we will have monthly case management clinics at Ranfurly Veterans' Trust in Auckland. The clinics will be an opportunity for veterans to meet one-on-one with case managers, and to explore the support they need. Veterans, both current clients and those not yet on our books, are able to book in to see us — they just need to get in touch with our enquiry line. The first clinic will be on Tuesday 30 July 2019.

[Get in touch with the Veterans' Affairs enquiry line](#)

[Upcoming clinics](#)

Date

15 July 2019

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Last Modified: 16 July 2019

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