

- 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

[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.

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## Social media house rules

Guidelines for ensuring privacy and mutual respect between users of our social media channels.

### Guidelines

We welcome your comments, questions and feedback on our social media channels. But we ask that you are respectful and follow these guidelines.

## Your content is public

Once your comment is online, it is in the public domain — everyone with internet access can read it. You are legally responsible for the content you post.

All content on our social media channels — whether generated by us or you — is a public record. To ensure we comply with New Zealand legislation we keep records of all content posted, even if it is deleted or edited.

## Private information

Please do not share any of your own, or anyone else's, private information on our social media channels.

To remove any doubt, private information includes—but is not limited to—your own or someone else's:

- bank account number
- email address
- home address
- IRD number
- National Health Index (NHI) number
- phone number
- social welfare number (SWN)
- work address.

Please contact us by phone, email, or in writing if there's something you need to discuss with us that involves private information about you or another person.

Any posts or comments on our social media channels which contain private information will be removed.

## Behaviour

- Be respectful of other users.
- Do not use language or content that:
  - appears to be spam
  - is racist, sexist or discriminatory
  - contains insults or put-downs
  - is likely to be offensive, inflammatory or provocative. This includes swearing and obscene or vulgar comments
  - contains potentially harmful advice, or
  - is not accurate.
- Do not break the law or encourage others to do so. This includes defamation, breaching privacy, breaching another person's intellectual property rights such as copyright, condoning illegal activity and contempt of court.
- Do not impersonate or falsely claim to represent a person or an organisation.
- Do not attempt to log on using another user's account.
- Do not make any commercial endorsement or promotion of any product, service or publication.
- You are wholly responsible for any content you post including content that you choose to share.

## How we'll respond

We'll do our best to respond to social media posts directed to us.

We will:

- strive to respond to your enquiries within four working hours. Our working hours are 8am to 5pm Monday to Friday, and
- try to help you, or if we can't, we will direct you to people or other agencies who can.

We cannot:

- respond to posts of a political nature, and
- respond to posts of a commercial nature as we are governed by strict procurement rules.

## Removing comments and banning users

We will remove any comments or posts that breach these guidelines. If an individual repeatedly violates this policy, that user will be blocked from posting in the future.

# Giving permission

By publicly contributing to our social media channels—including comments, photos, audio or videos—you are granting us permission to reuse this content inside that platform.

We will seek your permission if we wish to use the content outside of the platform.

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Veterans' Affairs—Te Tira Ahu Ika A Whiro