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- [Get support](#)

The support you may be able to get depends on your circumstances.

[Currently serving](#)

While serving, the NZDF will take care of your health and wellbeing issues. If you have qualifying service, we may be able to provide you with home help. Register now with Veterans' Affairs, and when you need some support, we'll be ready to help you.

[Ex-serving](#)

We can provide you with health, rehabilitation and financial support if you have a condition related to your service. We can also provide home help assistance and financial support for you to commemorate your service.

[Family and whānau](#)

How we can support you, 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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Support your mate

Mates are there for each other in good times and the bad.

Support your mate

Support your mate

Mates are there for each other in good times and the bad.

Being there for a mate in the good times is usually easy and fun. But when a mate goes through a rough patch it can be hard to know what to do or say.

This can be especially challenging if your mate is having not just a bad day, but experiencing a mental health difficulty.

Mental health first aid

The good news is there are some simple steps you can take to look after your mates — regardless of what challenges they may be facing.

You can apply mental health first aid yourself. The acronym REACT may help you remember the five steps:

Recognise the symptoms of mental health difficulties

One of the easiest ways to do this is to know your mates well — any change in their usual behaviour is often the first sign of a mental health problem. Other symptoms of mental health difficulties can include:

- physical reactions like nausea, sweating, or shaking
- thinking reactions like poor concentration or negativity
- behavioural changes like disrupted sleep, excessive drinking/smoking, or increased aggression
- emotional reactions like sadness, anger, or anxiety.

Engage the person

After you have recognised any of the symptoms, engage with your mate.

Talk to them — for example, you might say “I’ve noticed X, Y and Z, are you ok?”

Have this conversation in a private environment if possible. Just be yourself and listen to them.

Actively listen

Once you have engaged with your mate, you need to actively listen. Active listening involves both hearing and accurately understanding what the speaker has said. Your job during this step is to listen to your mate and reflect back on what you are hearing and clarify any differences.

For example — “so it sounds like you’re feeling angry because of XYZ, am I right?”

Allow your mate time to vent if need be and don’t be afraid to allow some silence in your conversation — sometimes people need silence in order to think. This is not the time to argue with them or tell them you know how they feel, or try to solve their problems. Simply listen, reflect, and clarify.

Check suicide risk and risk of harm to others

If after engaging and actively listening you are at all concerned that your mate is at risk of suicide, self-harm or harm to other people, you need to ask them about it directly.

You might ask your mate “Have you been thinking about suicide?”

Take action

If they are considering suicide or self-harm, they must be taken to a doctor for assessment.

If they are considering harming others, the police need to be involved.

In both cases, you need to remove any threats, such as firearms, when and where it’s safe to do so. You should never agree to keep secrets or leave them alone if they are in crisis.

If your mate isn't suicidal or homicidal and you're no longer concerned about their mental health, you might choose to simply monitor them. However, if you think they would benefit from support, help them take the next step to see some professional advice and care.

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