

- Our phone line is temporarily operating with reduced hours. You can call us between 9am and 3pm Monday to Friday. [Contact us](#)

- [Contact us](#)
- [News and events](#)
- [Need urgent help now?](#)

Search

Search

- [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.

- [Get support](#)

[Back](#)

[Get support](#)

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

[Currently serving Ex-serving Family and whānau Non-military personnel](#)

- [Remembrance](#)

[Back](#)

[Remembrance](#)

We're proud to honour the service of the veteran community.

[Services Cemeteries and plaques and headstones Commemorative funding Medals and service records](#)

[When someone dies Your family's military history Certificate of Appreciation and Veterans' Pins](#)

- [Eligibility](#)

[Back](#)

[Eligibility](#)

To be eligible to receive support from us, you—or certain family members—need to have Qualifying Service.

[Check your eligibility Qualifying Service Living outside NZ Eligibility criteria for family and dependants](#)

[Veterans of foreign militaries](#)

- [For clients](#)

[Back](#)

[For clients](#)

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[How we'll work with you Your treatment card Your rights and responsibilities Payments How we make decisions Living outside NZ Other benefits](#)

- [For providers](#)

[Back](#)

[For providers](#)

Information for providers of services to Veterans' Affairs and our clients.

[Treatment cards and letters Invoicing us Treating our clients Councils and local authorities Forms](#)

Search

- [Contact us](#)
- [News and events](#)
- [Need urgent help now?](#)

[Home](#) / [News and events](#) / [Latest news and articles](#) / Veterans' Affairs offers more support for veterans and whānau

## Veterans' Affairs offers more support for veterans and whānau

### Veterans' Affairs offers more support for veterans and whānau

Thanks to changes to the Veterans' Support Act 2014, Veterans' Affairs can offer more flexible support to veterans and their whānau. The changes address a number of recommendations included in the 2018 Paterson

Report.

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Support for veterans

Previously veterans lost eligibility for support if their injury or illness resulted from criminal behaviour or substance abuse. Now, where there is evidence of a link between service-related trauma and criminal or self-destructive behaviours, such as a veteran injuring themselves during a mental health episode triggered by post-traumatic stress, we can recognise that in decision making. This applies to injuries, illness, or death which occurred when a veteran was committing a minor offence while enlisted or after they have left service.

Veterans with urgent mental health needs can receive support funded by us before their eligibility for coverage has been established. Treatment and rehabilitation services already underway can continue to be provided to veterans if they are imprisoned.

[Mental health treatment](#)

Support for families

Counselling can now be funded for veterans' whānau, support people, and caregivers where it will support the veteran's wellbeing. The definition of a child of a veteran has been extended to include all circumstances in which a veteran becomes a guardian of or acts as a parent to a child. This includes whāngai, grandchildren, children of former spouses and partners, and any child that a veteran has acted as a parent towards. Any entitlements, such as the Children's Pension, received by a veteran's whānau will not be affected if a veteran is imprisoned.

The Children's Bursary, which is available to the children of veterans who served before 1974 or in Vietnam, has been extended to cover those who live overseas. It now also covers a wider range of education and vocational training. The five-year restriction on child care assistance has also been removed and funding for child care can now continue until the child reaches the age of 14.

[Types of support for family or whānau](#)

[Counselling for Family Members or Support People](#)

[Children's Pension](#)

[Children's Bursary](#)

End of life support

It is now easier for surviving spouses or partners to access pensions and be reimbursed for funeral expenses when a veteran dies as they only need to show that the veteran had Qualifying Operational Service. Veterans' Independence Programme services can now continue for the spouse or partner of a veteran for 12 months after a veteran goes into long-term residential care. A standard grace period of 28 days following the death of a veteran now applies to all pensions to minimise the chances of their whānau going into debt.

[Surviving Spouse or Partner Pension](#)

[Funeral Expenses](#)

[Veterans' Independence Programme](#)

Changes to how we work

It is now easier for declarations of Qualifying Operational Service to be made. Declarations will now be published on the Veterans' Affairs website rather than by a notice in the Gazette. Publication of a declaration of Qualifying Operational Service is not required if there are security or operational reasons not to publish the details.

The 30-day turnaround time for decisions has been scrapped and instead flexibility for decision-making timeframes has been increased. This means that the right decisions can be made and Veterans Affairs is required to focus on ensuring veterans are informed and engaged in the course of their application.

The process for setting Veteran's Pension rates has been aligned with the process for setting entitlements under the Veterans' Support Act 2014.

[Qualifying Service](#)

[How we make decisions](#)

[Veteran's Pension](#)

[Check your eligibility](#)

**Date**

05 October 2020

**Tags**

- [Veterans' Affairs New Zealand](#)
- [Our work](#)
- [Updates for clients](#)

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**Veterans' Affairs**

- [Get support](#)
- [Remembrance](#)
- [Eligibility](#)
- [For clients](#)
- [For providers](#)

**Quick links**

- [Application forms](#)
- [Check your eligibility](#)
- [Payment dates](#)
- [Payment rates](#)
- [Veterans of foreign militaries](#)

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- [Email newsletter](#)

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- [About Veterans' Affairs](#)
- [Our documents and publications](#)
- [Work at Veterans' Affairs](#)
- [Contact us](#)
- [News](#)



[About this site](#) [Terms of use, privacy and copyright](#) [Style guide](#)



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