

- 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](#)

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[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](#) / [Events](#) / Online event for New Zealand veterans in Australia 2023

Online event for New Zealand veterans in Australia 2023

Online event for New Zealand veterans in Australia 2023

Wednesday, 15 February 2023, 1:00 pm to 8:00 pm
Zoom

This online event will inform you of the support available — specifically for New Zealand veterans living in Australia. We will also answer questions from attendees.

We will confirm speakers and subject matter experts shortly.

There will be two sessions on February 15:

- Session 1 at 11:00am AEDT
- Session 2 at 4:00pm AEDT

Both sessions are the same. You're welcome to join either session. They will run for one hour.

Once you've registered for the event, we will send you a Zoom link to your email account. All you need to do to attend is to use the Zoom link at the specified time.

How to attend the event

• Step 1 Register

Use the form on this page to register.

[Register now](#)

• Step 2 Check your email before 8 February

We will send you a Zoom link to join at the specified time. The link won't work outside of the two session times.

(Optional but recommended): Signup and download Zoom before the event.

[Signup and download Zoom](#)

• Step 3 Use the email link to join the Zoom session

Join the Zoom session at the specified time.

Register now to attend the online event

Personal information

First name:

Last name:

Email address:

Which session would you like to attend?

- Session 1 — 11:00am AEDT
- Session 2 — 4:00pm AEDT

Would you like a one-on-one meeting with a case manager?

- Yes
- No

Are you a client of Veterans' Affairs New Zealand?

- Yes
- No

Do you have any questions that you would like answered during the event?

(We're looking for questions that will benefit everyone. Do not ask questions that are specific only to you. Do not include any personal information.)

Register for a case management clinic

You can book a one-on-one meeting with a Veterans' Affairs case manager. They can help you with more specific or complicated issues. These meetings happen after the online forum, but they are still online.

The meetings with case managers must be booked through the registration form on this page, before the event.

We encourage you to ask questions

We encourage you to ask questions before or during the event:

- You can ask questions **before** the event in the registration form.
- You can ask questions **during** the event using the Zoom Q&A feature.

We'll collect your questions and try to direct them to the appropriate presenters to answer.

Tips for using Zoom

- We recommend signing up and downloading Zoom ahead of time. Sign-up to Zoom at <https://zoom.us/signup>(external link)
- You can use the browser version of Zoom, or the desktop app version of Zoom.
- You can use a mobile device, a tablet or an iPad, but a laptop or desktop will give you a better experience.
- You don't need a Zoom account to come to the event. You will just need to enter your name and email address. You can use a Zoom account if you have one.
- The Zoom links will only work between 10:30am to 5:30pm AEDT on Wednesday 15 February. The link won't work outside that time.

[More details about getting the most out of Zoom](#)(external link)

Region

[Outside New Zealand](#)

Type

[Online event](#)

Last Modified: 16 January 2023

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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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Veterans' Affairs—Te Tira Ahu Ika A Whiro