

- 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

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Forms for our clients, family and whānau, and our providers.

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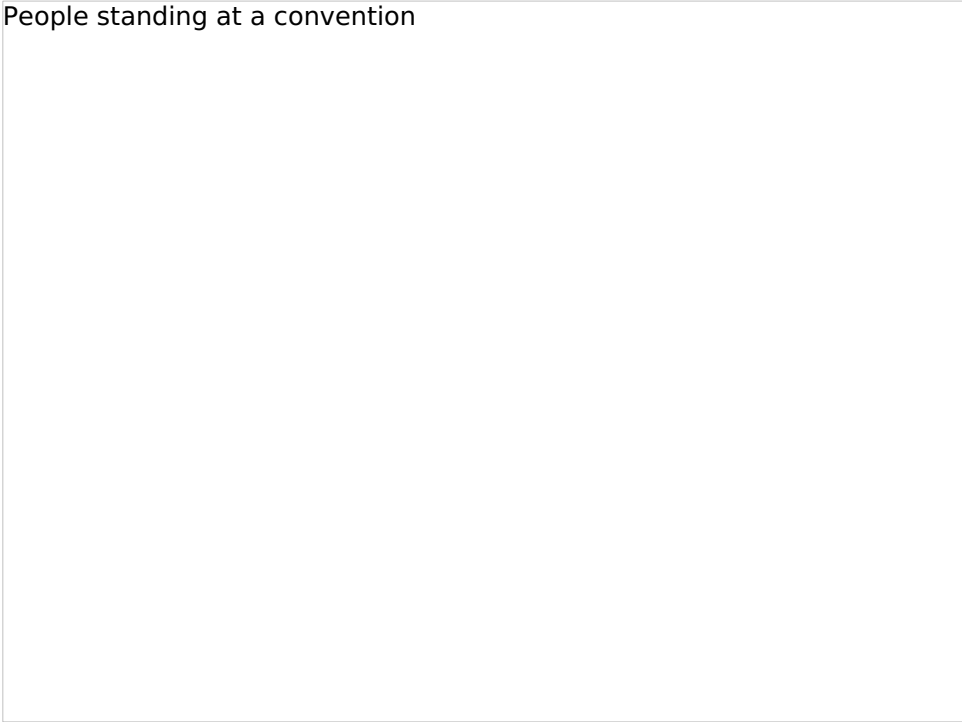
Veterans' Staff Network established at Ara Poutama Aotearoa

Ex-military and reservist staff working for Ara Poutama Aotearoa share a bond that will remain for life, which is the intention behind their new Veterans' Staff Network.

Case Management and Probation Practice Principal Adviser Ange Coyle and Senior Adviser Māori Partnerships Mark Pirikahu, both based at National Office, have been working towards establishing a network for ex-military

and reservist staff.

People standing at a convention



Ara Poutama Senior Adviser – Māori Partnerships Mark Pirikahu, Head of Veterans' Affairs Bernadine Mackenzie, Ara Poutama Deputy Chief Executive – People and Capability Richard Waggott, Ara Poutama Principal Adviser – Case Management and Probation Practice Ange Coyle, RNZRSA Senior Strategic Adviser Danny Nelson, Ara Poutama Chief Legal Adviser Leishia Pettigrew, and Ara Poutama General Manager – Case Management and Probation Practice Darius Fagan

Ange and Mark say they are amazed by how many staff are former service personnel.

“Many other ex-military personnel like ourselves are working for Ara Poutama Aotearoa. We all have our own unique experiences and have served at different times, but we share a bond that will remain for life. This bond is something that can be drawn upon, especially when someone may be struggling or has reached a hurdle in their life,” says Ange.

Ange served in the New Zealand Army for eight years in the Royal New Zealand Corps of Signals and was deployed to Afghanistan three times. She says her service led to a number of unique experiences and exposure to trauma, both in New Zealand and while deployed overseas.

“The effects of these experiences are difficult for those who haven't been in military service to understand. The experiences have changed my life in different ways, some for the better and some that will have lifelong impacts.”

Mark served in the Royal New Zealand Navy for 29 years in a variety of leadership roles, including anti-submarine warfare, career management of staff, management of the Naval Emergency Services, overseas deployment tasks, Māori Cultural Education Officer, and Adviser to the Chief of Navy and Chief of Defence Force.

“There are already small informal ex-military networks in operation within our prisons and community probation, so it got us thinking that there should be a formalised network to link staff who are ex-military,” says Mark.

“Research indicates that ex-military personnel benefit from working together in a team, so the network will provide staff with an opportunity to connect or reconnect with fellow comrades.”

The aim of the network is to:

- Promote the Ara Poutama Aotearoa values and provide support for ex-military staff, especially those transitioning out of the New Zealand Defence Force.
- Participate in commemorative events across the country, providing an opportunity for all staff to acknowledge, remember and care for all those impacted by service in military operations both past and present.
- Promote Ara Poutama Aotearoa as an employer and supporter of ex-military personnel.
- Promote the external support available to ex-military staff through organisations such as Veterans' Affairs and the RNZRSA.

“This staff network aligns with our core values and will provide an avenue for our ex-military and reservist staff to come together, remember and support one another,” says executive leadership team sponsor of the network, Richard Waggott. “Working together with Veterans’ Affairs and the RNZRSA ensures our staff have access to the support they are entitled to.”

“Veterans’ Affairs is proud to be part of the Veterans' Network at Ara Poutama Aotearoa. We do a lot of work together and it’s great to be a part of this initiative. There are many veterans currently working for Ara Poutama Aotearoa, so getting them connected with each other and being able to tell them about the support that is available to them from Veterans’ Affairs, is fantastic,” says Head of Veterans’ Affairs Bernadine Mackenzie.

Mark and Ange both agree it’s great having such a strong working relationship with Veterans’ Affairs and RNZRSA who are right behind the network and supporting Ara Poutama staff.

Date

16 November 2020

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Veterans' Affairs—Te Tira Ahu Ika A Whiro