

- 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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Weekly Compensation

Weekly Compensation provides financial compensation when you can't work due to a service-related condition.

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Who can get this

You may be able to get this if you:

- have Qualifying Operational Service after 31 March 1974 outside of Viet Nam, and
- are unable to work full-time because of a condition related to your Qualifying Operational Service.

[Qualifying Operational Service explained](#)

When we say full-time we mean:

- working for an average of at least 30 hours per week, or
- less than 30 hours if your employment agreement defined this lower amount of hours as full-time.

There are special rules that apply if you are or close to NZ Superannuation age.

For those in the NZ Armed Forces before 1 April 1974 or served in Viet Nam you may be eligible for Weekly Income Compensation.

[Weekly Income Compensation](#)

What you can get

Weekly Compensation is paid every:

- two weeks within NZ, and
- four weeks outside of NZ.

Minimum payments are based on 80% of the average wage in NZ on 1 July each year. We deduct:

- income tax — if you receive a back payment to cover previous years, this will be taxed as income in the tax year that you receive the payment
- ACC payments
- Child Support
- Student Loan
- NZ Superannuation
- civil orders.

[Weekly Compensation payment rates](#)

Recipients of Weekly Compensation may also be eligible to receive a Community Services Card.

[Find out more about the Community Services Card on the Work and Income site\(external link\)](#)

How to apply

1. Complete the Veteran Support application form.
2. Get your doctor to fill out the medical sections of the form.
3. Send the application form and any supporting information to us.

[Download the Veteran Support application form \[PDF, 888 KB\]](#)

We recommend you also apply to ACC as well as us. If we're unable to accept your condition as service-related ACC may still be able to provide you support.

If you also already receive ACC entitlements and qualify for Weekly Compensation—you'll need to let us know—as we'll pay a top up.

What happens next

After you apply we'll:

1. contact you to confirm we've received your application
2. start the decision-making process
3. arrange—depending on your individual circumstances—for you to participate in assessments and rehabilitation
4. keep you informed on the status of your application.

If we need more information, we'll get in touch with you.

[How we make decisions](#)

When you get it

You must let us know if:

- you start paid part-time work
- you return to full-time work
- you become able to return to full-time work—once assessed you'll have a notice period before payments stop.

Taking part in rehabilitation

Working toward rehabilitation is a condition of receiving your Weekly Compensation payments unless we accept that you're unable to. Your rehabilitation responsibilities include:

- working with us to set up a rehabilitation plan
- engaging fully in vocational rehabilitation
- attending assessments arranged for you—including vocational reassessment around every 6 months
- supplying a doctor's certificate every 13 weeks—this helps us to tailor the rehabilitation to your needs.

Find out more

[Contact us for more information](#)

We strive to be transparent. If you want to know how this entitlement is administered you can read the policy.

[Weekly Compensation policy \[PDF, 1.2 MB\]](#)

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Veterans' Affairs—Te Tira Ahu Ika A Whiro