

- 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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Your family's military history

Learning more about your family's military history is a great way to honour their service.

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New Zealand military service records

Records for service before 1921

Archives New Zealand will have all surviving New Zealand military service records from before 1921. This includes:

- service during the Boer War (1899-1902)
- service during the First World War (1914-1918)
- those who were discharged from military service before 1921.

Digitised versions of the files can be downloaded free of charge from the Archives New Zealand Archway website. Access to the physical original military service files is restricted.

[Archives New Zealand Archway\(external link\)\(external link\)](#)

For more information visit the Archives New Zealand website.

[Archives New Zealand\(external link\)](#)

Records for service after 1921

[Find out how to access records for service after 1921](#)

Additional Information about individuals, including photographs, can also be found on the Auckland War Memorial Museum Cenotaph website.

[Auckland War Memorial Museum Cenotaph website\(external link\)](#)

British military service records

Records for service before 1921

The British National Archives hold the British military service records that served before 1921.

[Find out how to access these records on the UK National Archives website\(external link\)](#)

Records for service after 1921

British military service records from 1921 until the present day are retained by the UK Ministry of Defence.

[Find out how to access these records on the UK Government website\(external link\)](#)

Australian military service records

Records for service before 1945

The National Archives of Australia holds the Australian military records for those that served before 1945. This includes service during the:

- Boer War (1899-1902)
- First World War (1914-1918)
- Second World War (1939-1945).

Digital copies of the files can be downloaded free of charge.

[Find out how to access these files on the National Archives of Australia website\(external link\)](#)

Records for service after 1945

Australian military service files for those that served after the Second World War are held by the Australian Department of Defence.

[Find out how to access these files on the National Archives of Australia website\(external link\)](#)

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Veterans' Affairs—Te Tira Ahu Ika A Whiro