

## How we'll work with you

We'll work with you to help you get the best support available.

## Our case management approach

We may assign a case manager to you, depending on the type of support that you require and the complexity of your needs.

They'll help you with your application process and provide you with advice on other services you may be able to get.

They'll also discuss with you any treatment or rehabilitation you may need if it's relevant to your circumstances.

## When you will have a case manager

If you're receiving an entitlement or rehabilitation from us, you'll most likely be assigned a case manager.

## When you might not be assigned a case manager

If you only receive VIP Services you will not be assigned a case manager. Contact our Enquiry Line if you want to talk about any other issues.

Contact us (<https://www.veteransaffairs.mil.nz/contact-us/>)

## Who you'll work with

### Enquiry Line

Our Enquiry Line will be the first point of contact when you ring or email us.

They're able to:

- answer most questions you have for us
- explain the support available
- help you apply for more support.

### Case managers

If you have a case manager they'll be the main point of contact between you and Veterans' Affairs.

They're able to:

- talk to organisations on your behalf or help you to do so
- arrange for treatment
- facilitate services and support to be put in place
- support you in making further claims.

If you want, your family or whānau can also be involved in talking with your case manager.

Case management hours are 9:00am to 4:00pm.

If you're unhappy with your case manager it's important you let them know. If you don't feel comfortable in doing this, then you can ask to speak to their Team Leader.

## VIP Services Team

If you only receive VIP Services from us, the VIP Services Team will be available to assist you. Any one of the team will be able to arrange all your services for you.

The VIP Services Team hours are 8:00am to 5:00pm.

If in the future you successfully claim an entitlement, we will allocate you a case manager.

## Your Plan

A 'Your Plan' provides a path for the services and support you get from us. It will be created when you're going to be getting ongoing support from us.

Your case manager will assist you during the creation of a 'Your Plan'. You'll be able to discuss it with them and possibly make changes to suit your circumstances before you accept or decline it.

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