

Veterans' Independence Programme

The Veterans' Independence Programme (VIP) aims to help you to remain independent and safe in your own home by providing home assistance services.

This is a non-urgent, needs-based programme for veterans with Qualifying Service who are having some difficulty managing in their own home.

If you have Qualifying Service but do not have a service-related condition, you may still be eligible for VIP services.

Check to see if you have Qualifying Service (<https://www.veteransaffairs.mil.nz/eligibility/check-your-eligibility/check/>)

Types of services available

Examples of common VIP services:

Service	How often	Details
Gardening	Up to 2 hours per month	Garden maintenance, including the removal of green waste generated from the agreement.
Lawn mowing	Up to 26 times per year	Lawns up to 1,000 square metres mowed and the created clippings removed.
Gutter and exterior house cleaning	Up to 4 times a year	Washing of house, external window, path, and driveway. House and garage gutter cleaning.
Home cleaning	Up to 2 hours per week	Vacuuming, tidying and dusting. Cleaning of bathroom and toilet, kitchen surfaces, hard floors, and interior windows up to 2 meters.

Complete list of available services

Attendant Care (including podiatry) (<https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/attendant-care/>)

Clothing Allowance (<https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/clothing-allowance/>)

Home Adaptation (<https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/home-adaption/>)

Home Help (internal house cleaning) (<https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/home-help/>)

House and Section Maintenance (lawns and gardens) (<https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/house-and-section-maintenance/>)

Medical Alarms (<https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/medical-alarms/>)

Travel Allowance (<https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/travel-allowance/>)

Travel Concession Payment (<https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/travel-concession-payment/>)

How to apply

If you have a health condition related to your service, make a claim with a different form.


If you served before 1 April 1974 or in Viet Nam

Use the Disablement Pension form (VA01)

 Disablement Pension form [PDF, 886 KB] (<https://www.veteransaffairs.mil.nz/assets/Forms/Disablement-Pension-application-form.pdf>)

If you served after 1974

Use the Veteran Support form (VA56)

 Veteran Support form [PDF, 444 KB] (<https://www.veteransaffairs.mil.nz/assets/Forms/Veteran-Support-application-form.pdf>)

Before you apply for VIP, check your eligibility for support through the public health system, Work and Income, or ACC.

Te Whatu Ora (<https://www.tewhatauora.govt.nz>) 

Work and Income NZ (<https://www.workandincome.govt.nz>) 


ACC (<https://www.acc.co.nz>) 

If you need help working with ACC

The Navigation Service was set up to give the public free, independent advice or guidance if they find the ACC system difficult to navigate.

ACC navigation services (<https://www.acc.co.nz/im-injured/resolve-an-issue/navigation-services>) 

To apply for VIP services

 Veterans' Independence Programme application form [PDF, 513 KB]
(<https://www.veteransaffairs.mil.nz/assets/Forms/Veterans-Independence-Programme-form.pdf>)

1. Download and either print or digitally complete the form
2. Save, scan, or take photos of the completed form and any supporting information
3. Send us the form:
 - Email to veterans@nzdf.mil.nz, (<mailto:veterans@nzdf.mil.nz?subject=VIP%20application%20form>) or
 - Post to Veterans' Affairs, PO Box 5146, Wellington 6140. (<mailto:veterans@nzdf.mil.nz?subject=VIP%20application%20form>)

If you have any questions, you can contact us.

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

If you need help completing this application

You can ask someone you trust to help you complete this form. This might be whānau or family, or someone from your local RSA.

If you're unable to complete and sign this form due to physical or mental incapacity, it must be signed by a person with authority to act on your behalf. Evidence of this authority must be provided with the application.

How long will it take for services to begin

It may take 3 to 5 months before the services begin.

This is because VIP services are not critical to the health of clients and don't include any treatment or medical services. These services are designed to support the day-to-day lives of clients in their own homes.

We work with third-party providers of these services to put them in place soon as they are able. However, some are having capacity problems, which may cause a delay.

VIP services are based on your needs

You will only meet the criteria for services from the VIP programme if no one else in your household can provide the support.

To understand more about the needs of a client, we undertake a needs assessment. This will help us to understand:

- what is important to you
- your medical treatment and health care needs
- your rehabilitation needs, such as:
 - medical management assistance to manage treatment and medical goals
 - social assistance to overcome any barriers to rehabilitation, or to being part of your community
 - vocational assistance to return to work
- your ability to safely manage daily independent living
- your situation and whether you have any support already in place
- the requirement for impairment and income compensation
- who is helping you at home, and whether we should assess their needs too.

Following this assessment, it may be 3 to 5 months before the services are put in place.

About our needs assessment (<https://www.veteransaffairs.mil.nz/for-clients/how-we-make-decisions/about-our-needs-assessments/>)

What a needs assessment involves

Your needs assessment will be done over the phone by your case manager or a Support Centre Officer. It will take around 15 to 30 minutes.

1 We'll prepare

A Veterans Support Centre Officer will prepare for the assessment by reviewing your files and medical reports.

2 We'll call you

A Veterans Support Centre Officer will contact you by phone. They'll:

- explain the needs assessment process
- explain your rights and responsibilities
- ask if you're free to do the needs assessment now
- ask if you have whānau members or another non-professional support person helping you — we'll talk to them to see if they have needs that relate to the support they give you.

We'll complete the assessment

A Veterans Support Centre Officer will leave the call and take some time to complete the assessment. They will call you back at an agreed time. In some cases, they may also need additional information from a health professional.

After the assessment, we'll work with you to figure out what will best meet your needs.

Spouse and partner

Your spouse or partner can keep getting Veterans' Independence Programme services even if you:

- are getting treatment in a hospital, but have not permanently moved into the hospital
- have entered long-term residential care for up to 12 months
- pass away — for up to 12 months after your death.

In this section

[Attendant Care—Veterans' Independence Programme \(https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/attendant-care\)](https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/attendant-care)

[Clothing Allowance—Veterans' Independence Programme \(https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/clothing-allowance\)](https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/clothing-allowance)

[Home Adaption—Veterans' Independence Programme \(https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/home-adaptation\)](https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/home-adaptation)

[Home Help—Veterans' Independence Programme \(https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/home-help\)](https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/home-help)

[House and Section Maintenance—Veterans' Independence Programme \(https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/house-and-section-maintenance\)](https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/house-and-section-maintenance)

[Medical Alarms—Veterans' Independence Programme \(https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/medical-alarms\)](https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/medical-alarms)

[Travel Allowance—Veterans' Independence Programme \(https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/travel-allowance\)](https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/travel-allowance)

[Travel Concession Payment—Veterans' Independence Programme \(https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/travel-concession-payment\)](https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/travel-concession-payment)