

Case Management

Veterans' Affairs has a dedicated team of Case Managers who work one-on-one with veterans to help them with their health and social needs. The service is free and our Case Managers are experienced professionals who have an understanding of the issues veterans are facing.

Your Case Manager will help you get the health and social services you need to ensure personal independence and best quality of life. They will work with other organisations on your behalf to ensure you get those services.

Case management is designed to serve veterans who, as a result of their service, need support to manage their everyday needs. Our Case Managers also help families of veterans who have been affected by their parent and/or spouse or partner's service.

Who can receive case management?

Case management is available to:

- all veterans with qualifying service;
- New Zealand Armed Forces personnel;
- partners, ex partners, and children of Viet Nam and Operation Grapple veterans who require counselling; and
- children with Spina Bifida, Acute Myeloid Leukaemia, Adrenal Gland Cancer and, or cleft lip/palate, who have a parent who served in Viet Nam or Operation Grapple.

Can a veteran be referred to Veterans' Affairs for case management?

Yes. Veterans' Affairs will accept referrals from any source.

What is the Case Manager's role?

The Case Manager acts as the main point of contact for the Veteran and their family. They facilitate rehabilitation, financial and other forms of support and

services. They liaise with other organisations on the veteran's behalf and coordinate the delivery of these services.

Case Managers work with the Veteran to develop ways to both improve and maintain their quality of life. The Veteran is welcome to have family members involved if they wish.

Though Case Managers can assist the Veteran with queries about making a claim, they are entirely separate from the decision making process in order to ensure it is fair and impartial. As such, they can not advocate on their behalf.

How does a Veteran contact a Case Manager?

Case Managers can be contacted by:

- Telephoning free phone in New Zealand 0800 483 8372
- Telephoning 64 4 495 2070 if calling from overseas
- Emailing veterans@nzdf.mil.nz
- Writing to Veterans' Affairs, PO Box 5146, Wellington 6140

Can a veteran request to change their Case Manager?

If a Veteran is unhappy with their Case Manager they can contact their Case Managers' Team Leader outlining why they want to change their Case Manager.

The Code of Veterans' and Other Claimants' Rights will also ensure that Veterans' Affairs provides a high standard of services by:

- outlining how clients are kept up to date on the progress of their applications.
- providing veterans with rights and imposing obligations on Veterans' Affairs in relation to how veterans are dealt with.
- providing a procedure for addressing any potential breaches of the Code.
- explaining a client's right to review a decision made under the Code about a complaint.

The Code will be available on the website www.veteransaffairs.mil.nz, or can be requested from Veterans' Affairs.

For further information

Call Veterans' Affairs on freephone 0800 483 8372 or (64) 4 495 2070 (if calling from overseas). Or visit www.veteransaffairs.mil.nz.