

Veterans' Affairs' COVID-19 information hub

This dedicated section of our website has information about how we're responding to COVID-19. We will keep this section updated with the latest information.

Updated 10:00am Wednesday 6 September 2023

What you need to know

We no longer work under the COVID-19 Protection Framework (traffic lights). We are back to business as usual.

From 1 October 2022, that means:

- non-essential projects are resuming
- we will host in-person events
- you can contact us as usual.

You can contact us as usual

Our inbound phone lines are open between 9:00am and 3:00pm.

Please be patient — if you've left us a message, we'll get back to you as soon as we can.

You can also email us at veterans@nzdf.mil.nz (<mailto:veterans@nzdf.mil.nz>) or send us a message through this website.

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

Payments

Regular payments will continue to be paid.

More information on payments (<https://www.veteransaffairs.mil.nz/for-clients/payments/>)

Veterans' Independence Programme (VIP) services

All VIP services are available throughout New Zealand, regardless of the Traffic Light Colour.

Available services are:

- lawn mowing and gardening, provided by Crewcut NZ
- house washing, provided by Chemwash

- housework services, provided by HealthCare NZ
- podiatry, by Foot Mechanics Podiatry
- monitoring and installation of medical alarms, provided by ADT.

Vaccination status of providers

Some VIP service providers may not be vaccinated.

Providers with confirmed vaccination status of employees:

- ADT — monitoring and installation of medical alarms
- Foot Mechanics Podiatry — podiatry.

Providers that have contactless services:

- Chemwash — house washing
- Crewcut NZ — lawn mowing and gardening

If you don't want to receive services from unvaccinated people, please contact us as well as the provider.

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

More information on Veterans' Independence Programme (<https://www.veteransaffairs.mil.nz/a-z/veterans-independence-programme/>)