

# Responsibilities for veterans on Weekly Compensation

## What we'll do to support you

Weekly Compensation is designed to support veterans financially after they are assessed as unfit for full-time work as a result of an accepted service-related condition.

Full-time work is defined as working an average of 30 hours or more per week. Or less than 30 hours if these are confirmed as full-time in the employment contract.

To enable you to return to full-time work, we will consider funding:

- treatment
- social and vocational rehabilitation
- return-to-work support programmes.

This funding is in conjunction with other financial support.

A Case Manager and Rehabilitation Advisor will be allocated to work with you and your health care providers to determine your treatment and rehabilitation needs.

Weekly Compensation is an active entitlement, meaning there are some key responsibilities that veterans need to follow while receiving Weekly Compensation payments.

## Your responsibilities while receiving Weekly Compensation or Weekly Income Compensation

### Ensure you always have a current medical certificate

These need to be submitted to your Case Manager every 13 weeks. They need to be signed by your GP.

We recommend you pre-book appointments with your GP before the expiry date of your current certificate to ensure it remains up to date.

If you are late in submitting a new medical certificate, we will issue you a 28-day warning letter. If you do not provide us with a valid medical certificate within the 28 days, **your Weekly Compensation payments will stop.**

### Attend all of your scheduled appointments

These appointments may include treatment, rehabilitation, and assessments, which will be discussed with you in advance.

We expect you to give at least 24 hours' notice to the providers of those appointments if you're unable to attend or need to reschedule.

If you miss more than three appointments in a row without letting anyone know, we will issue you a 28-day warning letter. If you do not comply with the request to attend your scheduled appointments within the 28 days, **your Weekly Compensation payments will stop.**

### Tell us if your circumstances change and supply us with any relevant information we request

For example:

- When your contact details change (including your address, phone number, or email).

- Any changes to your income (including tax, child support, additional income).
- If you are employed and working part-time, you need to provide us with a copy of a letter from your employer or a contract showing this. Or, if you are working as a contractor or self-employed, we need a copy of your statement of earnings to confirm your status. You can work part-time and still receive Weekly Compensation. However, this will end if you move to full-time work or resume full-time employment.
- If you get full-time employment, are assessed for full-time employment, or are working full-time as self-employed. Your entitlement to Weekly Compensation will end.
- If you leave the country.
- If you go to prison (in NZ or overseas), your entitlement to Weekly Compensation, including payments, will end. Entitlement to Weekly Compensation will resume once you leave prison if you are still eligible.
- If you are receiving Weekly Compensation under ACC or are receiving a social security benefit. This can result in a debt if receiving full Weekly Compensation that will need to be repaid.

If you repeatedly refuse to provide the relevant information we ask for, we will issue you a 28-day warning letter. If you do not comply with the request to provide the relevant information within the 28 days, **your Weekly Compensation payments will stop.**

## Keep in touch with your case manager

We need you to provide relevant information about matters that affect your ongoing entitlement. This is achieved through contact with your case manager.

Talk to us about your changes or needs, as we may be able to help.

Make a plan with your case manager on how often you will catch up and the best way to do this (phone or email). Then make sure you reply when your case manager contacts you.

If we make three attempts to contact you without a response from either you or one of your support team and need relevant information we have asked for, we will issue you a 28-day warning letter. If you do not comply with the request to contact us within the 28 days, **your Weekly Compensation payments will stop.**

## Do not withdraw your authorisation to your medical records

You provide authorisation for us to obtain your medical and other records when you sign the authorisation section on your original application for Weekly Compensation or Weekly Income Compensation.

If you change your mind and later withdraw this authorisation, we will issue you a 28-day warning letter. If you do not re-authorise us within the 28 days, **your Weekly Compensation payments will stop.**

## Let us know

If you have an explanation for not complying with these requirements, you need to let us know within the 28-day notice period

## Right of review

If you disagree with a decision, you can apply for a Review of Decision. You can apply for a review if:

- your entitlement ends or is cancelled by us
- a decision is made about funding for an entitlement.

Call us or download a Review of Decision form. We must receive your application within six months of the date of this letter unless we accept that the delay was beyond your control.

 [Review of Decision form \[PDF, 621 KB\]](https://www.veteransaffairs.mil.nz/assets/Forms/Review-of-Decision-) (<https://www.veteransaffairs.mil.nz/assets/Forms/Review-of-Decision->

application-form.pdf)

More information about right of review (<https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/review-or-appeal-a-decision/>)

## Complaints

Stopping of payments is an administrative decision only and is not subject to review, as eligibility for an entitlement is not affected. You can make a complaint to us about this instead.

 [Complaint form \[PDF, 220 KB\]](https://www.veteransaffairs.mil.nz/assets/Forms/e3fd2ebce2/Complaint-application-form.pdf) (<https://www.veteransaffairs.mil.nz/assets/Forms/e3fd2ebce2/Complaint-application-form.pdf>)

More information about making a complaint through the Code of Claimant's Rights (<https://www.veteransaffairs.mil.nz/for-clients/your-rights-and-responsibilities/code-of-claimants-rights/>)

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<sup>1</sup> S 215(1)(a)(i) of the Veterans' Support Act 2014

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