

# DEPARTMENT OF MILITARY VETERANS' BENEFITS HANDBOOK

*A guide to accessing benefits, support and services for military veterans.*



**military veterans**

Department:  
Military Veterans  
REPUBLIC OF SOUTH AFRICA

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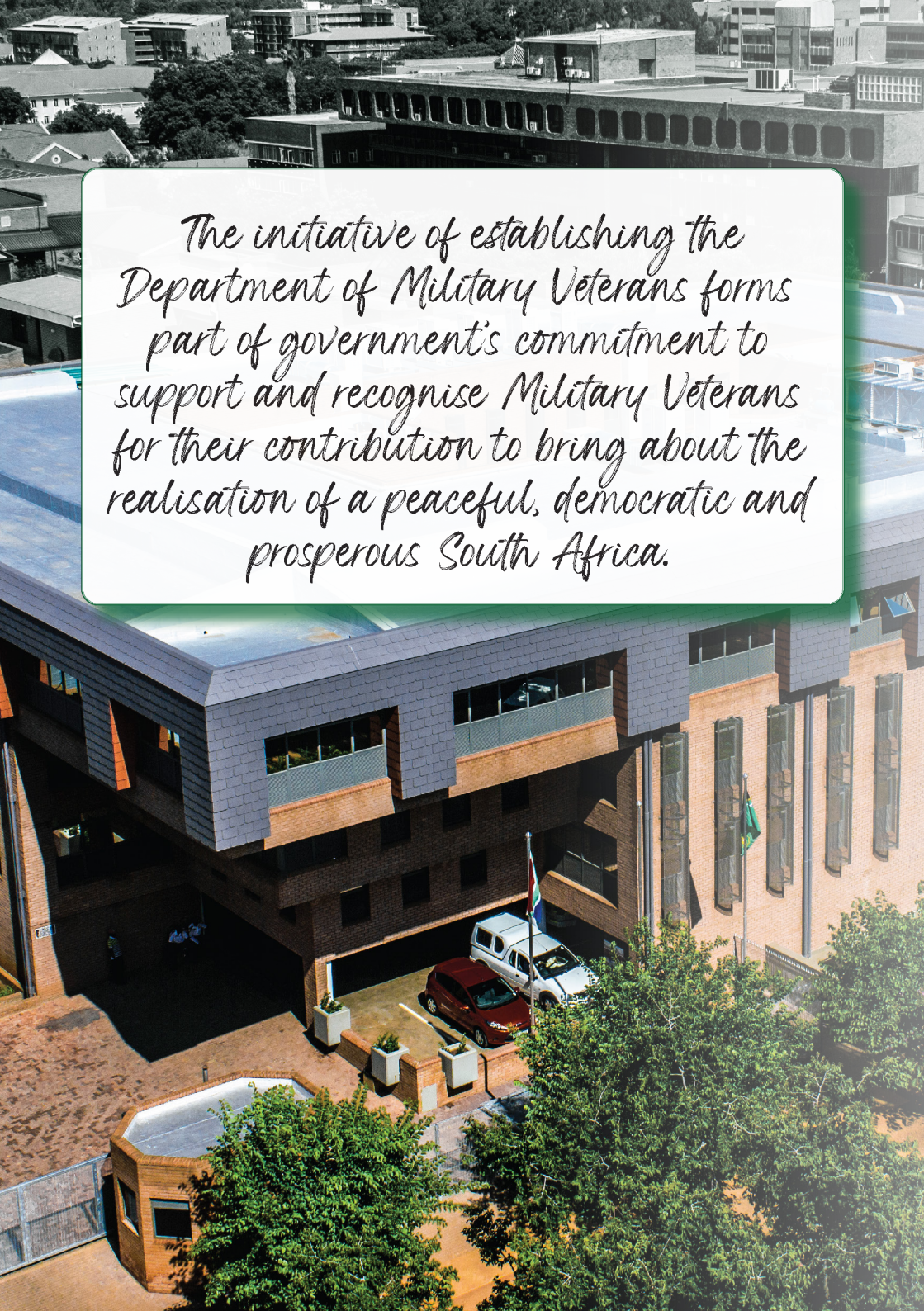
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An aerial photograph of a large, modern government building complex. The building features a mix of brick and grey stone cladding, with multiple levels and balconies. A central courtyard contains a swimming pool, a paved area with a red car and a white van, and several trees. The South African flag is visible on a pole. The background shows a dense urban area with other buildings.

*The initiative of establishing the Department of Military Veterans forms part of government's commitment to support and recognise Military Veterans for their contribution to bring about the realisation of a peaceful, democratic and prosperous South Africa.*



**Hon. M. A. Motshekga**

Minister of Defence  
and Military Veterans



**Mr B. H. Holomisa**

Deputy Minister of Defence  
and Military Veterans



**Mr R. Hlophe**

Deputy Minister of Defence  
and Military Veterans

# *About Us* **ABOUT THE DEPARTMENT OF MILITARY VETERANS**

## **1. Corporate Services**

The Corporate Services division ensures the efficient functioning of the organisation by providing essential support across key operational areas. This includes strategic guidance, human resource management, financial oversight, and ICT-enabled services. By delivering these functions, the division enhances overall organisational effectiveness and enables the achievement of strategic objectives.

## **2. Socio-Economic Support Services**

This division is dedicated to improving the well-being of military veterans by providing access to healthcare and socio-economic support services. It facilitates research and policy development, manages the military veterans' database and benefits, and ensures the effective implementation of healthcare, well-being, and socio-economic programmes. Through these services, the division aims to enhance the quality of life and dignity of military veterans.

## **3. Empowerment & Stakeholder Management**

This division is dedicated to fostering self-sufficiency and empowerment among military veterans, ensuring their meaningful participation in society. It contributes to reconciliation and nation-building, enhances the quality of life for veterans and their dependants, and upholds the recognition and honour of veterans—both in life and in remembrance of their sacrifices. Through these efforts, the division seeks to preserve the dignity and legacy of those who served the nation.

# SUMMARY OF THE MILITARY VETERANS ACT

# The Act

**The Military Veterans Act 18 of 2011** was promulgated into law by the State President, J.G. Zuma on the 8<sup>th</sup> of December 2011.

progress. Recognise and honour military veterans in life and remembering them in death for their sacrifices on behalf of the nation.

## **According to the Act, A MILITARY VETERAN IS:**

*"A South African citizen who rendered military service to any of the military organisations, which were involved on all the sides of South Africa's liberation war from 1960 to 1994, those who served in the Union Defence Force before 1961, and those who became members of the South African National Defence Force after 1994, and has completed his/her military training and no longer performs military duties, and has not been dishonourably discharged from that military organisation."*

## **The Act aims to:**

Establish a framework for the implementation of the national policy and standards governing military veterans affairs.

Improve the quality of life of military veterans and their dependants so they may realise their socio-economic

The **Military Veterans Act 2011** places an obligation for the state to roll out the following proposed services and benefits to the military veterans and their dependents:

- Compensation
- Military Veterans Pension
- Housing
- Free access to military health services
- Free/subsidized access to public transport
- Skills acquisition and education support
- Job placement
- Burial support
- Entrepreneurial support services
- Counselling.

All the proposed benefits will be accessed through a means test. In other words, each individual application will be evaluated on a needs assessment and case by case basis.

# F.A.Q.s

## FREQUENTLY ASKED QUESTIONS

### Who qualifies for benefits?

To qualify for benefits, a military veteran must:

- ✓ Meet the specific requirements for the benefit they are applying for.

### Who does not qualify?

- ✓ A military veteran will not qualify for benefits if they were convicted of rape, murder, robbery, theft, or high treason after 27 April 1994 and sentenced to more than 5 years in prison without the option of a fine.

### What about dependants?

- ✓ If a military veteran is disqualified from receiving benefits, their dependants can still qualify for benefits under the Act.





## IT IS IMPORTANT TO NOTE!

Access to benefits noted in this information handbook is based on the following broad principles:

- ☑ Prospective applicant must be listed in the national military veterans database.
- ☑ The provision of benefits is subject to availability of funds.
- ☑ Eligibility criteria differs per benefit.



# F.A.Q.s

## FREQUENTLY ASKED QUESTIONS

### Listing on the database

To be listed in the National Military Veterans Database, the applicant must:

- ✓ Be a South African citizen
- ✓ Rendered military service to any military organization which were involved on all sides of the SA liberation war from 1960 to 1994,
- ✓ Served in the Union Defence Force before or
- ✓ Became a member of the new SANDF after 1994,
- ✓ Completed military training and no longer in service,
- ✓ And was not dishonourably discharged.

### Applying for any benefit

When applying for a benefit, a military veteran must provide the certified copies of all relevant supporting documents as listed on the DMV website including, among others, the following documents:

- ☑ **Identity document** of the military veteran (and spouse, if applicable).
- ☑ **Unabridged** birth certificates of dependants (if applicable).
- ☑ Proof of spousal relationship status (**marriage certificate**, etc.).

👉 Visit **[www.dmv.gov.za](http://www.dmv.gov.za)** for more information.

### ***A person who complies with the above criteria and wishing to be listed on the National Military Veterans Database must:***

- ☑ Complete the stipulated application form.
- ☑ Submit relevant supporting documents.
- ☑ Undergo a verification process (some exceptions apply).

👉 Visit our website on **[www.dmv.gov.za](http://www.dmv.gov.za)** for more information.



## Compensation Benefit

The Military Veterans Act 18 of 2011, Section 5 (1)(a) lists “*compensation to military veterans who sustained disabling injuries; suffer from severe psychological and neuro-psychiatric trauma or terminal disease resulting from participation in military activities*” as a benefit.

Section 3 (1)(b) of the Act, states that “*compensation to which military veterans may be entitled to for disablement constitute reparation and is, despite any provision to the contrary contained in any law, not a welfare benefit.*”

### Who qualifies?

#### Military veterans who are:

- ✓ Listed on the National Military Veterans Database
- ✓ Have sustained disabling injuries or disease which are related to military service.
- ✓ The military veteran must not have received compensation in terms of any other legislation in South Africa e.g Military Pension.

Priority is given to military veterans who never had any opportunity to access the benefit through the employer at the time of injury.

### Required documents

- ✓ Fully completed Compensation Benefit application form.
- ✓ Certified identity document
- ✓ Medical report in support of injury/trauma/disease signed and stamped by the medical practitioner.
- ✓ Affidavit from two witnesses with knowledge of the applicant’s injury/trauma/ disease.
- ✓ Certified ID copies of the two witnesses.
- ✓ Any other documents that may be required whilst administering the benefit.

### Value of benefit

#### Successful applicants receive:

- ⊗ A once-off lump sum calculated based on the degree of disability.
- ⊗ Paid directly into the Military Veterans’ bank account.



## Healthcare Benefit

Access to health care for Military Veterans is provided at the expense of the state through the South African Military Health Services (SAMHS) and the Department of Health. The services include primary health care, hospital and specialist services.

### *This benefit also includes:*

- Assistance with transport,
- Assistive devices and
- Homebased care services

to those who are disabled depending on availability of resources. **Medical report is required for verification.**

Military veterans are encouraged to visit their nearest sick bay or military hospitals where possible with their ID documents. Where the Public clinics or hospitals are nearest, military veterans are encouraged to utilise them.

## Required documents

- ✓ Fully completed Healthcare Benefit application form
- ✓ Certified identity document
- ✓ Application form
- ✓ Proof of income
- ✓ Affidavit confirming if unemployed, if a member has criminal record or not and whether the member has a medical aid/cover or not
- ✓ Proof that he/she does not qualify for medical aid subsidu(e.g letter from HR)
- ✓ Proof that medical aid is inadequate
- ✓ Copy of medical aid where applicable.
- ✓ Any other documents that may be required whilst administering the benefit.

## Who qualifies?

### **Military veterans who:**

- ✓ Are listed on the National Military Veterans Database
- ✓ Are not employed
- ✓ Are employed but do not qualify for medical aid subsidy from the employer **or**
- ✓ Whose medical aid cover is not sufficient due to the medical condition
- ✓ Did not discontinue their medical cover upon exiting

## Housing Support Benefit

### Application Procedure

- The Department of Military Veterans:
1. Proactively identifies Military Veterans who require Housing Benefits based on their personal profile as listed in the National Military Veterans Database
  2. Responds to applications for housing from military veterans.
    - ☑ The List of prospective beneficiaries is screened and forwarded to the Department of Human Settlements (DHS).
- ☑ The DHS captures the beneficiaries on Housing Subsidy System.
  - ☑ Beneficiaries successfully screened are approved for housing, and integrated in the DHS annual performance target.
  - ☑ As the DHS builds houses, the Department of Military Veterans allocates these houses to the approved military veterans.

### Value of benefit

A housing unit for military veterans comprises of the following specification:

- ☉ 50 Square meter size house.
- ☉ 2 bedrooms Fitted kitchen, cupboards, stove, solar geyser, sink, hot and cold water taps.
- ☉ Single carport with paving.
- ☉ Fencing around the yard.
- ☉ Tiles throughout the house
- ☉ Ceiling throughout the house.

### Required documents

- ☑ Fully completed Housing Support Benefit application form.
- ☑ Certified ID copy.
- ☑ Proof of income.
- ☑ Certificate copy of marriage certificate.

### Who qualifies?

#### Military Veterans who:

- ✓ Are listed on the National Military Veterans Database.
- ✓ Is not employed.
- ✓ Is employed and has an annual income of less than R125,000.
- ✓ Does not own a house or owns a house that is in distress.
- ✓ Has not previously received a house or other housing benefit from the State.

- ☑ Proof of Distress condition of the house-if applicable i.e. *Repossession statement from the Bank or House Inspector's report indicating that the house is a health hazard.*

## Education Support Benefit

Provides funding to military veterans and their dependants who wish to study at any public institution in South Africa.

### Application Procedure

- ✓ Annual adverts are placed in national newspapers, the Department's website, and social media inviting military veterans and their dependants to apply for education support for the new academic year.
- ✓ Complete application forms accompanied by required documents.
- ✓ Education Support Section verifies with Beneficiary Support Services that applicants are listed on the National Military Veterans database.
- ✓ Applications that do not come with all the required documents, are considered incomplete.

### Who qualifies?

#### Military veterans who:

- ✓ Are registered on the National Military Veterans Database or as dependants of such a military veteran.
- ✓ Are enrolled or intending to enroll at a public education institution within the Republic.

### Required documents

- ✓ Certified identity document (Military veteran's and dependants if the application is on behalf of a dependant)
- ✓ Fully completed Education Support Benefit application form.
- ✓ Proof of registration/ acceptance at the education institution.
- ✓ Latest year-end result (Midyear result).

### Value of benefit

#### Basic Education:

- ✓ School fees.
- ✓ Prescribed textbooks.
- ✓ books and study material.
- ✓ Accommodation.
- ✓ The actual amount of support aligned to the NSFAS's annual allocation per student.

#### Tertiary Education:

- ✓ Registration fee.
- ✓ Tuition costs.
- ✓ Prescribed

The number of beneficiaries that can be awarded education support per household is limited to the following, during any year of study: **Basic Education:** Unlimited.  
**Tertiary Education:** Military veteran + 2 dependants.

## Counselling & Treatment for Mental Health

1. A military veteran or their dependant can receive counselling and treatment for serious mental illness or post-traumatic stress disorder (PTSD) if it was caused by or linked to their military service.
2. This treatment is provided at a **public healthcare facility**. However, if a public facility is unavailable or inaccessible, treatment may be provided at a **private healthcare facility** instead.

### Required documents

- ✓ Application form
- ✓ Certified ID
- ✓ Must have been approved for the Healthcare Benefit.

### Who qualifies?

#### Counselling benefit is available to:

- ✓ Military Veterans who are listed on the National Military Veterans Database.
- ✓ Dependants of military veterans listed on the National Military Veterans Database.





## *Quick contacts*

### **Head Office**

328 Festival Street  
Hatfield, Pretoria  
0083

### **Contact us**

Switchboard: (+27) 012 765 9300

Call centre: 080 232 3244

WhatsApp: 063 222 2227

Website: [www.dmv.gov.za](http://www.dmv.gov.za)

Social media: VeteransZA

## *Quick notes*

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## Military Veterans Pension Benefit

The military veterans pension benefit is provided in line with the Military Veterans' Act 18 of 2011 and is delivered in partnership with the Government

### Who qualifies?

- ✓ The objective of the benefit is to provide pension as it shall be determined to military veterans and their dependents where applicable.
- ✓ Upon the death of a Military Veteran, a spouse of a Military Veteran who immediately prior to his or her death, was in receipt of a this pension benefit, may receive up to 50% of the pension benefit with effect from the first day of the month following immediately on the month in which the Military Veteran died, provided they are not receiving any form of State pension above the mentioned 50% threshold from the Military Veteran Pension Benefit.
- Where there is no surviving spouse, a dependant, who became an orphan, is entitled to receive the monthly pension that would have been payable to a surviving spouse until the orphan reaches the age of 18; or until the orphan reaches the age of 23, if the orphan is a fulltime student (provided he/she provides proof that he/she is still in school annually); or
- ✓ is suffering from total disability or permanent impairment by the time of death of the main member, will continue to receive monthly pension benefit until he/she dies.

### Value of benefit

- ☉ A qualifying military veteran will receive a monthly pension income, calculated based on the amount of the old age grant contemplated in section 10 of the Social Assistance Act, 2004 (Act No. 13, of 2004) adjusted by a multiplier of 2,5.

## Required documents

- ✓ A fully completed MVP01\_2022 application form.
- ✓ Certified ID copy.
- ✓ Certified ID copy of the spouse.
- ✓ A recognised marriage certificate.
- ✓ Certified unabridged birth certificate copies of dependents of the military veteran.
- ✓ Signed bank entity form with applicant's account numbers, stamped by the bank.

## Application procedure

The applicant must apply to the Government Pensions Administration Agency (GPAA) either by hand; registered post; or electronically.

Payment of the pension benefit will not be retrospective but applicable approval of the application.



Visit **[www.dmv.gov.za](http://www.dmv.gov.za)** for info

Information and forms relating to the Military Veterans Pension Benefit is also available on the departmental website **[www.dmv.gov.za](http://www.dmv.gov.za)** and at all Government Pensions Administration Agency's national and regional offices.

The completed application form together with the required supporting documents must be submitted at any GPAA offices in the provinces or emailed to **[milvet.applications@gpaa.gov.za](mailto:milvet.applications@gpaa.gov.za)**

All enquiries related to this benefit should be directed to GPAA via a dedicated email address: **[milvet.enquiries@gpaa.gov.za](mailto:milvet.enquiries@gpaa.gov.za)** or call **0800 11 7669**.

## Job Placement Benefit

A military veteran who qualifies for the facilitation of employment placement and who wishes to access that benefit, must submit his or her curriculum vitae to the Department of Military Veterans with supporting documents to enable the Department to facilitate his or her employment placement, subject to availability of opportunities.

If necessary, a military veteran must be assisted by the Department to draft his or her curriculum vitae.

### Who qualifies?

- ✓ Any unemployed military veteran qualifies for facilitation of employment placement by the Department.



## Business Facilitation Programmes

The facilitation of business opportunities entails programmes from the Department, which may include:

- ✓ Training on business information and statistics in the various sectors;
- ✓ Training on planning, logistics and financial modelling;
- ✓ Information on funding options and institutional arrangements;
- ✓ Linkages to markets;
- ✓ Skills transfer, capacity building, support and mentorship.



## Skills Development Benefit

Criteria to qualify for skills development:

- ✓ Positive verification on the DMV database.
- ✓ Positive verification of dependants.
- ✓ Skills development only pays for two family members per year.

### Required documents

- ✓ A completed application for Skills Development Benefit form.
- ✓ Quotation of the course from training provider.
- ✓ Certified copy of an identity document of a beneficiary and if the applicant is a dependant, he/she must bring both his/her certified copy of an identity document and their beneficiary copy.

### Documents that are needed for payment from the institution:

- ✓ Invoice of the course
- ✓ Accreditation letter
- ✓ Central Supplier Database report

Applications should be done three months before the commencement of the course. Maximum duration of the training should not exceed 12 months.

Department of Military Veterans does not pay deposits in advance or make any payments in advance to the service provider. According to the Public Finance Management Act (PFMA), a service should be rendered before any payment can be effected by the Department.



## Burial Support Benefit

The Department may, after considering evidence from either the demobilisation records, the certified personnel register or service certificates provided by a military veteran's relevant recognised association, provide burial support for the military veteran who was not listed in the National Military Veteran's Database at the time of his or her death provided it is proven by documentary evidence that he or she would have qualified to be listed in that database had he or she registered before his/her death.

### Who qualifies?

A military veteran qualifies for burial support at the expense of the State if:

- ✓ He or she, at the time of his or her death, was not employed and received a pension from the State;
- ✓ Or was employed and had an annual income of less than R125 000, and was listed as a military veteran in the National Military Veterans Database.

### Contacts

#### Burial Support

Lucky Moloi — 076 017 3471

#### Tombstones

Caiphus Mailula — 060 519 9160



## Required documents

- ✓ Clear certified copy of the deceased's ID
- ✓ Clear certified ID copy/copies of wife, child, parent or siblings.
- ✓ Force number.
- ✓ Death certificate.
- ✓ Burial order.
- ✓ Letter of authority from magistrate court.
- ✓ Marriage certificate (If applicable)
- ✓ Three affidavits from three family members giving beneficiary permission to claim funeral benefits.
- ✓ Bank statement of beneficiary.
- ✓ Contact number of beneficiary.
- ✓ Complete documents provided by Department of Military Veterans' Burial Support Office.

## Value of benefit

- ⊗ The amount for burial support payable to a military veteran is R40,000 and R22,700 for the tombstone.
- ⊗ If a military veteran is eligible for burial support from other government programmes, the total amount received, including the support from this benefit, cannot be more than R40,000.



# CONTACT US

## Database office

012 765 9381 or 012 765 9368

database@dmv.gov.za

## Burial Support Benefit

### Burial Support:

Mr Lucky Moloi

076 017 3471

lucky.moloi@dmv.gov.za

### Tombstone:

Mr Caiphus Mailula

060 519 9160

caiphus.mailula@dmv.gov.za

## Business Empowerment

012 765 9308 or 076 402 9488

empowerment@dmv.gov.za

## Education Support Benefit

### Higher Education: Basic Education:

012 765 9407 or

012 765 9397

012 765 9363

012 765 9446

### Email:

highereducation@dmv.gov.za

basiceducation@dmv.gov.za

## Healthcare Services

012 765 9364

health.care@dmv.gov.za

## Housing Support Benefit

Mr Alfred Maringa

Ms Lindiwe  
Maluleke

012 765 9341

012 765 9397

071 688 6410

063 845 8869

### Email:

housing@dmv.gov.za

alfred.maringa@dmv.gov.za

## Skills Development

### Mr Matome Kgowedi

012 765 9467

076 510 8481

matome.kgowedi@dmv.gov.za

### Email:

skills@dmv.gov.za

julius.mlahleki@dmv.gov.za

## Communication Unit

### Call Centre:

063 222 2227

063 546 3412

063 336 2631

### Social Media:



@VeteransZA

### Website:

www.dmv.gov.za



### Provincial Offices

<b>Eastern Cape Province</b> <b>Ms Linda Futuse-Salimani</b> 076 510 8522	<b>Mr Leo Skenjana</b> 076 510 1841	35 Terminus Street Caxton House, East London
<b>Free State Province</b> <b>Mr David Daniels</b> 076 510 1741	<b>Mr P. Malindi</b> 063 221 0414	C/o Charlotte Maxeke & West Burger Street, Allied Building (2 <sup>nd</sup> Floor) Bloemfontein
<b>Gauteng Province</b> <b>Mr David Rampedi</b> 076 510 1757	<b>Mr Jabulani Mayaba</b> 076 510 1727	328 Festival Street Hatfield, Pretoria
<b>KwaZulu-Natal Province</b> <b>Mr Saziso Nene</b> 076 510 1802	<b>Ms N. Buthelezi</b> 060 525 6179 <b>Ms N. Dlamini</b> 066 394 7343	6th Floor Aqua Sky Building, 275 Anton Lembede Street, Durban
<b>Limpopo Province</b> <b>Mr E. Mhlongo</b> 076 510 1735	<b>Mr M. Betha</b> 076 510 1746	145 Gateway Street, ASB Limpopo Health Centre (Gateway Airport), Polokwane
<b>Mpumalanga Province</b> <b>Mr S. Matlala</b> 076 510 1677	<b>Mr S. Tjebane</b> 066 064 9261	3382 High Rise, Standard Bank Building, Samora Machel Drive, Nelspruit
<b>North West Province</b> <b>Mr Kabelo Mahloane</b> 076 510 1755	<b>Ms Kealeboga Tlou</b> 066 064 9382	57 Malopo Road Mafikeng
<b>Northern Cape Province</b> <b>Mr David Daniels</b> 076 510 1741	<b>Ms Viwe Goboza</b> 060 519 9074	37 Chapel Street, Metropolitan Building, Kimberley
<b>Western Cape Province</b> <b>Mr Michael Masala</b> 076 510 1863	<b>Mr Faku Fesi</b> 063 193 9191 <b>Ms P. Veldtman</b> 073 315 2697	1 <sup>st</sup> Floor, 33 Church Street Chambers, Cape Town

