



Headquarters
New Zealand Defence Force
Defence House
Private Bag 39997
Wellington Mail Centre
Lower Hutt 5045
New Zealand

OIA-2025-5484

September 2025

17th

Dear

I refer to your email of 23 July 2025 requesting, under the Official Information Act 1982 (OIA):

Does NZDF have any apps currently being developed, either by internal teams or commissioned from external partners, and if so:

What are they?

What are they for?

When did planning for them begin?

What stage of the process are they in currently (when the request is processed)?

How much has been budgeted for their delivery?

How much has been spent so far?

What is the expected business case or benefit to NZDF/the public of the tool?

And regarding the apps below, could I know please:

When did planning for them begin?

How many downloads do they have/how much use do they get, and how does NZDF measure this?

How much was budgeted for their delivery?

How much was spent on delivering them, and if different to the above, what happened?

How much ongoing maintenance/spending is required on them today, and how much is budgeted for this ongoing work?

What was the expected business case or benefit to NZDF/the public of the tool?

Did the delivery meet the expected business case or benefit?

In addition may I request any written records of research, preparation or business cases made for the app's developments please.

The New Zealand Defence Force (NZDF) is not currently developing any apps.

With regard to the current apps specified in the 23 July 2025 email to you, the requested information has been separated by app for ease of response.

Te Waharoa

The planning for the Te Waharoa app was begun in the 2020/21 financial year.

Currently, the NZDF has no access to the Apple iOS store download information, but as of 12 August 2025, the app has been downloaded 2,761 times via the Google Play Store. This app had a \$40,000 delivery budget, and was delivered within budget.

Enclosure 1 contains the Te Waharoa Privacy Impact Assessment brief.

HomePort

Planning for the HomePort app began in the 2018/19 financial year. It is limited to Royal New Zealand Navy (RNZN) uniformed and civilian personnel to develop and take charge of their personal and professional wellbeing. The app has 1,586 registered users. In the last 30 days, 371 users accessed the app. The NZDF measure these statistics via metrics built into the app.

The budget for initial development of the app was \$30,000. Total spending to 30 April 2025 is \$446,103. This spending includes the development of additional app benefits (such as two way communication, division officer divisional support tools, and personnel self-help) and a \$7,500 monthly maintenance budget.

Enclosure 2 contains the November 2019 HomePort proposal document.

NZDF Savings Scheme

The NZDF Savings Scheme app is owned and managed by Mercer. The app was launched in 2015, soon after the savings schemes for the NZDF went live. It provides the more than 9,500 members of the NZDF savings schemes with best practice access.

The development and ongoing costs of the app were, and are, met from the savings schemes. Additionally, as Mercer modified its own existing app to fit the required purpose, this was leveraged to reduce overall development costs. Further questions around budget, maintenance, volume of downloads, and additional records can be made to Mercer.

ResCo

The ResCo app was originally created for the Canadian Armed Forces, and was adapted by the NZDF. Version 1.0 of the app was released in 2019. It is designed to deliver evidence based mental health training and education to members of the NZDF and their families. It supplements broader NZDF education and training, and assists members to integrate resilience skills into their daily practice. Frequent application and practice of these skills contributes to better performance and mental health outcomes.

Apple store statistics are not available, however the app has been downloaded over 1,000 times via the Google app store. The app is freely available to anyone via either platform, and there is no way to tell which downloads were from NZDF personnel.

The initial development and delivery costs of the app were undertaken by Defence Research and Development Canada. For specific tailoring of the app for NZDF personnel, \$15,000 was budgeted in the 2024/25 financial year. For the 2025/26 financial year, \$20,000 is budgeted for ongoing maintenance and support of the app to ensure it remains compliant with the latest operating systems and security updates.

Since its inception, ResCo was endorsed by NZDF Psychology as an aid to build and resource the psychosocial coping skills and techniques that are routinely taught to NZDF personnel.

Further questions around budget, maintenance or additional records of the app's development can be made to Defence Research and Development Canada.

ForceFit

The Force Fit app was created and introduced in 2014 and is currently in an 'end-of-life' state. It is no longer actively supported, and has not been updated in more than seven years. No further information is available for this app, and this part of your request is therefore declined in accordance with section 18(e) of the OIA.

You have the right, under section 28(3) of the OIA, to ask an Ombudsman to review this response to your request. Information about how to make a complaint is available at www.ombudsman.parliament.nz or freephone 0800 802 602.

Please note that responses to official information requests are proactively released where possible. This response to your request will be published shortly on the NZDF website, with your personal information removed.

Yours sincerely

GA Motley

Brigadier

Chief of Staff HQNZDF

Enclosures:

1. Te Waharoa Privacy Impact Assessment Brief
2. HomePort app 2019 proposal document

Aug 2022

Executive Officer - OCDF

For information
HQNZDF Privacy officer

BRIEF PRIVACY IMPACT ANALYSIS REPORT: TE WAHAROA CULTURAL INTELLIGENCE APPLICATION

Project summary: Te Waharoa

1. KIWA® is a New Zealand firm that produces experiential digital applications. Their cultural intelligence applications help build awareness, empathy, skill and confidence when engaging with another language and culture.
2. The NZDF is committed to improving Māori Crown relationships, and recognises the requirement to uplift our personnel and staff in both their use of te reo Māori and tikanga. KIWA® provides these digital platforms to enable both a modern learning and working environments for our people. In conjunction with NZDF personnel and staff, KIWA® has developed Te Waharoa, our own NZDF digital gateway to the Māori language, customs and protocols.
3. **Personal information involved.** Table 1 describes:
 - a. the personal information¹ that will be collected, used, and/or disclosed;
 - b. the source of the information; and
 - c. the purpose of the information.

Type of personal Information	Source of Information	Purpose of information for the project
Content found within a pepeha, and includes the following options: Individuals name, maunga/mountain, awa/river, moana/ocean, waka/canoe, iwi/tribe, hapū/sub-tribe, job title and work place. This information is only accessible to the individual user.	The individual user, should they choose to, when using the application. This is optional for the user, in that they can input as much or as little as they want.	To allow the individual to practice the pepeha.
	The individual user, should they choose to, when using the	To allow the individual to practice the pepeha.

¹ 'Personal information' is any information about an identifiable living person. However, a person does not have to be named in the information to be identifiable.

Voice recording of the individual's pepeha. This information is only accessible to the individual user.	application. This is optional for the user.	
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Table 1: Personal information involved

Privacy assessment

4. **Areas that are risky for privacy.** Some types of projects are commonly known to create privacy risks. If the project involves one or more of the risk areas outlined in Table 2 it's likely that a PIA will be valuable.

Does the project involve any of the following?	Yes (tick)	No (tick)	If yes, explain your response
Information management generally			
A substantial change to an existing policy, process or system that involves personal information <i>Example: New legislation or policy that makes it compulsory to collect or disclose information</i>		x	
Any practice or activity that is listed on an NZDF risk register <i>Example: Practices or activities listed on your unit's/portfolio's privacy risk register or health and safety register</i>		x	
Collection			
A new collection of personal information <i>Example: Collecting information about individuals' location</i>		x	
A new way of collecting personal information <i>Example: Collecting information online rather than on paper forms</i>		x	
Storage, security and retention			
A change in the way personal information is stored or secured <i>Example: Storing information in the cloud</i>		x	
A change to how sensitive information is managed <i>Example: Moving health or financial records to a new database</i>		x	
Transferring personal information offshore or using a third-party contractor <i>Example: Outsourcing the payroll function or storing information in the cloud</i>		x	
A decision to keep personal information for longer than you have previously <i>Example: Changing IT backups to be kept for 10 years when you previously only stored them for 7</i>		x	

Does the project involve any of the following?	Yes (tick)	No (tick)	If yes, explain your response
Use or disclosure			
A new use or disclosure of personal information that is already held <i>Example: Sharing information with other parties in a new way</i>		x	
Sharing or matching personal information held by different organisations or currently held in different datasets <i>Example: Combining information with other information held on public registers, or sharing information to enable organisations to provide services jointly</i>		x	
Individuals' access to their information			
A change in policy that results in people having less access to information that you hold about them <i>Example: Archiving documents after 6 months into a facility from which they can't be easily retrieved</i>		x	
Identifying individuals			
Establishing a new way of identifying individuals <i>Example: A unique identifier, a biometric, or an online identity system</i>		x	
New intrusions on individuals' property, person or activities			
Introducing a new system for searching individuals' property, persons or premises <i>Example: A phone company adopts a new policy of searching data in old phones that are handed in</i>		x	
Surveillance, tracking or monitoring of movements, behaviour or communications <i>Example: Installing a new CCTV system</i>		x	
Changes to your premises that will involve private spaces where clients or customers may disclose their personal information <i>Example: Changing the location of the reception desk, where people may discuss personal details</i>		x	
New regulatory requirements that could lead to compliance action against individuals on the basis of information about them <i>Example: Adding a new medical condition to the requirements of a pilot's license</i>		x	

Does the project involve any of the following?	Yes (tick)	No (tick)	If yes, explain your response
List anything else that may impact on privacy, such as bodily searches, or intrusions into physical space		x	

Table 2: Privacy risk checklist

5. **Initial risk assessment.** Table 3 provides the initial risk assessment for each aspect of the project based on the findings from the checklist at Table 2.

[If you answered “Yes” to any of the questions in Table 2, use Table 3 to give a rating – either Low (L), Medium (M), or High (H) – for each of the aspects of the project set out in the first column.

For risks that you’ve identified as Medium or High, indicate (in the right-hand column) how the project plans to lessen the risk (if this is known).

If you answered “No” to all the questions move on to the next section.]

Aspect of the Project	Rating (L, M or H)	Describe any medium and high risks and how to mitigate them
Level of information handling L – Minimal personal information will be handled M – A moderate amount of personal information (or information that could become personal information) will be handled H – A significant amount of personal information (or information that could become personal information) will be handled	L	
Sensitivity of the information (eg health, financial, race) L – The information will not be sensitive M – The information may be considered to be sensitive H – The information will be highly sensitive	L	

Significance of the changes L – Only minor change to existing functions/activities M – Substantial change to existing functions/activities; or a new initiative H – Major overhaul of existing functions/activities; or a new initiative that's significantly different	L	
Interaction with others L – No interaction with other agencies M – Interaction with one or two other agencies H – Extensive cross-agency (that is, government) interaction or cross-sectional (non-government and government) interaction	L	
Public impact L – Minimal impact on the NZDF and stakeholders M – Some impact on stakeholders is likely due to changes to the handling of personal information; or the changes may raise public concern H – High impact on stakeholders and the wider public, and concerns over aspects of project; or negative media is likely	L	

Table 3: Initial risk assessment

Summary of the privacy impact

6. Table 4 provides a summary of the assessed privacy impact.

The privacy impact for this project has been assessed as:	Tick
Low – There is little or no personal information involved; or the use of personal information is uncontroversial; or the risk of harm eventuating is negligible; or the change is minor and something that the individuals concerned would expect; or risks are fully mitigated	X

Medium – Some personal information is involved, but any risks can be mitigated satisfactorily	
High – Sensitive personal information is involved, and several medium to high risks have been identified	
Reduced risk – The project will lessen existing privacy risks	
Inadequate information – More information and analysis is needed to fully assess the privacy impact of the project.	

Table 4: Assessed privacy impact

7. Reasons for privacy impact rating.

The inputting of personnel information is optional for the user of this application, and this personal information is considered uncontroversial.

Recommendation

8. A full privacy impact assessment is not required given the privacy implications if any are considered **Low Risk**.

G.L KING
LTCOL
Senior Māori Advisor

NAVY OPEX - PROPOSAL REGISTRATION FORM (PRF)**FY 19/20**

Ref/ID No:

#01/Nov 19

Proposal Name: – Reinvigoration of the Divisional System **(App ONLY)****Proposal Sponsor:****PROJECTED START / CLOSURE DATES: Sep 19 – Dec 20****PROPOSAL****PURPOSE**

1. The purpose of this project is to refresh and reinvigorate the Navy's Divisional System so that it continues to provide for the best interests of the Service and its people.
2. This PRF seeks approval to dedicate resources to reinvigorate and deliver a refreshed Divisional System for the RNZN, within N-Gates and the Navy Portfolio.

BACKGROUND

3. The Divisional System is the system of personnel management used in the RNZN to ensure the proper employment, care and promotion of its people.

4. PROBLEM STATEMENT*Current issue:*

5. Identified: "that the divisional system is not performing to its potential", and demanded "modernised policy, improved education" and "a 'onestop' user-friendly online environment for all divisional resources and tools".
6. Addressing the repeated demands from Service members, and considering the modern expectations of technology and savviness, a reinvigoration of the Divisional System is urgently required.

Future State Requirement

7. A modernised Divisional System.
8. A reinvigoration of the divisional system will enhance individual satisfaction and engagement within the divisional system and, ultimately, lead to improved organisational outcomes.

SCOPE

In Scope:

9. The challenge of advancing this project can be addressed by breaking it into work streams:

- a. App development – Provide divisional and welfare-based information via a mobile application which will grant access to personnel who currently do not have ready access to the information. Aside from promoting connection with the RNZN when deployed or on extended leave, having viewable open source information will make ‘looking up the books’ much more efficient, and ensure that the latest information and announcements are disseminated directly from the organisation to end-user.

Assumptions:

10. The following assumptions have been made for this project:

- a. Sufficient project management capacity will be available until May 2020 at which time the organisation will need to assess whether a new project officer is to be identified, or if the remaining workload is best absorbed by a unit (in addition to conducting BAU).
- b. The required SMEs and stakeholders will be available to support the implementation of action plans; and

DELIVERABLES (OUTPUTS / OUTCOMES)

11. The outcomes of the project are to:

- a. Utilise modern technology to enhance accessibility to divisional information and ease communications without access to DIXS terminals.

12. The list above is not prioritised; these objectives will be progressed simultaneously.

KEY BENEFITS

13. Increase alignment of the specific roles of divisional members (; this will empower personnel, and promote buy-in at all levels.

14. Improve development all RNZN personnel’s knowledge of the Divisional System; this will resolve discrepancies witnessed between units and align individual and procedural expectations across the RNZN.

15. Increase efficiency: Centralising resources, increasing the frequency of refresher training, and providing a streamlined learning tool usable at all levels of the Navy, will allow the Divisional System to be used to its full potential.

INDIVIDUAL(S) TO BE ASSIGNED/ ANY OTHER PERTINENT NOTES ON RESOURCE REQUIREMENT:

PRICIE IMPACT (“NA” if not applicable)

16. Personnel Impact:

- a. Yes – Personnel resource required.

17. Research & Development Impact: N/A

18. Information Technology Impact:

- a. Yes – This project requires investment in a standalone Native mobile app. It also may require development of Learning Management System based training packages.

LINKAGES and DEPENDENCIES

Other Projects/Programmes (Opex or Capex):

This initiative is aligned within the People Goal within the RNZN Plan,

Tri-Service or Corporate Implications:

- 19. This work has a single Service focus as the Divisional System is unique to the RNZN.

ADDITIONAL NOTES

Other considerations (including Health & Safety / Legal etc):

- 20. N/A.

PMO comment:

- 21. This PRF has been reviewed by Navy’s Portfolio Support Office (NPSO) / Nov 19.
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FINANCIAL OVERVIEW

The project will not require Navy OpEx funding; internal Navy resources to be assigned to deliver initiative.

Estimated Life of Capability:	Years	(from date of handover for operational use to End-Life)
Marginal WOLC of proposal:	(\$M)	(CAPEX + Pre-acquisition OPEX + OPEX Delta)
Total WOLC cost of Capability:	(\$M)	(CAPEX + Pre-acquisition OPEX + New Capability On-going OPEX)
Level of confidence in figures:	+/- %	(optional)

CAPEX COSTS (please leave blank if no Capex impact):

	Current FY	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15+	Total
Years:																			
CAPEX: (\$M)																			

OPEX COSTS:

	Current FY	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	15+	Total
Years:																			
New (total) OPEX: (\$M)																			
Current On-going OPEX: (\$M)	-																		
OPEX Delta: (\$M)	=																		