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New Zealand Defence Force
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New Zealand

OIA-2026-5662

27th February 2026

Spencer Jones

fyi-request-33683-7e341fb3@requests.fyi.org.nz

Dear Spencer Jones

I refer to your email of 10 February 2026 requesting, under the Official Information Act 1982 (OIA), the following information held by Veterans' Affairs (VA):

Please provide any briefings, advice, internal correspondence, emails, reports, or risk assessments held by Veterans' Affairs New Zealand since 1 January 2019 that:

- *discuss responsibility for assisting veterans to navigate non-statutory support (including charities, community organisations, or mainstream social services);*
- *consider whether lack of structured signposting or navigation outside statutory entitlements poses a risk or disadvantage to veterans;*
- *record decisions to prioritise (or not prioritise) development of navigation or referral mechanisms beyond statutory VANZ functions; or*
- *address the relationship between VANZ, the Veterans' Advisory Board, and other agencies in relation to veteran navigation and support outside entitlements.*

This request does not seek a list or directory of charities. It seeks records that explain how responsibility for veteran navigation outside entitlements has been defined, allocated, or deferred, if any exist.

VA's responsibilities and mandate are defined by the Veterans' Support Act 2014, and directions given by the Minister for Veterans or the Chief of Defence Force. The Act is specific about what support VA can provide, and who is eligible for that targeted support.

VA has no authority to develop support mechanisms beyond its remit under the Act, or to use resources on consideration of the potential impact of expanding its support. This would effectively be a review of the operation of the Act. While there has been an indication that such a review may be undertaken following the Paterson Report, the decision to do so would be one for the Government of the day.

As a result, your request is refused in accordance with section 18(e) of the OIA because despite all reasonable efforts, no information relevant to your request was identified.

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

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.

Yours sincerely

GA Motley

Brigadier

Chief of Staff HQNZDF