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New Zealand Defence Force
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New Zealand

OIA-2026-5662.1

27th March 2026

Spencer Jones
fyi-request-33887-bfe4f948@requests.fyi.org.nz

Dear Spencer Jones

I refer to your request of 27 February 2026 seeking, under the Official Information Act 1982 (OIA), further information regarding your previous request (OIA-2026-5662). The various parts of your request are addressed below.

1. Operational Guidance and Role Definition Documents

Please provide copies of any documents currently held (or held at any time since 1 January 2019) that:

- a) Describe, define, or explain the boundaries of Veterans' Affairs New Zealand's role in relation to referral or signposting to non-statutory support (including charities, community organisations, or mainstream services);*
- b) Provide internal guidance to staff regarding how to respond when veterans seek assistance outside statutory entitlements;*
- c) Describe how staff are instructed to handle enquiries that fall outside eligibility under the Veterans' Support Act 2014.*

This request is confined to operational guidance, manuals, aide-memoires, workflow documents, internal policy notes, or equivalent material. It does not seek the creation of new analysis.

The support that Veterans' Affairs (VA) can provide to veterans and their whānau is specific and targeted and has already been explained to you. It is defined clearly within the Veteran's Support Act 2014, as well as relevant government or Chief of Defence Force direction.

To reiterate, VA's mandate does not extend to providing generalised welfare support, or acting as a coordinating body for non-statutory charitable or community assistance. VA does not hold material that defines matters for which it has no mandate or responsibility.

Regarding internal guidance or instruction, in addition to information you have already received there are some references to specific external support measures within VA policy. VA's *Hearing Aids and Appliances* policy¹ notes that VA does not provide funding for hearing assistance dogs, and that applications for that will need to be made to Work and Income. In

¹ <https://www.veteransaffairs.mil.nz/assets/Policy/Hearing-Aids-and-Appliances-policy.pdf>

addition, VA's *Social Rehabilitation Transport for Independence* policy² notes that assistance for taxis may be provided in conjunction with the subsidised *Total Mobility Scheme* operated by Regional Councils.

Given your apparent ongoing line of enquiry and previous requests, while not within the specific scope of your request, the following information on the VA website may be of interest³.

2. Records of Engagement with the Veterans' Advisory Board

Please provide copies of any documents (including emails, briefings, meeting papers, or file notes) since 1 January 2019 that:

- a) Record discussions between Veterans' Affairs and the Veterans' Advisory Board concerning referral pathways, navigation support, or interaction with non-statutory services;*
- b) Define or clarify respective roles between VANZ and the Veterans' Advisory Board regarding veteran support beyond statutory entitlements.*

If such material exists only within meeting minutes or briefing packs, provision of the relevant extracts is sufficient.

3. Search Description (Search Adequacy Confirmation)

If any part of this request is refused under section 18(e), please provide:

- a) A description of the systems searched (e.g., document management systems, email archives, shared drives);*
- b) The search terms used;*
- c) The roles or business units consulted.*

No documents or information has been identified which falls within scope of this part of your request. As such, these parts of your request are declined under section 18(e) of the OIA, as the information requested does not exist, or despite reasonable efforts to locate it, could not be found.

Topics identified from a review of available records detailing engagement between the New Zealand Defence Force/VA and the Veterans' Advisory Board (VAB), including meeting minutes taken where a VA or other NZDF representative were present, include:

- consideration of the definition of veteran and how New Zealand recognises service;
- consideration of a kawenata or covenant between service personnel, the Government, and the people of New Zealand, and what defence covenants overseas offer as an example;
- options to better recognise veterans;
- options for recognition through burial services, memorialisation;
- *Te Arataki*⁴ and ongoing work / engagement with stakeholders;
- the Wai2500 Military Veterans Kaupapa Inquiry

² <https://www.veteransaffairs.mil.nz/assets/Policy/Social-Rehabilitation-Transport-for-Independence-policy.pdf>

³ <https://www.veteransaffairs.mil.nz/news-events/articles/rnzrsa-financial-assistance-2020/> ; <https://www.veteransaffairs.mil.nz/news-events/articles/update-on-the-rnzrsa-covid-19-fund/> ; <https://www.veteransaffairs.mil.nz/about-veterans-affairs/our-work/what-we-fund/> ; <https://www.veteransaffairs.mil.nz/get-support/currently-serving/leaving-nzdf/get-support-to-return-to-work/> ; <https://www.veteransaffairs.mil.nz/get-support/currently-serving/leaving-nzdf/get-support-to-return-to-work/>

⁴ <https://www.veteransaffairs.mil.nz/about-veterans-affairs/our-programmes/mental-health-framework/>

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.

Yours sincerely

GA Motley

Brigadier

Chief of Staff HQNZDF