



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

OIA-2026-5664

 March 2026

s. 9(2)(a)

Dear s. 9(2)(a)

I refer to your email of 13 February 2026 requesting, under the Official Information Act 1982 (OIA) *the following information relating to your agency's use of Employee Assistance Programme (EAP) services, annualised for the calendar years 2023, 2024, and 2025 (to 31 December 2025):*

For each EAP service provider engaged during this period, please provide:

- 1. The name of the service provider.*
- 2. The total amount spent with that provider in each year.*
- 3. The number of referrals, sessions, or instances of service usage attributed to that provider in each year (or the closest equivalent usage measure held).*
- 4. A brief description of the types of services provided under each contract (e.g. counselling, wellbeing support, critical incident support).*
- 5. A list of any other employee benefits or programmes related to mental and/or physical wellbeing offered during this period (excluding EAP), and for each year:*
 - o the name or type of benefit/programme, and*
 - o any estimated annual expenditure allocated to those benefits, where such estimates are held.*

The requested EAP service information is below:

Service Provider	Calendar Year	Amount spent	Sessions	Service type provided
Vitae	2023	\$190,775	1,300	EAP counselling services
Vitae	2024	\$271,255	1,630	EAP counselling services
Vitae	2025	\$296,633	1,619	EAP counselling services

For other employee benefits or programmes related to mental and/or physical wellbeing, we have provided information on NZDF's Wellbeing Telehealth Support Service as below. Other NZDF provided wellbeing services are delivered internally by NZDF health professionals and are not included.

Name of benefit/programme	Calendar Year	Estimated annual expenditure
Wellbeing Telehealth Support	2023	\$18,886
Wellbeing Telehealth Support	2024	\$35,360
Wellbeing Telehealth Support	2025	\$22,343

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