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New Zealand Defence Force
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New Zealand

 April 2026

Spencer Jones

fyi-request-33984-1ba4593a@requests.fyi.org.nz

OIA-2026-5700

Dear Spencer Jones

I refer to your request of 7 March 2026, under the Official Information Act 1982 (OIA), seeking a range of information relating to *contracted, outsourced, or third-party administered health-related services for veterans*.

While some later parts of your request are more narrowly focused, the overall scope of your request is very broad. Veterans' Affairs (VA) is not a primary care provider itself; it supports veterans primarily through funding the provision of treatment for service-related conditions or other services, such as the home independence services you have referred to in the initial part of your request. The vast majority of support provided by VA therefore falls within the scope of contracted, outsourced, or third party administered health-related services for veterans.

The wide scope of your request would require a substantial amount of research and collation across the New Zealand Defence Force (NZDF) and VA. Later elements of your request are more narrowly focused on Green Cross and ProCare, and the related procurement process. If you could refine your request to a specific provider it will be reconsidered accordingly.

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