

SCHEDULE FIVE – Veterans' Affairs AISA Operating Procedures

Veterans' Affairs AISA
Operating Procedures
Ministry of Social Development
27th August 2025

Document control

Version	Date	Author	Description of changes
0.1	18/08/2023	s. 9(2)(a)	First Draft
0.2	25/06/2025		Addition of Appendix C
0.3	24/07/2025		Operational Details (no material changes)
0.4	13/07/2025		Second Draft
0.5	25/08/2025		Updates after OPC review
1.0	28/08/2025		Execution version

Contents

1.	Purpose	2
2.	Schedules	2
3.	Reviewing the AISA	2
3.1.	Review at request of a named party	2
3.2.	Review at request of the Office of the Privacy Commissioner	2
4.	Amending the AISA	3
4.1.	Minor amendments	3
4.2.	Major amendments	3
4.3.	Change of representatives	4
5.	Suspending or terminating the AISA	4
6.	Disputes	4
7.	Fees	5
8.	Accuracy	5
9.	Breach	5
9.1.	Applicable information	5
9.2.	Security breach – MSD identified	5
9.3.	Security breach – Veterans’ Affairs identified	5
9.4.	Privacy breach – MSD identified	6
9.5.	Privacy breach – Veterans’ Affairs identified	6
10.	Acceptance	6
	Appendix A – Veterans’ Affairs Update of Information	7
	Appendix B – Veterans’ Affairs Eligibility and Entitlement	12
	Appendix C – MSD Eligibility and Entitlement	19

1. Purpose

The purpose of this document is to provide additional information regarding the operational details for the information sharing between Veterans' Affairs and the Ministry of Social Development (MSD) in relation to the supply of information about veterans and other claimants.

This information sharing is authorised by an Approved Information Sharing Agreement (AISA) under subpart 1 of Part 7 of the Privacy Act 2020.

2. Schedules

For each process that will utilise the provisions within the AISA a separate schedule will be developed. The Office of the Privacy Commissioner (OPC) will be consulted regarding the contents of the schedule prior to commencement of each new usage of the AISA.

Once a new schedule is finalised and signed by the Departmental Representatives it will be added to this document. At this time OPC will update the AISA reporting schedule to include the provisions of the new schedule and provide an updated version of the relevant reporting letter to the Chief Executive at Veterans' Affairs.

3. Reviewing the AISA

3.1 Review at request of a named party

In the event of a review of the AISA being required by a party in accordance with clause 16 of the AISA, this request must be directed to the Deputy Head of Veterans' Affairs ([s.9\(2\)\(k\)@nzdf.mil.nz](mailto:s.9(2)(k)@nzdf.mil.nz)).

Communication regarding the review will be provided by the Deputy Head of Veterans' Affairs to all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently.

The Deputy Head of Veterans' Affairs will lead and coordinate the review on behalf of Veterans' Affairs in their role as the lead agency in the AISA.

All party representatives will be provided a draft copy of the resulting report for review and feedback. A minimum of two weeks will be provided for feedback. In the event that a response is not received from any party then Veterans' Affairs will assume they do not wish to provide feedback and are happy with the report as it stands.

On completion of any review the Deputy Head of Veterans' Affairs will provide the resulting report to the Communications Team for inclusion in the next Defence Annual General Report.

3.2 Review at request of the Office of the Privacy Commissioner

The Deputy Head of Veterans' Affairs is responsible for handling requests for review by the Office of the Privacy Commissioner (OPC), be it ad hoc or in accordance with an agreed

reporting schedule. All requests from OPC should be directed to the Deputy Head of Veterans' Affairs.

In the event of a party receiving a request from OPC this request must be directed to the Deputy Head of Veterans' Affairs and OPC advised that Veterans' Affairs is the lead agency. Communication regarding the review will be provided by the Deputy Head of Veterans' Affairs to all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently.

The Deputy Head of Veterans' Affairs will lead and coordinate the review on behalf of Veterans' Affairs in their role as the lead agency in the AISA.

All party representatives will be provided a draft copy of the resulting report for review and feedback. A minimum of two weeks will be provided for feedback. In the event that a response is not received from any party then Veterans' Affairs will assume they don't wish to provide feedback and are happy with the report as it stands.

On completion of any review the Deputy Head of Veterans' Affairs will provide the resulting report to the Communications Team for inclusion in the next Defence Annual General Report.

4. Amending the AISA

4.1 Minor amendments

In the event of a minor amendment being identified by a party in accordance with clause 17 of the AISA, this request must be directed to the Deputy Head of Veterans' Affairs. Any minor amendments to the AISA in accordance with section 157(5) of the Privacy Act and clause 17 of the AISA will be handled by the Deputy Head of Veterans' Affairs, who will coordinate the amendment.

Communication regarding any required minor amendments will be provided by the Deputy Head of Veterans' Affairs to all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently. The Deputy Head of Veterans' Affairs will consult with OPC regarding the extent of the changes before confirming the process to be followed.

Upon the new version of the AISA being agreed by all the parties the Deputy Head of Veterans' Affairs will:

- Arrange signature by all the parties.
- Provide a new signed copy to all parties.
- Replace the version of the AISA on the Veterans' Affairs website.
- Replace the hard copy of the AISA available at the Veterans' Affairs office.
- Notify OPC of the new version.
- Notify the Minister for Veterans of the new version.

MSD will not make a public statement about amendments to the AISA without first seeking approval from Veterans' Affairs. Veterans' Affairs will not unreasonably withhold approval.

4.2 Major amendments

In the event of a major amendment being identified by a named party in accordance with clause 18 of the AISA, this request must be directed to the Deputy Head of Veterans' Affairs.

Any major amendments to the AISA should be handled by the Deputy Head of Veterans' Affairs, who will coordinate the amendment of the AISA and the related Order in Council with all parties. This will include liaising with all parties, returning to Cabinet and consulting with the Office of the Privacy Commissioner regarding the proposed changes in accordance with section 157 of the Privacy Act. Cabinet may require public consultation to be completed if the proposed amendments are significant.

Communication regarding any required major amendments will be provided by the Deputy Head of Veterans' Affairs to all party representatives as detailed in clause 20 of the AISA, or as subsequently updated.

Upon the new version of the AISA coming into force through the gazetting of the updated Order in Council the Deputy Head of Veterans' Affairs will:

- Replace the version of the AISA on the Veterans' Affairs website.
- Replace the hard copy of the AISA available at Veterans' Affairs office.
- Notify OPC of the new version.
- Notify the Minister for Veterans of the new version.

MSD will not make a public statement about amendments to the AISA without first seeking approval from Veterans' Affairs. Veterans' Affairs will not unreasonably withhold approval.

4.3 Change of representatives

In the event of a change of MSD representatives MSD must advise the Deputy Head of Veterans' Affairs of the change in writing.

The Deputy Head of Veterans' Affairs will also advise OPC of the change as soon as possible.

In the event of a change of the Veterans' Affairs representatives the Deputy Head of Veterans' Affairs will advise all the party representatives as detailed in clause 20 of the AISA, or as updated subsequently.

5 Suspending or terminating the AISA

In the event of MSD wishing to suspend or terminate sharing of information under the AISA in accordance with clause 19 of the AISA, notification must be directed to the Deputy Head of Veterans' Affairs with a minimum of a calendar month notice unless exceptional circumstances apply, in which case as much notice as possible must be provided.

In the event of Veterans' Affairs wishing to suspend or terminate sharing of information under the AISA in accordance with clause 19 of the AISA, notification must be directed to MSD with as much notice as possible provided.

6 Disputes

In the event of a dispute relating to the interpretation of application of the AISA being identified in accordance with clause 15 of the AISA, this should be directed to the Deputy Head of Veterans' Affairs.

In the event of a dispute relating to the interpretation or application of the AISA being identified by Veterans' Affairs in accordance with clause 15 of the AISA, this should be directed to the impacted party representatives.

7 Fees

Fees may be charged by Veterans' Affairs or MSD to cover the costs of information sharing. Fees, where applicable and as agreed, are detailed in each schedule.

Invoices will be created monthly in arrears for the sharing of information. Invoices must be paid by the 20th of the subsequent month.

Invoices for Veterans' Affairs should be emailed to [s. 9\(2\)\(k\)@nzdf.mil.nz](mailto:s.9(2)(k)@nzdf.mil.nz). Invoices for MSD should be emailed to [s. 9\(2\)\(k\)@msd.govt.nz](mailto:s.9(2)(k)@msd.govt.nz).

8 Accuracy

In the event of MSD identifying a potential issue with the accuracy of information provided by Veterans' Affairs under the AISA they should contact the Deputy Head of Veterans' Affairs, who will investigate the issue and will advise all parties of the outcome.

In the event of Veterans' Affairs identifying a potential issue with the accuracy of information provided by MSD under the AISA they should contact the Veteran's Pension Team, who will investigate the issue and will advise of the outcome.

9 Breach

9.1 Applicable information

Breach notifications only apply to raw information obtained under the AISA. If a party updates their information based on personal information received, this updated information is not covered by the breach provisions set out below. In such cases the normal breach handling procedures of the receiving organisation should be followed.

9.2 Security breach – MSD identified

In the event of MSD identifying a potential or actual security breach relating to information shared under the AISA, then the standard MSD Security Breach process will be followed. Upon confirmation of a security breach, MSD must also immediately notify New Zealand Defence Force's Chief Security Officer ([s. 9\(2\)\(k\)@nzdf.mil.nz](mailto:s.9(2)(k)@nzdf.mil.nz)), the HQNZDF Unit Security Officer ([s. 9\(2\)\(k\)@nzdf.mil.nz](mailto:s.9(2)(k)@nzdf.mil.nz)) and Chief Information Security Officer ([s. 9\(2\)\(k\)@nzdf.mil.nz](mailto:s.9(2)(k)@nzdf.mil.nz)) as soon as possible.

MSD must not notify any other party without consulting with Veterans' Affairs if their information is involved, unless notification is required under these Operating Procedures as a result of a privacy breach. Consultation will be directed to the party representative. Approval will be prioritised and will not be unreasonably withheld.

9.3 Security breach – Veterans' Affairs identified

In the event of Veterans' Affairs identifying a potential or actual security breach relating to information shared under the AISA, then the standard Veterans' Affairs Security Breach process will be followed.

Upon confirmation of a security breach, Veterans' Affairs must also immediately notify New Zealand Defence Force's Chief Security Officer ([s. 9\(2\)\(k\)@nzdf.mil.nz](mailto:s.9(2)(k)@nzdf.mil.nz)), the HQNZDF

Unit Security Officer (s. 9(2)(k) [redacted]@nzdf.mil.nz) and Chief Information Security Officer (s. 9(2)(k) [redacted]@nzdf.mil.nz) as soon as possible.

Veterans' Affairs must not notify any other party without consulting with MSD, if their information is involved, unless notification is required under these Operating Procedures as a result of a privacy breach. Consultation will be directed to the party representative. Approval will be prioritised and will not be unreasonably withheld.

9.4 Privacy breach – MSD identified

In the event of MSD identifying a potential or actual privacy breach relating to information shared under the AISA, then the standard MSD Privacy Breach process will be followed. Upon confirmation of a privacy breach, MSD must also immediately notify Veterans' Affairs (s. 9(2)(k) [redacted]@nzdf.mil.nz) and NZDF's Privacy Officers (s. 9(2)(k) [redacted]@nzdf.mil.nz).

MSD will advise OPC and affected individuals if the breach is a notifiable privacy breach as determined solely by MSD.

9.5 Privacy breach – Veterans' Affairs identified

In the event of Veterans' Affairs identifying a potential or actual privacy breach relating to information shared under the AISA, then the standard Veterans' Affairs Privacy Breach process will be followed.

Upon confirmation of a privacy breach, Veterans' Affairs must also immediately notify the NZDF's Privacy Officers (s. 9(2)(k) [redacted]@nzdf.mil.nz).

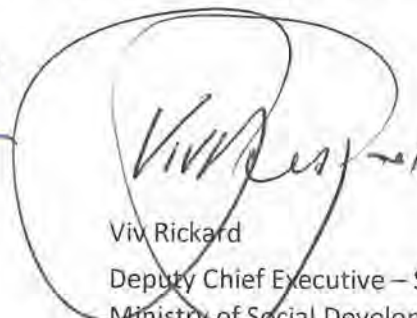
Veterans' Affairs will advise OPC and affected individuals if the breach is a notifiable privacy breach as determined solely by Veterans' Affairs.

10 Acceptance

In signing these Operating Procedures each party acknowledges it has read and agrees to be bound by them.


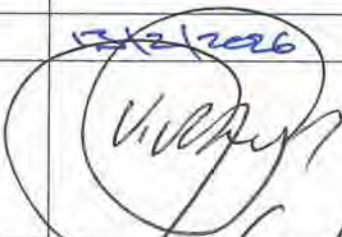


Alexander Brunt
Head of Veterans' Affairs
Veterans' Affairs
Dated: 15/2/2026



Viv Rickard
Deputy Chief Executive – Service Delivery
Ministry of Social Development
Dated: 19/02/2026

Appendix A – Veterans' Affairs Update of Information

Acceptance	
Date of consultation with OPC	25/08/2025
Date of commencement	1/03/2026
Date of cessation	
Accepted by Veterans' Affairs	
Date accepted by Veterans' Affairs	13/2/2026
Accepted by MSD	
Date accepted by MSD	19/02/2026

Overview	
Brief description of the purpose of the sharing	<p>Veterans Affairs and MSD share a client base as MSD pay the Veterans Pension. Veterans and other claimants commonly only update one agency about a change in their circumstances and then expect the other agency to know.</p> <p>This sharing will allow contact information to be shared between MSD to keep a veterans and other claimants records up to date at Veterans' Affairs.</p>
Supporting purpose statement within the AISA for information received by Veterans' Affairs	<p>The personal information received by Veterans' Affairs from MSD may be used to:</p> <p>(a) Update contact details for Veterans and Other Claimants.</p>
Supporting purpose statement within the AISA for information provided by Veterans' Affairs	Not applicable
Expected benefits as a result of the sharing	It is expected that information sharing will increase the accuracy of the records held by Veterans' Affairs. This in turn results in Veterans' Affairs being able to better communicate with veterans and other claimants.
Expected adverse action	None.
Link to relevant privacy statement(s)	<p>How we treat your information and privacy Veterans' Affairs (veteransaffairs.mil.nz)</p> <p>Our privacy notice - Work and Income</p>
Fees payable	Not applicable.

Operational Process	
Outline of the operational process	<p>In the event that Veterans' Affairs are unable to contact a veteran or other claimant or have been unable to pay them then Veterans' Affairs may contact MSD using SEEMAIL seeking the veteran or other claimants contact details.</p> <p>MSD will look up the details in SWIFTT & CMS and respond with the requested information using SEEMAIL.</p> <p>On receipt of the information requested Veterans' Affairs will then update the veteran or other claimants' records with the provided information.</p>
Outline as to how adverse actions are communicated	Not applicable.
Outline as to how corrections to information are communicated	Corrections will not be communicated on an ongoing basis.
Outline as to how constraints / caveats will be communicated	No constraints or caveats exist for the records being transferred.

Information Exchanges					
Outline of the information exchange process, both primary and secondary	All communications will occur using SEEMail.				
Frequency and timeliness of information exchange	The information will be provided as requested by Veterans' Affairs on a per individual request basis.				
Information to be provided by Veterans' Affairs	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> current name previous names date of birth contact details SWN </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth contact details SWN
Information Set (as per AISA)	Field Details				
Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth contact details SWN 				
Details of known issues regarding timeliness, integrity and completeness of information provided by Veterans' Affairs	None.				
Information to be provided by MSD	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> </tbody> </table>	Information Set (as per AISA)	Field Details		
Information Set (as per AISA)	Field Details				

Information Exchanges					
	<table border="1"> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN • </td> </tr> </table>	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN • 		
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN • 				
Details of known issues regarding timeliness, integrity and completeness of information provided by MSD	None.				
Information to be retained by Veterans' Affairs	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN • </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN •
Information Set (as per AISA)	Field Details				
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN • 				
Retention period of information by Veterans' Affairs	<p>The emails sent and received from MSD will be retained in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 3.2.2 for a period of 10 years.</p> <p>The information provided will also be recorded in Veterans' Affairs client records and held in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 1.1.1 and 1.1.2 until 10 years after the death of the veteran or 7 years after the cancellation of the last dependent pension associated with the veteran, whichever is later.</p>				
Information to be retained by MSD	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN
Information Set (as per AISA)	Field Details				
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN 				

Information Exchanges	
Retention period of information by MSD	The emails sent and received from Veterans' Affairs will be retained in accordance with MSD's obligations under the Public Records Act 2005 for a minimum period of 7 years, or retained in accordance with MSD's DA694 when updated to cover this type of record.

System	
Providing system	New Zealand Defence Force SEEMAIL
Date Certification and Accreditation (C&A) issued to providing system	New Zealand Defence Force SEEMAIL – 11/02/2022
Receiving system	MSD SEEMAIL
Date Certification and Accreditation (C&A) issued to receiving system	MSD SEEMAIL – 12/06/2024
Intermediary system	Exchange Online
Date Certification and Accreditation (C&A) issued to intermediary system	14/07/2022



Logging	
Details of items logged by Veterans' Affairs	A record of each request made to MSD in the previous year will be recorded in a spreadsheet.
Details of automated alerting by Veterans' Affairs	Not applicable.
Team responsible for management of alerts at Veterans' Affairs	Not applicable.
Details of items logged by MSD	Not applicable.
Details of automated alerting by MSD	Not applicable.
Team responsible for management of alerts at MSD	Not applicable.

Audit	
Details of regular first line audit activities by Veterans' Affairs including scope and frequency	Veterans' Affairs will do spot audits on an annual basis to ensure only records required were requested from MSD.

Audit	
Details of regular first line audit activities by MSD including scope and frequency	No audit activities will occur.
Details of internal audit activities by Veterans' Affairs including scope and frequency	No internal audit activities will occur.
Details of internal audit activities by MSD including scope and frequency	No internal audit activities will occur.

Reporting	
Details to be provided by MSD for inclusion in the annual report	None.
Details to be provided to in the Defence annual report as the lead agency	<ul style="list-style-type: none"> • Details of any difficulties experienced and how they are being, or have been, overcome.

Appendix B – Veterans' Affairs Eligibility and Entitlement

Acceptance	
Date of consultation with OPC	25/08/2025
Date of commencement	1/03/2026
Date of cessation	
Accepted by Veterans' Affairs	
Date accepted by Veterans' Affairs	15/2/2026
Accepted by MSD	
Date accepted by MSD	28/19/02/2026

Overview	
Brief description of the purpose of the sharing	<p>A number of eligibility and entitlements for services depend on services being provided by MSD.</p> <p>There is a requirement to share information to determine that a veteran or other claimant is not claiming double entitlements from both agencies e.g. funeral expenses.</p> <p>Furthermore, some of the entitlements paid by Veterans' Affairs are impacted by the type of benefits received from MSD e.g. job seekers allowance may impact on the entitlements under the Veterans' Independence Programme.</p> <p>To ensure that veterans and other claimants are receiving the correct entitlements from Veterans' Affairs it is therefore beneficial to understand what entitlements they receive from MSD to ensure the veteran or other claimant is not under or overpaid, resulting in a debt to Veterans' Affairs.</p>
Supporting purpose statement within the AISA for information received by Veterans' Affairs	<p>The personal information received by Veterans' Affairs from MSD may be used to:</p> <p>(a) Assess or reassess the eligibility and entitlement of a Veteran or Other Claimant for Services.</p>
Supporting purpose statement within the AISA for information provided by Veterans' Affairs	Not applicable

Overview	
Expected benefits as a result of the sharing	<p>It is expected the information sharing will enable veterans and other claimants to more accurately receive their full entitlements from Veterans' Affairs and not incur any debt.</p> <p>In addition, the sharing will enable the identification of fraudulent claims that result in two agencies paying for the same entitlement.</p>
Expected adverse action	<p>As a result of the sharing, it is expected that veterans or other claimants may have their claims reduced or rejected if they are attempting to claim for an expense already paid by MSD.</p> <p>In addition, it is expected that veterans or other claimants may have their entitlements reduced based on the level of entitlement being provided by MSD.</p>
Link to relevant privacy statement(s)	<p>How we treat your information and privacy Veterans' Affairs (veteransaffairs.mil.nz)</p> <p>Our privacy notice - Work and Income</p>
Fees payable	Not applicable.

Operational Process	
Outline of the operational process	<p>The level of entitlements being provided will not be checked for every claimant. In the event that Veterans' Affairs wish to confirm the level of entitlements provided by MSD they will request this information from MSD using SEEMAIL.</p> <p>MSD will look up the details in SWIFTT & CMS and respond with the requested information using SEEMAIL.</p> <p>On receipt of the information requested Veterans' Affairs will then update the veteran or other claimants' records with the provided information.</p> <p>As a result of the received information Veterans' Affairs will then recalculate the level of entitlements for the claimant.</p> <p><u>Reductions</u></p> <p>In the event that entitlements will be reduced by Veterans' Affairs then:</p>

Operational Process	
	<ul style="list-style-type: none"> • A letter and / or email is sent to the client at the address on file for the individual advising that information received from MSD has been used to recalculate their entitlements resulting in a reduction and they have ten working days to make contact if they feel this is incorrect. They are advised if no contact is made in ten working days, then the reduction will occur with effect from the date MSD advised the information. They are advised that any costs related to entitlements provided since that date will be recovered through the debt recovery process. • If the individual contacts Veterans' Affairs to contest the accuracy of the information this will be handled through the existing disputes process. <p>If no communication is received in ten working days, then the entitlements will be decreased effective of the day MSD advised of the information</p>
Outline as to how adverse actions are communicated	A letter and / or email will be sent advising the individual they have ten working days to dispute the correctness of the information received. No action will be taken until the ten working days has lapsed.
Outline as to how corrections to information are communicated	Corrections will not be communicated on an ongoing basis.
Outline as to how constraints / caveats will be communicated	No constraints or caveats exist for the records being transferred.

Information Exchanges					
Outline of the information exchange process, both primary and secondary	All communications will occur using SEEMail.				
Frequency and timeliness of information exchange	The information will be provided as requested by Veterans' Affairs on a per individual request basis.				
Information to be provided by Veterans' Affairs	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN
Information Set (as per AISA)	Field Details				
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN 				
Details of known issues regarding timeliness,	None.				

Information Exchanges									
integrity and completeness of information provided by Veterans' Affairs									
Information to be provided by MSD	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN </td> </tr> <tr> <td>Working Status</td> <td> <ul style="list-style-type: none"> • Information relating to whether a Veteran is currently working. </td> </tr> <tr> <td>Benefit or Subsidy Information</td> <td> <ul style="list-style-type: none"> • Information relating to current and previous Benefits or Subsidies provided to a Veteran or Other Claimant. </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN 	Working Status	<ul style="list-style-type: none"> • Information relating to whether a Veteran is currently working. 	Benefit or Subsidy Information	<ul style="list-style-type: none"> • Information relating to current and previous Benefits or Subsidies provided to a Veteran or Other Claimant.
Information Set (as per AISA)	Field Details								
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN 								
Working Status	<ul style="list-style-type: none"> • Information relating to whether a Veteran is currently working. 								
Benefit or Subsidy Information	<ul style="list-style-type: none"> • Information relating to current and previous Benefits or Subsidies provided to a Veteran or Other Claimant. 								
Details of known issues regarding timeliness, integrity and completeness of information provided by MSD	None.								
Information to be retained by Veterans' Affairs	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN </td> </tr> <tr> <td>Working Status</td> <td> <ul style="list-style-type: none"> • Information relating to whether a Veteran is currently working. </td> </tr> <tr> <td>Benefit or Subsidy Information</td> <td> <ul style="list-style-type: none"> • Information relating to current and previous Benefits or Subsidies provided to a Veteran or Other Claimant. </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN 	Working Status	<ul style="list-style-type: none"> • Information relating to whether a Veteran is currently working. 	Benefit or Subsidy Information	<ul style="list-style-type: none"> • Information relating to current and previous Benefits or Subsidies provided to a Veteran or Other Claimant.
Information Set (as per AISA)	Field Details								
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN 								
Working Status	<ul style="list-style-type: none"> • Information relating to whether a Veteran is currently working. 								
Benefit or Subsidy Information	<ul style="list-style-type: none"> • Information relating to current and previous Benefits or Subsidies provided to a Veteran or Other Claimant. 								

Information Exchanges					
Retention period of information by Veterans' Affairs	<p>The emails sent and received from MSD will be retained in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 3.2.2 for a period of 10 years.</p> <p>The information provided will also be recorded in Veterans' Affairs client records and held in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 1.1.1 and 1.1.2 until 10 years after the death of the veteran or 7 years after the cancellation of the last dependent pension associated with the veteran, whichever is later.</p>				
Information to be retained by MSD	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN
Information Set (as per AISA)	Field Details				
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN 				
Retention period of information by MSD	<p>The emails sent and received from Veterans' Affairs will be retained in accordance with MSD's obligations under the Public Records Act 2005, for a minimum period of 7 years, or retained in accordance with MSD's DA694 when updated to cover this type of record.</p>				

System	
Providing system	New Zealand Defence Force SEEMAIL
Date Certification and Accreditation (C&A) issued to providing system	New Zealand Defence Force SEEMAIL – 11/02/2022
Receiving system	MSD SEEMAIL
Date Certification and Accreditation (C&A) issued to receiving system	MSD SEEMAIL – 12/06/2024
Intermediary system	Exchange Online
Date Certification and Accreditation (C&A) issued to intermediary system	14/07/2022

Logging	
Details of items logged by Veterans' Affairs	A record of each request made to MSD in the previous year will be recorded in a spreadsheet.



Logging	
Details of automated alerting by Veterans' Affairs	Not applicable.
Team responsible for management of alerts at Veterans' Affairs	Not applicable.
Details of items logged by MSD	Not applicable.
Details of automated alerting by MSD	Not applicable.
Team responsible for management of alerts at MSD	Not applicable.

Audit	
Details of regular first line audit activities by Veterans' Affairs including scope and frequency	Veterans' Affairs will do spot audits on an annual basis to ensure only records required were requested from MSD.
Details of regular first line audit activities by MSD including scope and frequency	No audit activities will occur.
Details of internal audit activities by Veterans' Affairs including scope and frequency	No internal audit activities will occur.
Details of internal audit activities by MSD including scope and frequency	No internal audit activities will occur.

Reporting	
Details to be provided by MSD for inclusion in the annual report	None.
Details to be provided to in the Defence annual report as the lead agency	<ul style="list-style-type: none"> • Number of adverse action communications disputed. • Number of adverse action disputes upheld. • Number of adverse actions taken. • Total amount of compensation (\$) given to individuals due to incorrect information sharing • Total amount of repayments (\$) due to an error in information shared • Average cost of repayments due to an error in information shared

Reporting	
	<ul style="list-style-type: none">▪ Details of the outcome of any audits conducted since the Order in Council came into force (if the first report), or since the last report prepared (if the report is not the first report prepared); including:<ul style="list-style-type: none">○ % of total requests audited○ % of audited requests where an issue was raised▪ Details of any difficulties experienced and how they are being, or have been, overcome.

Appendix C – MSD Eligibility and Entitlement

Acceptance	
Date of consultation with OPC	25/08/2025
Date of commencement	1/03/2026
Date of cessation	
Accepted by Veterans' Affairs	
Date accepted by Veterans' Affairs	13/2/2026
Accepted by MSD	
Date accepted by MSD	19/02/2026

Overview	
Brief description of the purpose of the sharing	<p>A number of eligibility and entitlements for benefits and subsidies provided by MSD depend on services being provided by Veterans' Affairs.</p> <p>There is a requirement to share information to determine that a veteran or other claimant is not claiming double entitlements from both agencies.</p> <p>Furthermore, some of the entitlements paid by MSD are impacted by the type of benefits received from Veterans' Affairs e.g. job seekers allowance.</p> <p>To ensure that veterans and other claimants are receiving the correct entitlements from MSD it is therefore beneficial to understand what entitlements they receive from Veterans' Affairs to ensure the veteran or other claimant is not under or overpaid, resulting in a debt to MSD.</p>
Supporting purpose statement within the AISA for information received by Veterans' Affairs	Not applicable.
Supporting purpose statement within the AISA for information provided by Veterans' Affairs	The personal information received by MSD from Veterans' Affairs may be used to assess or reassess the eligibility and entitlement of a Veteran or Another Claimant for Benefits or Subsidies.
Expected benefits as a result of the sharing	It is expected the information sharing will enable veterans and other claimants to more accurately receive their full benefits and subsidies from MSD and not incur any debt.

Overview	
	In addition, the sharing will enable the identification of fraudulent claims that result in two agencies paying for the same benefit or subsidy.
Expected adverse action	As a result of the sharing, it is expected that veterans or other claimants may have their benefits and/or subsidies cancelled, suspended, modified or declined based on the level of services being provided by Veterans' Affairs.
Link to relevant privacy statement(s)	Our privacy notice - Work and Income How we treat your information and privacy Veterans' Affairs (veteransaffairs.mil.nz)
Fees payable	Not applicable.

Operational Process	
Outline of the operational process	<p>The eligibility and entitlements being provided will be checked for every person who receives a Veteran's Pension at the time of MSD commencing payment of the Veteran's Pension. MSD will use the information received as Veterans' Affairs' agent about entitlement to the Veteran's pension. Therefore, no additional information exchange is required.</p> <p>Other eligibility and entitlement may be checked at the time of application for a specific entitlement. In the event that MSD wish to confirm the level of entitlements provided by Veterans' Affairs, MSD will request this information from Veterans' Affairs using SEEMail.</p> <p>On receipt of the information requested, MSD will then update the Veteran or Other Claimant's record with the provided information. As a result of the information received, MSD will then assess or reassess eligibility and entitlement of the Veteran or Other Claimant's for Benefits or Subsidies.</p> <p><u>Reductions</u></p> <p>In the event that benefits or subsidies will be cancelled, suspended, modified or declined by MSD then:</p>

Operational Process	
	<ul style="list-style-type: none"> A letter and / or email is sent to the client at the address on file for the individual advising that information received from Veterans' Affairs has been used to recalculate their benefits and subsidies resulting in a cancellation, suspension, modification or decline and they have ten working days to make contact if they feel this is incorrect. They are advised if no contact is made in ten working days, then the change will occur with effect from the date Veterans' Affairs advised the information. They are advised that any costs related to benefits or subsidies provided since that date will be recovered through the debt recovery process. If the individual contacts MSD to contest the accuracy of the information this will be handled through the existing disputes process. <p>If no communication is received in ten working days, then the benefits and subsidies will be changed effective of the day Veterans' Affairs advised of the information.</p>
Outline as to how adverse actions are communicated	A letter and / or email will be sent advising the individual they have ten working days to dispute the correctness of the information received. No action will be taken until the ten working days has lapsed.
Outline as to how corrections to information are communicated	Corrections will not be communicated on an ongoing basis.
Outline as to how constraints / caveats will be communicated	No constraints or caveats exist for the records being transferred.

Information Exchanges							
Outline of the information exchange process, both primary and secondary	All communications will occur using SEEMail and / or phone contact.						
Frequency and timeliness of information exchange	The information will be requested by MSD on a per individual request basis.						
Information to be provided by Veterans' Affairs	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> current name previous names date of birth contact details SWN </td> </tr> <tr> <td>Veteran Status</td> <td> <ul style="list-style-type: none"> Fact of being a Veteran </td> </tr> </tbody> </table>	Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth contact details SWN 	Veteran Status	<ul style="list-style-type: none"> Fact of being a Veteran
Information Set (as per AISA)	Field Details						
Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth contact details SWN 						
Veteran Status	<ul style="list-style-type: none"> Fact of being a Veteran 						

Information Exchanges						
	Entitlement Information	<ul style="list-style-type: none"> Details relating to the current Services provided by Veterans' Affairs to a Veteran or Other Claimant, including the type of assistance and financial value. 				
Details of known issues regarding timeliness, integrity and completeness of information provided by Veterans' Affairs	None.					
Information to be provided by MSD	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> current name previous names date of birth contact details SWN </td> </tr> </tbody> </table>		Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth contact details SWN
Information Set (as per AISA)	Field Details					
Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth contact details SWN 					
Details of known issues regarding timeliness, integrity and completeness of information provided by MSD	None.					
Information to be retained by Veterans' Affairs	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> current name previous names date of birth contact details SWN </td> </tr> </tbody> </table>		Information Set (as per AISA)	Field Details	Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth contact details SWN
Information Set (as per AISA)	Field Details					
Identifying Information	<ul style="list-style-type: none"> current name previous names date of birth contact details SWN 					
Retention period of information by Veterans' Affairs	The emails sent and received from MSD will be retained in accordance with retention schedule DA654 - Disposal Schedule (A859588) class 3.2.2 for a period of 10 years.					
Information to be retained by MSD	<table border="1"> <thead> <tr> <th>Information Set (as per AISA)</th> <th>Field Details</th> </tr> </thead> <tbody> </tbody> </table>		Information Set (as per AISA)	Field Details		
Information Set (as per AISA)	Field Details					

Information Exchanges							
	<table border="1"> <tr> <td>Identifying Information</td> <td> <ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN </td> </tr> <tr> <td>Veteran Status</td> <td> <ul style="list-style-type: none"> • Fact of being a Veteran </td> </tr> <tr> <td>Entitlement Information</td> <td> <ul style="list-style-type: none"> • Details relating to the current Services provided by Veterans' Affairs to a Veteran or Other Claimant, including the type of assistance and financial value. </td> </tr> </table>	Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN 	Veteran Status	<ul style="list-style-type: none"> • Fact of being a Veteran 	Entitlement Information	<ul style="list-style-type: none"> • Details relating to the current Services provided by Veterans' Affairs to a Veteran or Other Claimant, including the type of assistance and financial value.
Identifying Information	<ul style="list-style-type: none"> • current name • previous names • date of birth • contact details • SWN 						
Veteran Status	<ul style="list-style-type: none"> • Fact of being a Veteran 						
Entitlement Information	<ul style="list-style-type: none"> • Details relating to the current Services provided by Veterans' Affairs to a Veteran or Other Claimant, including the type of assistance and financial value. 						
Retention period of information by MSD	<p>The emails sent and received from Veterans' Affairs will be retained in accordance with MSD's obligations under the Public Records Act 2005, for a minimum period of 7 years, or retained in accordance with MSD's DA694 when updated to cover this type of record.</p> <p>The information provided will also be recorded in MSD's client records and held in accordance with retention schedule DA694 class 1.1.1 for a period of 7 or 75 years.</p>						

System	
Providing system	MSD SEEMAIL
Date Certification and Accreditation (C&A) issued to providing system	MSD SEEMAIL – 12/06/2024
Receiving system	MSD SEEMAIL
Date Certification and Accreditation (C&A) issued to receiving system	MSD SEEMAIL – 12/06/2024
Intermediary system	Exchange Online
Date Certification and Accreditation (C&A) issued to intermediary system	14/07/2022

Logging	
Details of items logged by Veterans' Affairs	No logging will occur.
Details of automated alerting by Veterans' Affairs	Not applicable.

Logging	
Team responsible for management of alerts at Veterans' Affairs	Not applicable.
Details of items logged by MSD	No further logging will occur outside of BAU Microsoft Outlook logging practices.
Details of automated alerting by MSD	Not applicable.
Team responsible for management of alerts at MSD	Not applicable.

Audit	
Details of regular first line audit activities by Veterans' Affairs including scope and frequency	No audit activities will occur.
Details of regular first line audit activities by MSD including scope and frequency	MSD will complete regular first line audit activities to assure that personal information is being shared correctly under the AISA and that no Adverse Action is taken against an individual until 10 Working Days after written notice has been provided to that individual.
Details of internal audit activities by Veterans' Affairs including scope and frequency	No internal audit activities will occur.
Details of internal audit activities by MSD including scope and frequency	No internal audit activities will occur.

Reporting	
Details to be provided by MSD for inclusion in the annual report	<ul style="list-style-type: none"> • Number of adverse action communications disputed. • Number of adverse action disputes upheld. • Number of adverse actions taken. • Total amount of compensation (\$) given to individuals due to incorrect information sharing • Total amount of repayments (\$) due to an error in information shared • Average cost of repayments due to an error in information shared • Details of the outcome of any audits conducted since the Order in Council came into force (if the first report), or since the last report prepared (if the report is not the first report prepared); including: <ul style="list-style-type: none"> ○ % of total requests audited ○ % of audited requests where an issue was raised

Reporting	
	<ul style="list-style-type: none"> • Details of any difficulties experienced and how they are being, or have been, overcome.
Details to be provided to in the Defence annual report as the lead agency	<ul style="list-style-type: none"> • Number of adverse action communications disputed. • Number of adverse action disputes upheld. • Number of adverse actions taken. • Total amount of compensation (\$) given to individuals due to incorrect information sharing • Total amount of repayments (\$) due to an error in information shared • Average cost of repayments due to an error in information shared • Details of the outcome of any audits conducted since the Order in Council came into force (if the first report), or since the last report prepared (if the report is not the first report prepared); including: <ul style="list-style-type: none"> ○ % of total requests audited ○ % of audited requests where an issue was raised • Details of any difficulties experienced and how they are being, or have been, overcome.