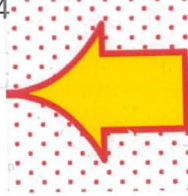




Headquarters
New Zealand Defence Force
Defence House
Private Bag 39997
Wellington Mail Centre
Lower Hutt 5045
New Zealand

OIA-2026-5794

15th June 2026



Spencer Jones
fyi-request-34613-e4b7685a@requests.fyi.org.nz

Dear Spencer Jones

I refer to your email of 5 May 2026, requesting under the Official Information Act 1982 (OIA), information relating to *the governance, delivery, accountability, and operational structure of the New Zealand veterans support system, including the interface between Veterans' Affairs New Zealand (VANZ) and the Royal New Zealand Returned and Services' Association (RSA).*

Explanations about the role of Veterans' Affairs (VA), its case management system, and its responsibilities with regards to external referral, have been provided a number of times in previous responses. This includes a link to a copy of the MoU between VA and the Royal New Zealand Returned and Services' Association (RNZRSA) made available online, and a link to the page on the VA website which includes information about the funding provided to the RNZRSA and the work this support¹. Neither the New Zealand Defence Force nor VA have any responsibility for, or involvement with, the management of complaints concerning RNZRSA delivery of support.

Veteran records are currently maintained on an individual basis in an electronic client management system (the Veterans Support System, or VSS). Prior to this, records were likewise maintained on an individual basis in an earlier electronic client management system, and paper files which are now held offsite by a third party archive manager.

VA operates in accordance with the Public Records Act 2005 as required. When the matter of retention policy was raised in the past, VA determined that a dedicated retention / disposal policy was not required, as there is no intent to dispose of records relating to veteran support.

Outcome reports prepared by the RNZRSA are published on the VA website regularly, as and when these become available². Enclosed is a copy of advice provided to the Minister for Veterans regarding the most recent report. Where indicated, personal information is withheld to protect privacy in accordance with section 9(2)(a) of the OIA, and a signature is withheld in accordance with section 9(2)(k) of the OIA to avoid the malicious or inappropriate use of staff information.

¹ OIA-2026-5663 and OIA-2026-5662.1

² <https://www.veteransaffairs.mil.nz/about-veterans-affairs/our-work/what-we-fund/>

In accordance with section 28(3) of the OIA, you may ask an Ombudsman to review this response to your request. Information regarding the process 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

Enclosures:

1. Report of the Royal New Zealand Returned and Services' Association on use of a Conditional Government Grant 2024-25