



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

OIA-2026-5771.3

16th July 2026

Spencer Jones

fyi-request-34785-71f4bb9a@requests.fyi.org.nz

Dear Spencer Jones

I refer to your request of 27 May 2026, under the Official Information Act 1982 (OIA), regarding the *implementation and operational performance of Approved Information Sharing Agreements (AISAs) involving Veterans' Affairs New Zealand (VANZ), following the response to OIA-2026-5773 and associated enclosures.*

Specifically, you requested the following for each veterans-related AISA in operation, since commencement:

1. *Implementation status and milestones*
 - a. *The implementation date for each AISA.*
 - b. *Any implementation milestones, project plans, rollout schedules, readiness assessments, or operational commencement documents.*
 - c. *Any records of delayed implementation, capability limitations, or unresolved technical issues.*

As noted previously, operational procedures for specific organisations are still being developed under the Veterans' Affairs (VA) AISA. This work is progressing and is being addressed as resources allow. It is not tied to any particular schedule or plan, nor are there any specific delays or unresolved issues.

VA is a party to the Department of Internal Affairs Death AISA, but does not currently have operating procedures in place under this AISA as death information is received from another source.

2. *Data exchange and match outcomes*

For each reporting period since commencement, please provide:

 - a. *Number of records received.*
 - b. *Number of records matched to existing Veterans' Affairs records.*
 - c. *Number of unmatched records.*
 - d. *Number of duplicate records identified.*
 - e. *Number of amended or corrected veteran records resulting from AISA exchanges.*
 - f. *Number of newly identified veterans, dependants, spouses, widows/widowers, or other entitlement-relevant persons identified through AISA data matching.*

Where exact figures cannot be disclosed, please provide aggregated reporting or ranges where available.

The following table provides figures on data exchange and match outcomes as at 17 June 2026, under the Veterans' Affairs AISA:

	Registrar General	MSD	Corrections	NZDF
Start date	28/02/2025	1/03/2026	1/04/2026	8/04/2025
Records received	69	106	Nil	692
Records matched to existing VA records	69	106	Nil	125
Unmatched records	Nil	Nil	Nil	347
Duplicate records identified	Nil	Nil	Nil	Nil

- Every information request to an approved government agency results, at a minimum, in the client's records being updated with a copy of the information request, and any action required to be undertaken as a result of the information received.
- Data on the *number of newly identified veterans, dependants, spouses, widows/widowers, or other entitlement-relevant persons identified through AISA data matching* cannot be provided as the figures are not broken down to this particular level of detail, and it would be necessary to undertake a comprehensive review of each individual record to confirm this information. This part of your request is therefore declined in accordance with section 18(f) of the OIA, as the information requested cannot be made available without substantial collation or research.
- The Corrections Operating Procedures, effective 1 April 2026, enabled a one-off data share from VA to the Department of Corrections to support the development and testing of a data matching algorithm to identify VA clients in Corrections custody only. No further data sharing between VA and the Department of Corrections will occur until the remainder of the Operating Procedures are approved by both parties.
- The data presented here for the New Zealand Defence Force (NZDF) represents a bulk transfer of historical data that was undertaken when the NZDF/ VA Operating Procedures commenced on 8 April 2025. Integrating this information into the VA client management system was a significant task, and the impact on resources meant reporting against the NZDF/ VA AISA Operating Procedures was not possible for financial year (FY) 2025/26. This will be noted in the FY 2025/26 NZDF Annual Report. The NZDF/ VA AISA Operating Procedures are fully operational from 1 July 2026, with reporting commencing from that date and will be included in the NZDF FY 2026/27 Annual Report.

3. Outcome and service impacts

Please provide any reports, dashboards, analyses, or evaluations showing:

- a. Service improvements resulting from AISA implementation.*
- b. Improved identification of veterans previously unknown to Veterans' Affairs.*
- c. Improved identification of family-entitlement pathways.*
- d. Mortality notifications or estate-related impacts arising through BDM data-sharing.*
- e. Corrections-related or MSD-related veteran support outcomes.*
- f. Any identified gaps, risks, or limitations affecting veterans not engaged with Veterans' Affairs.*

The primary benefit of the AISA is that it sets out the processes VA and partner agencies must follow to ensure information sharing complies with privacy legislation, by limiting the request and sharing of information relating to individual VA clients with specified government agencies, as authorised under each AISA Operating Procedure. In addition, the

ability to seek information directly from other agencies where appropriate can be expected to reduce the evidentiary burden previously placed upon veterans during the application and decision-making process.

The level of detail you have requested is not, however, tracked or reported on. This part of your request is therefore declined in accordance with section 18(f) of the OIA, as described above.

4. *Governance, assurance and monitoring*

Please provide:

- a. *Annual, quarterly, or periodic reporting produced under each AISA.*
- b. *Audit reports, assurance reviews, privacy reviews, effectiveness reviews, or implementation evaluations.*
- c. *Risk registers, issue logs, corrective action records, or lessons learned.*
- d. *Records relating to reporting referenced in the NZDF Annual Report 2025 (page 48).*

With regard to reporting produced, please refer to the response of 27 May 2026 (OIA-2026-5773). As noted above, implementation is currently underway, and is progressing as available resources allow. Regular audits are conducted as per the requirements of the Operating Procedures. The results of these are reported in the NZDF annual report. VA completed a test with the Department of Corrections to check the accuracy of the matching algorithm prior to commencing sharing. This resulted in VA identifying that place of birth was not required to be shared due to data quality issues with the information held by the Department of Corrections.

Records relating to reporting include personal information, and are therefore withheld in accordance with section 9(2)(a) of the OIA to protect individual privacy. A copy of an empty information request log is enclosed however, and information which is appropriate for public release is and will be included in the NZDF Annual Report.

5. *Privacy and compliance*

Please provide:

- a. *Any privacy breach reports, security incidents, or remedial actions relating to veterans AISA implementation.*
- b. *Any reporting made to the Privacy Commissioner under section 154(1)(b) of the Privacy Act 2020 relating to these AISAs.*
- c. *Any compliance assessments regarding data accuracy, false matches, unmatched persons, or linkage limitations.*

There have been no privacy breach reports or security incidents. This part of your request is also declined in accordance with section 18(e) of the OIA. As required by the Privacy Commissioner, annual reporting is completed and made available in the NZDF annual report.

Please refer to the answer to question 4 above with regard to audits and compliance assessments.

6. *Veteran population visibility*

Please provide:

- a. *Any estimates of veterans not currently engaged with Veterans' Affairs but potentially identifiable through AISA pathways.*
- b. *Any assessments of the completeness or limitations of the veteran population identifiable through AISA arrangements.*

- c. Any records discussing whether AISAs constitute a partial or complete veteran-identification system.*

Please refer to the previous responses provided and the information available online about the VA AISA with regard to intent and purpose. Further, the matter of estimation of the veteran population, and the associated data limitations, has been thoroughly explored through previous responses to requests. There is nothing further to add.

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

Enclosure:

1. AISA information request log