Redress New Zealand

Single claims policy for claims that include allegations relating to multiple care settings

Date: 27 October 2026

Introduction

1. The single claim policy provides an opportunity for survivors who have claims that relate to multiple care settings and/or redress agencies (also known as a 'cross-agency claim') to have their claim managed as a single claim. This means that the survivor does not need to navigate multiple claims processes but instead is able to work with a lead agency to progress their claim, including only sharing their care experience once, having one main point of contact and receiving one outcome. The relevant redress agencies will work together behind the scenes so that the survivor receives a joined-up claims experience.

2. This guidance set out relevant definitions and considerations to assist redress agencies in managing impacted claims as a single claim. It sits alongside separate more in-depth process guidance.

Scope of policy

2. For the purposes of this policy, a cross-agency claim is defined as:

   '*a registered claim that includes allegations relating to experiences that multiple redress agencies are responsible for*.'

   The claim must have eligibility confirmed by all redress agencies that the claim relates to before the claim is recorded as a cross-agency claim. The claim may begin as a single agency claim but can become a cross-agency claim if the survivor later raises further allegations that relate to another care setting that is the responsibility of another redress agency.

3. Survivors who fall within the scope of this policy have the option to have their claim managed as a single claim. There is no compulsion on a survivor to

agree to this and if they choose not to, they can continue to work separately with each redress agency.

4. The one exception to this is claims that include allegations relating to a State care and protection and/or youth justice setting that occurred both before and after 1 April 2017[1]. These claims will generally always be managed by the Ministry of Social Development and Oranga Tamariki as a single claim given that they relate to the same care setting and will generally be an uninterrupted single State care experience.

Overview of single claim process

5. Once a cross-agency claim is ready to be allocated for assessment by one of the redress agencies who is involved in the claim, the agencies will agree who will act as the lead agency, and this will be communicated to the survivor. The lead agency will then work with the survivor to understand their concerns or allegations and discuss their assessment options (if applicable).

6. The lead agency will share relevant claim information with the other redress agency to enable both agencies to complete assessments for the allegations that they are responsible for. Each agency will take responsibility for determining and approving payment for their part of the claim in-line with the Common Payment Framework or relevant rapid payment framework (if applicable). The agencies will then work together to develop a single claim outcome that responds to the survivors' concerns or allegations, including making any approved settlement offers.

7. The lead agency will take the lead in providing the claim outcome to the survivor and talking with them about this. They will also organise settlement documentation to be signed, arrange for any settlement payments to be paid and organise for a personalised written apology to be provided.

8. Separate process guidance provides further detail on the process.

[1] 1 April 2017 is the establishment date of Oranga Tamariki. The Ministry of Social Development is responsible for events that took place before 1 April 2017 and Oranga Tamariki is responsible for events that took place from 1 April 2027.

Role of lead agency and how they are determined

9. The primary role of the lead agency is to be the main point of contact with the survivor. They are also responsible for keeping the other redress agency updated on engagement with the survivor and passing on any information collected that is relevant for that agency's part of the claim.

10. When agencies are deciding on who will act as the lead agency, the following factors may be helpful to consider:

    (a) The extent of the claim that sits with each agency – both in terms of number of allegations and possible seriousness of allegations. For example, if the majority of the allegations relate to one agency, it will likely make sense for that agency to act as the lead agency so they can directly communicate with the survivor about those aspects of the claim which reduces the extent of information that needs to be shared between agencies.

    (b) *The assessment type to be carried out by each agency* – if the claim involves an individualised assessment and a rapid payment, it may make sense for the agency completing the individualised assessment to be the lead agency given the assessment type will require more communication with the survivor.

    (c) Any established relationships the survivor has with an agency – for example, they may already be working with one agency and wish to continue this relationship or still be under the care of Oranga Tamariki.

    (d) Views of the survivor (if known) – for example, they may have requested not to work with a particular agency.

    (e) Any relevant operational factors such as agency capacity.

Managing timeframes

11. Where agencies anticipate that the completion of their respective assessments and approval processes will have quite different timeframes (which may be a result of where the claim is sitting in an agency's claims queue), agencies should discuss how these timeframes will be managed and if required, give the survivor a choice about how their claim is managed.

12. For example, where a survivor has requested a rapid payment from one redress agency while another agency is undertaking a longer individualised assessment, it may be appropriate to offer the survivor the rapid payment before the individualised assessment outcome is available. If the rapid payment offer is from an agency other than the lead agency, the lead agency will generally present the offer and settlement documentation to the survivor on that agency's behalf.