



Common Payment Framework Facilitator Guide



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA



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ARA POUTAMA AOTEAROA



Te Puni Kōkiri
MINISTRY OF MĀORI DEVELOPMENT



Listening, learning, changing
Mā Whakarongo me Ako ka huri te tai
Crown Response to the Abuse in Care Inquiry

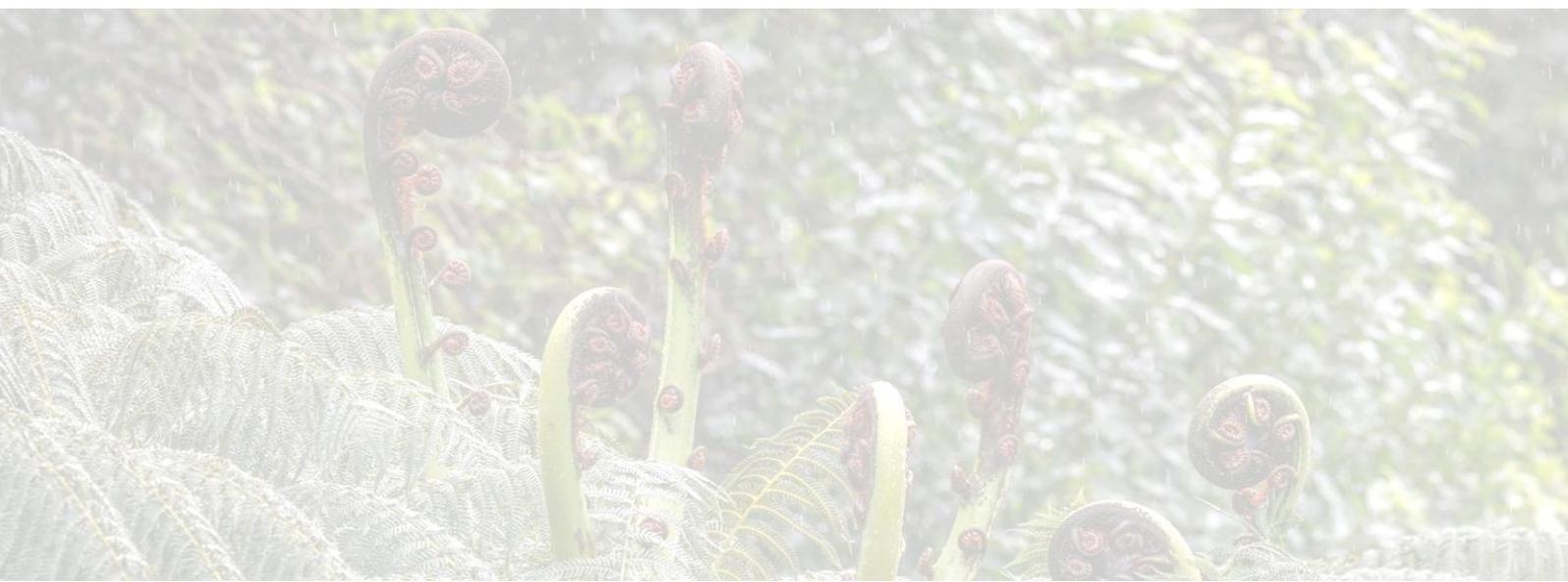


Table of contents

Overview.....	3
Purpose of this guide.....	3
1. Facilitator notes - Introduction.....	4
Purpose of this section	4
Learning objectives	4
Key messages.....	4
Facilitator tips.....	5
2. Facilitator notes - Overview of the Framework.....	6
Purpose of this section.....	6
Key messages.....	6
Content overview.....	6
Key design principles.....	7
Scope and application	7
Facilitator tips.....	8
3. Facilitator notes - Payment categories	9
Purpose of this section.....	9
Key messages.....	9
Facilitator tips.....	9
Content overview.....	10
4. Facilitator notes - Key definitions	12
Purpose of this section.....	12
Key messages.....	12
Content overview.....	12
Facilitator tips.....	14
5. Facilitator notes - Practical application steps	15
Purpose of this section.....	15
Key messages.....	15

Content overview.....	15
Case study application.....	16
Facilitator tips.....	19
6. Facilitator notes - Reflection and planning	20
Purpose of this section.....	20
Key messages.....	20
Content overview.....	20
Next steps.....	21
Closing thoughts.....	21

OVERVIEW

Welcome to the **Common Payment Framework Facilitator Guide**. This guide is designed to support you in delivering effective, consistent, and comprehensive training sessions on the Framework.

It complements the **slide deck and workbook** plus **Operational Guidance**, providing additional context, prompts, and facilitation tips to help you lead engaging discussions and activities.

Purpose of this guide

The facilitator guide ensures that trainers have clear instructions and background information to confidently guide participants through the Common Payment Framework training.

It focuses on:

- reinforcing the principles of fairness, transparency, and consistent practice
- helping facilitators create a positive learning environment where participants can explore the framework and its application
- providing practical tools for managing activities, discussions, and knowledge checks.

What this guide includes

This guide is structured to mirror the participant slides and workbook. It includes:

- **Session overview and learning objectives** – what participants should achieve by the end of training.
- **Facilitation notes for each section** – key messages, discussion prompts, and timing guidance.
- **Activity instructions and debrief tips** – how to run exercises and encourage reflection.
- **Knowledge checks and suggested responses** – to reinforce understanding.
- **Reflection and planning guidance** – supporting participants to embed the Common Payment Framework principles in their roles.
- **Additional facilitator tips** – encouraging participation and responding to questions.

1. FACILITATOR NOTES – INTRODUCTION

Purpose of this section

To welcome participants, set expectations for the session, and explain the purpose and structure of the Common Payment Framework training. This section helps create a positive learning environment.

Suggested opening

- Welcome participants and acknowledge the importance of their role in applying the Framework.
- Briefly outline the session flow: *“We’ll start with an overview of the Common Payment Framework, explore payment categories and key definitions, then move into practical application and reflection.”*
- Quick reference to all products: slide deck, workbook, case studies, Operational Guidance, FAQs and key messages.
- Emphasise the principles underpinning the training: *fairness, consistency and transparency.*

Briefly cover the participant learning objectives for the training session:

Learning objectives

By the end of this training, participants will be able to:

- explain what the Common Payment Framework is and why it was developed
- identify the key principles underpinning the Framework: fairness, equitable treatment, transparency, clarity and consistency.
- understand the five payment categories and how severity, frequency, and carer type influence decisions
- understand the definitions of abuse types, severity, frequency, and carer types
- apply the three-step process for using the Framework: classify allegations, map to category and step, document and communicate rationale
- reflect on how the Framework impacts your role and decision-making.

Key messages

- This training will build confidence in applying the Framework consistently across agencies.
- The session is designed to be interactive and practical, so participants can apply the principles in real-world scenarios.
- The training complements other resources such as the Operational Guidance, FAQs, and payment tables, which participants will use in their day-to-day work.

Discussion prompts

- “What do you hope to gain from today’s session?” (Optional icebreaker)
- “What do you think will be most valuable about having a common approach across agencies?”

Timing guidance

- **Introduction segment:** 10–15 minutes.
- Allow **5 minutes** for participant introductions if appropriate.
- Keep discussion focused on expectations and principles, not detailed content yet.

Facilitator tips

- Use clear and professional language throughout the session.
- Keep the tone respectful and focused on the learning objectives.
- Encourage questions and note them for later sections if they relate to detailed application.
- Maintain a structured flow and manage time effectively.
- Ensure participants understand the session outline and what they will achieve.



Facilitator notes

2. FACILITATOR NOTES - OVERVIEW OF THE COMMON PAYMENT FRAMEWORK

Purpose of this section

To provide participants with a clear understanding of what the Common Payment Framework is, why it was developed, and its key principles. This section sets the foundation for applying the Framework in practice.

Key messages

- The Common Payment Framework is a **structured tool** for consistent and transparent decision-making about settlement payments for survivors of abuse in care.
- It is **not a compensation scheme**, but a form of **redress** acknowledging harm.
- Payments are based on **severity and frequency**, not the number of allegations.
- Developed to address **inconsistencies** and ensure **fairness and transparency** across agencies.
- Applies to these agencies: MoE, MSD, MoH, Oranga Tamariki, later Corrections and Te Puni Kōkiri.

Suggested opening

“Before we look at payment categories, let’s step back and understand the purpose and design of the Common Payment Framework. Why do we need it, and what principles guide its use?”

Content overview

What is the Framework?

A tool applied by agencies, after assessing a survivor’s claim, to determine an appropriate payment offer. Covers physical, sexual, emotional/psychological abuse, and neglect in care settings.

Focus: *Fairness, transparency, consistent practice.*

Why was it developed?

- To address **payment inconsistencies** across agencies.
- To provide **clarity and transparency** for survivors.
- Cabinet approved the development of the Framework which includes the increased **average payment to \$30,000**.

Key design principles

- Fairness and transparency in redress.
- Payments reflect severity and frequency, not number of allegations.
- Focus on total care experience.
- Fixed payment points for clarity and consistency.
- \$30,000 average across agencies and distribution of payments align with current payments.

Scope and application

- Applies to survivors accessing redress through MoE, MSD, MoH, Oranga Tamariki, and later Corrections and Te Puni Kōkiri.
- Used for **individualised assessments**, not rapid payments.
- Covers abuse and neglect, excludes practice failures not linked to abuse and proven torture.
- It does not determine what allegations are considered for the purposes of making a payment offer under this Framework.

Discussion prompts

- *“Why do you think consistency and transparency are important for survivors?”*
- *“What might happen if agencies interpret payment decisions differently?”*

Suggested answer

- Survivors need to feel treated fairly, regardless of which agency handles their claim.
- Transparency builds trust in the process, reducing perceptions of bias.
- Consistency prevents re-traumatisation by avoiding situations where survivors compare outcomes and feel disadvantaged.
- It supports the Framework’s goal of clear, predictable decisions that survivors can understand.



Activity

Multiple allegations

Purpose: To reinforce why the Framework focuses on severity and frequency rather than the number of allegations.

Instructions:

- Ask participants to imagine a survivor’s claim includes multiple allegations of abuse.
- Pose the question: *“Why does the Framework focus on severity and frequency, rather than the number of allegations when determining payment?”*

- Have participants discuss in pairs or small groups for 3–5 minutes. **Debrief:**
- **Invite a few responses.**
- Emphasise that this approach ensures fairness and avoids inflating payments based on quantity rather than severity of the overall abuse.
- Link back to the principle of transparency and consistency across agencies.



Knowledge check

Quick True/False question: “*The Common Payment Framework is a compensation scheme – True or False?*” (**Answer:** False – it is a form of redress.)

Timing guidance

Allocate **15 minutes** for this section.

- 5 mins: Overview and key messages
- 5 mins: Discussion
- 5 mins: Activity and debrief

Facilitator tips

- Use plain language when explaining principles.
- **Keep examples high-level:** detailed application comes later.
- **Anchor the discussion in principles, not details:** Keep this section focused on “*why the Framework exists*” and its “*purpose*”, rather than diving into payment tables or definitions.
- **Check understanding early:** After explaining “*What is the Framework?*” ask participants to summarise in their own words before moving on.
- **Manage time carefully:** This section can easily run long if participants start debating application scenarios, park those for later sections.
- **Encourage reflection:** Prompt participants to think about why consistency matters before introducing technical content.



Facilitator notes

3. FACILITATOR NOTES - PAYMENT CATEGORIES

Purpose of this section

To explain the **five payment categories** in the Framework, how they work, and why they are structured around severity, frequency, and carer type rather than the number of allegations. This section builds understanding of the framework's logic and promotes consistent application.

Key messages

- The Framework includes **five payment categories** ranging from *Less Severe* to *Extraordinary Severity*.
- Payments range from **\$7,500 to \$75,000 and above**, based on severity, frequency, and who carried out the abuse.
- Categories reflect the most serious abuse experienced while acknowledging the survivor's total care experience.
- This approach ensures fairness and avoids inflating payments based on quantity rather than severity.

Suggested opening

- **Introduce the concept:** *"The Common Payment Framework uses categories and steps to ensure consistent, transparent decisions. Let's look at how these categories work and what factors influence them."*
- **Emphasise:** severity and frequency matter most, not the number of allegations - but the total care experience needs to be considered.

Timing guidance

- Allocate **15–20 minutes** for this section.
- Allow time for questions and discussion after reviewing the tables.

Facilitator tips

- Prepare examples from the payment tables to clearly illustrate differences between categories and steps.
- Explain the logic behind the framework: severity and frequency matter most, not the number of allegations.
- Keep explanations concise and avoid unnecessary detail, focus on helping participants understand how categories work.
- Use plain language when describing severity, frequency, and carer type to ensure clarity.
- **Manage time effectively:** try and keep to 20 minutes for the section and allow space for questions after reviewing the tables.

- **Handle edge cases carefully:** if participants raise complex scenarios, note them for discussion later rather than resolving them immediately.
- **Encourage participation:** use the “**Match the Category**” activity to reinforce understanding and promote discussion.
- **Stay consistent:** refer to the tables and definitions provided in the workbook to maintain alignment with the Framework.

Content overview

- Explain the five categories and their payment ranges using the table:
 - **Less Severe:** \$7,500–\$20,000
 - **More Severe:** \$25,000–\$35,000
 - **Significant Severity:** \$40,000–\$50,000
 - **Extreme Severity:** \$55,000–\$65,000
 - **Extraordinary Severity:** \$75,000 and over
- Highlight that each category has steps based on severity, frequency, and carer type. *Show examples from the tables in the workbook.*



Reflection

- “*What feels most challenging about applying the payment categories in real cases? Why?*”

Suggested possible answers

- **Complexity of real cases:** Survivors often have multiple allegations with varying severity and frequency, making classification challenging.
- **Consistency across agencies:** Ensuring alignment when different teams interpret similar scenarios differently.



Activity

Match the category

Purpose: To help participants apply the payment tables to real descriptions.

Instructions:

Using the payment category tables, match these descriptions to the correct category and step:

1. **Scenario A:** Abuse was less severe, frequent, and by a carer → Category 1 (Less Severe), Step 3. Payment range: \$15,000
2. **Scenario B:** Abuse was significantly severe, chronic (5+ years), and by a carer → Category 4 (Extreme Severity), Step 3. Payment range: \$65,000
3. **Scenario C:** Abuse was more severe, infrequent, and by a non-state carer → Category 1 (Less Severe), Step 4. Payment range: \$20,000

Discuss answers in pairs or small groups. **Debrief.** Review answers together and explain the reasoning using the tables.



Knowledge check

Multiple choice

Which factor does **NOT** influence the payment category?

- A. Severity of abuse
- B. Frequency of abuse
- C. Number of allegations
- D. Carer type

(Answer: C – number of allegations.)



Facilitator notes

4. FACILITATOR NOTES - KEY DEFINITIONS

Purpose of this section

To help participants understand the key terms and definitions used in the **Common Payment Framework**. This ensures consistent interpretation and application across agencies.

Key messages

- Clear definitions are essential for **fairness and consistency** in applying the Framework.
- The Framework provides standard definitions for:
 - **Types of abuse:** physical, sexual, emotional/psychological, neglect.
 - **Severity levels:** less severe, more severe, significantly severe.
 - **Frequency:** infrequent, frequent, chronic.
 - **Carer types:** state-appointed carers vs non-state carers or other young people.
- Definitions help agencies **classify allegations accurately** and link them to payment categories.
- Misinterpretation of terms can lead to **inconsistent decisions**, undermining trust and transparency.

Suggested opening

“Before we apply the Framework, we need to understand the language it uses. These definitions are the foundation for consistent decisions across agencies.”

Content overview

- **Types of abuse:** Physical, sexual, emotional/psychological, neglect.
- **Severity:** Ranges from less severe to significantly severe.
- **Frequency:** Infrequent, frequent, chronic (based on duration and occurrence).
- **Carers:**
 - Carers = agents of the state with care responsibilities.
 - Non-state carers and other young people = individuals not formally appointed by the state, but abuse must relate to state acts or omissions.
- **Frequency matrix:** Used to assess how often and how long abuse occurred, linking to payment categories.

Reflection

Why do clear definitions matter in this Framework approach?

- How do they support fairness and transparency?
- What could happen if agencies interpret terms differently?

Suggested answers

- **Consistency across agencies:** Clear definitions ensure that similar cases are assessed in the same way, regardless of which agency handles them.
- **Reduces subjectivity:** Without standard definitions, decisions could vary based on personal interpretation, leading to unfair outcomes.
- **Supports transparency:** Survivors can understand how decisions were made because the terms and criteria are clearly defined and applied consistently.
- **Builds trust:** When survivors see that definitions are applied uniformly, it reinforces confidence in the process and reduces perceptions of bias.
- **Links to payment categories:** Accurate classification of severity, frequency, and carer type depends on these definitions so errors here can lead to incorrect payment decisions.



Activity

Match the term

Instructions: Match each term to its meaning:

1. Chronic frequency
2. Significantly severe abuse
3. Non-state carer
4. Frequency matrix

Suggested answers

- 1 → **c)** Abuse or neglect occurring over several years.
- 2 → **b)** Abuse resulting in injuries requiring hospitalisation or intensive treatment.
- 3 → **d)** A person with care responsibilities who is not formally appointed by the state.
- 4 → **a)** A tool to assess how often and how long abuse occurred.



Knowledge check

True or False:

- Emotional abuse is not included in the Common Payment Framework. (*False*)
- Severity is determined by the number of allegations. (*False*)
- Carers are defined as agents of the state with care responsibilities. (*True*)

- The frequency matrix helps classify abuse as infrequent, frequent, or chronic. (*True*)

Timing guidance

Allocate **15–20 minutes** for this section:

- 5 mins: Overview of definitions
- 5 mins: Discussion
- 5 mins: Activity and debrief
- 5 mins: Knowledge check

Facilitator tips

- Use **examples from the workbook tables** to illustrate severity levels.
- Emphasise that **definitions are not negotiable**, they are standardised for consistency.
- Encourage participants to **ask clarifying questions** if terms are unclear.
- Avoid debating edge cases here: note them for the practical application section.
- Reinforce that **definitions link directly to payment categories**, so accuracy matters.



Facilitator notes

5. FACILITATOR NOTES - PRACTICAL APPLICATION STEPS

Purpose of this section

To help participants apply the **Common Payment Framework** in practice, using the structured three-step process. This section focuses on building confidence in applying the Framework consistently and transparently.

Key messages

- The Common Payment Framework application process involves **three main steps**:
 1. **Classify** each acknowledged allegation using the Framework definitions (type of abuse, severity, frequency, and who carried it out).
 2. **Map** the allegations to the correct payment category and step, identifying the most significant allegation. If there are multiple allegations that have the same severity and abuser, consider whether the frequency changes when the allegations are combined.
 3. **Finalise, record** and communicate the offer with a clear rationale, explaining how the decision was made.
- This process ensures **fairness, transparency, and consistent practice**.
- Agencies should document classifications in a table and use the **frequency matrix** to support assessments.

Suggested opening

“Now that we understand the principles, categories and definitions, let’s look at how to apply the Framework in practice. We’ll use a structured three-step process to ensure consistency and transparency.”

Content overview

- **Step 1: Classify**
Identify type, severity, frequency, and abuser for each allegation using the definitions and frequency matrix.
- **Step 2: Map**
Determine the highest category and step using payment tables. Consider whether frequency changes when allegations are combined.
- **Step 3: Finalise and record**
Document the rationale and communicate the decision clearly.

Here is the example table for “Mr T”:

<p>Allegations supported under agency assessment process</p> <p>All allegations relate to a 2.5-year period at a school</p> <ul style="list-style-type: none"> • Sexual assault (touching over clothing) on more than one occasion by a staff member. • Regular physical assaults (including physical restraint) by staff members. No injury indicated. • Excessive timeout for extended periods of time and inconsistent with policy guidelines. 		
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Step	Action	Example (MR T)
1. Classify	Identify type, severity, frequency, and abuser for each allegation.	Sexual abuse = more severe, infrequent, carer; Physical abuse = less severe, frequent, carer; Emotional abuse = less severe, infrequent, carer.
2. Map	Determine highest category and step.	Most serious = more severe sexual abuse, infrequent, carer → Category 2, Step 1.
3. Finalise and record	Document rationale and communicate.	“The most serious abuse was more severe sexual abuse by a carer, infrequent. Category 2, Step 1: \$25,000.”

Case study application

Purpose

To give participants hands-on experience applying the Common Payment Framework using real-world scenarios. This activity reinforces the three-step process and builds confidence in consistent decision-making.

Suggested opening

“Now that we’ve covered the process, let’s apply it to some real examples. You’ll work in pairs or small groups to classify allegations, map them to categories and steps, and document your rationale.”

Instructions

- Work in **pairs or small groups**.
- Make sure to source **three real-world agency scenarios** with mixed application for the group.
- For each scenario, ask participants to:
 1. **Classify** – Identify type of abuse, severity, frequency, and who carried it out.
 2. **Map** – Determine the highest category and step using payment tables and the frequency matrix.
 3. **Finalise and record** – Document your rationale for the payment decision.

Scenario 1

Outline:

- Classification:
- Category and step:
- Payment range and rationale:

Scenario 2

Outline:

- Classification:
- Category and step:
- Payment range and rationale:

Scenario 3

Outline:

- Classification:
- Category and step:
- Payment range and rationale:

Debrief

Facilitator reviews answers and highlights:

- Consistency in approach.
- Correct use of definitions and frequency matrix.
- Importance of documenting rationale.

Reflection

“Why is it important to document the rationale for payment decisions? How does this support transparency and survivor trust?”

What challenges might arise when applying the Framework in practice?”

Suggested answers:

- Provides a **clear audit trail** for decisions.
- Helps survivors understand **how and why** decisions were made.
- Builds **trust and credibility** in the process.
- Supports **consistency across agencies** and reduces risk of disputes.
- **Complexity of real cases:** Survivors often have multiple allegations with varying severity and frequency, making classification challenging.

Activity

Group discussion

Prompt:

“Discuss in your group:

Which step of the process (Classify, Map, Finalise) was most challenging?

How did you resolve differences in interpretation?

Share one tip for applying the Framework consistently across agencies.”

Facilitator guidance:

- Allow **5 minutes** for group discussion.
- Encourage participants to share practical strategies for consistency.
- Capture key tips on a whiteboard or flipchart for reference during the debrief.

Debrief:

- Highlight common challenges and solutions.
- Reinforce the importance of a structured approach and documentation.



Knowledge check

Multiple choice

Which of the following is **NOT** part of the three-step process?

- a) Classify allegations
- b) Map to payment category
- c) Negotiate payment amount
- d) Finalise and document rationale

Answer: c) Negotiate payment amount

True or False:

- The most severe allegation always determines the payment category. (*False – frequency and carer type also matter.*)
- The frequency matrix is optional when mapping abuse to categories. (*False – it is required.*)
- Documentation of rationale is required for transparency. (*True*)

Timing guidance

Allocate **20–25 minutes**:

- 5 mins: Overview of steps
- 10 mins: Case study activity
- 5 mins: Debrief and knowledge check

Facilitator tips

- Emphasise **structured approach**: classify, map, finalise and record.
- Use **examples from the workbook tables** to illustrate mapping.
- Encourage participants to **share reasoning** during debrief.
- Note complex or agency-specific questions for follow-up discussions.
- Reinforce that **documentation is non-negotiable** for transparency.



Facilitator notes

6. FACILITATOR NOTES - REFLECTION AND PLANNING

Purpose of this section

To help participants consolidate learning and plan how to apply the Framework in their role. This section focuses on professional practice, not personal opinions, ensuring transparency and neutrality.

Key messages

- Reflection supports **embedding principles** of fairness, transparency, and consistency in day-to-day decision-making.
- Action planning helps participants identify **practical steps** to apply the Framework confidently.
- This section is about **forward-looking practice**, not revisiting technical details.

Suggested opening

“As we wrap up, let’s take time to reflect on what we’ve learned and plan how to apply the Framework in your role. This is about turning knowledge into action.”

Content overview

Participants will:

- Reflect on challenges and changes to their approach.
- Identify **two practical actions** to embed the Framework principles.
- Note any questions or areas for clarification.



Reflection

- “What feels most challenging about applying the Framework in your role?”
- “How will this change your current approach to decision-making?”
- “What support or resources will help you apply the Framework confidently?”

Encourage participants to share their thoughts with the group and debrief any key themes that surface.

Prompt:

- *What feels most challenging about applying the Framework in your role?*
Possible answer: Applying the Framework to complex cases with multiple allegations and varying severity.
- *How will this change your current approach to decision-making?*
Possible answer: It will make decisions more structured, transparent, and consistent across agencies.

- *What support or resources will help you apply the Framework confidently?*
Possible answer: Access to Operational Guidance, payment tables, and a community of practice for sense-checking.

Activity

Action planning - Instructions:

- Ask participants to complete the table in their workbooks.
- Note any questions or areas for clarification that are raised and discuss.

Knowledge check

True or False:

- The frequency matrix helps classify abuse as infrequent, frequent, or chronic. *(True)*
- Documenting the rationale for decisions is optional. *(False)*
- Ensure decisions reflect the total care experience, not only the most severe allegation. *(True)*

Next steps

- Use the **Operational Guidance** for day-to-day decision-making.
- Engage in your agency's **community of practice** for calibration and support.
- Share feedback on how the Framework works in practice to help improve consistency.

Closing thoughts

As we move forward with implementing the Framework, remember that your role is vital in ensuring fairness and transparent practice. Every step you take helps build trust and integrity in the redress process.

