



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

# **Quarterly Report (1 July 2025 – 30 September 2025)**

## **Redress system improvements for survivors of abuse and neglect in State care**

October 2025



## Table of Contents

<b>Executive Summary .....</b>	<b>3</b>
<b>System Performance and Key Data Insights.....</b>	<b>3</b>
Claim numbers.....	3
Survivor feedback: Claims .....	4
Care records .....	4
<b>Progress against the Redress Implementation Plan .....</b>	<b>5</b>
<b>Objective one: Improve redress offerings and increase alignment and consistency across the system .....</b>	<b>5</b>
Improve personal apologies .....	5
Increase settlements payments .....	5
Common payment framework .....	6
Top-up Payments for survivors with closed claims .....	6
Survivor feedback: Top-up payments .....	7
Consistent support offerings .....	7
<b>Objective Two: Timely resolution of redress claims .....</b>	<b>7</b>
Streamline assessment processes – removal of practice failures .....	7
Increase in system capacity .....	8
<b>Objective Three: Improving access to and navigation of redress services .....</b>	<b>8</b>
Joined-up redress system with one set of common policies .....	8
Integrated operating model and single-entry point to State redress system .....	8
Simple application process .....	9
One Point of contact and one redress claim for each survivor .....	9
<b>Objective Four: Increase trust and confidence in the redress system.....</b>	<b>9</b>
Independent Redress Officer – Interim process designed to identify survivors with serious violent and sexual offences .....	9



## Executive Summary

This inaugural quarterly report outlines progress in strengthening the redress system for survivors of abuse and neglect in State care. Covering the period 1 July – 30 September 2025, it highlights progress against the Redress Implementation Plan.

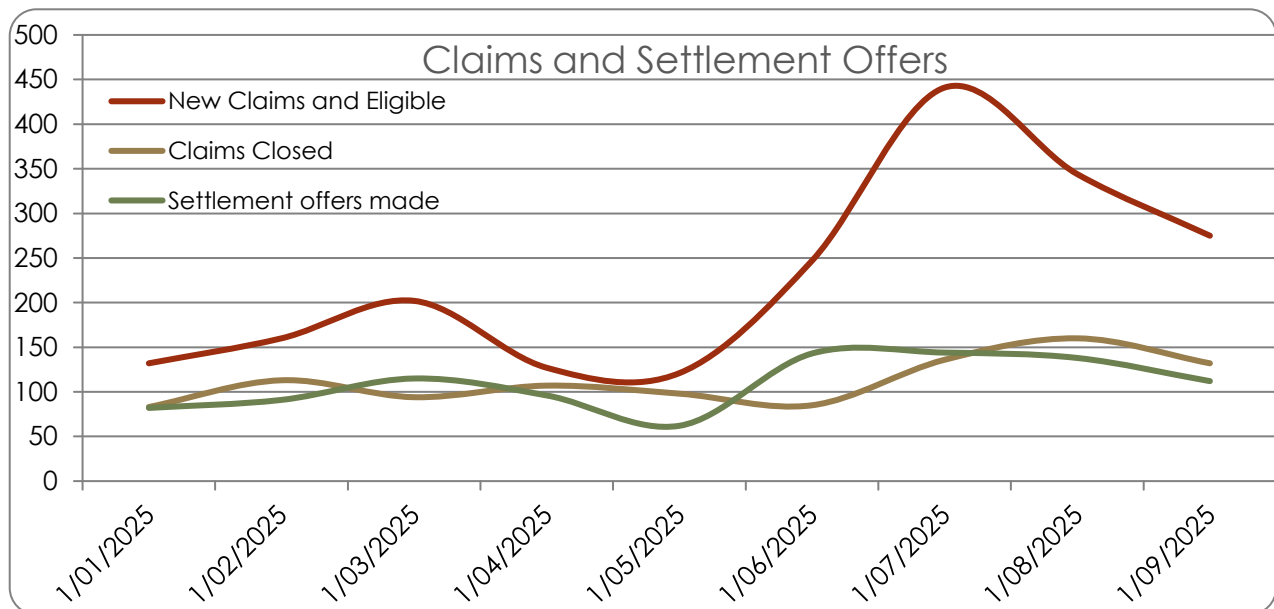
It summarises survivor insights, milestones achieved, and data from redress agencies to provide a clear, system-wide view of progress under the Redress Implementation Plan.

## System Performance and Key Data Insights

### Claim numbers

Redress agencies have continued to receive a large number of claims with these significantly increasing since Government redress announcements in May 2025.

The following chart illustrates key statistics per month for each quarter: the number of claims received and confirmed as eligible, settlement offers made, and total claims closed.<sup>1</sup>



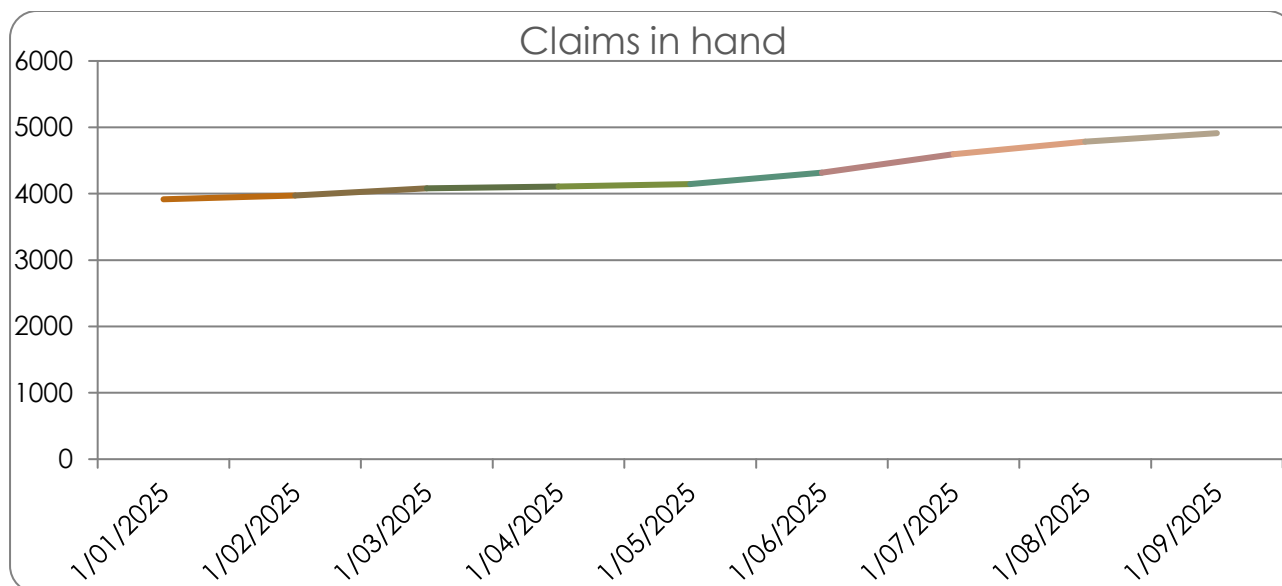
New claims rose sharply from 494 in Quarter 4 (April 2025 to June 2025) to 1,056 in Quarter 1 (July 2025 to September 2025). This represents an increase of 114%, averaging 352 new claims per month. In addition, Ara Poutama Aotearoa—Department of Corrections received four claims for the quarter and Te Puni Kōkiri did not receive any.

The number of claims closed also improved, moving from 290 to 428, up nearly 48%, with an average of 142 closures each month. Settlement offers remained strong, increasing from 301 to 394, a 31% rise, averaging 131 offers per month. Overall, during this quarter (July to September 2025) there was growing engagement with survivors and steady progress in claims processing, even as new survivors continue to come forward.

<sup>1</sup> For Ministry of Health – Data only included is *New Claims and Eligible* for the July to September Quarter. Ara Poutama Aotearoa—Department of Corrections and Te Puni Kōkiri are excluded.



The following chart illustrates claims in hand at month end for redress agencies (excluding Ministry of Health, Te Puni Kōkiri and Ara Poutama Aotearoa—Department of Corrections):



Claims in hand for redress agencies increased from 4317 in Quarter 4 (April 2025 to June 2025) to 4912 in Quarter 1 (July 2025 to September 2025). This represents an increase of 13.8%.

This trend shows that while progress is being made in closing cases, the overall volume continues to grow, and redress agencies remain focused on achieving efficiencies through progress against the Redress Implementation plan deliverables and reducing the backlog for survivors.

### Survivor feedback: Claims

Redress agencies continue to receive positive feedback from survivors about their experience of working with redress agencies, with some describing their experience as healing and transformative and commending staff for their professionalism and compassion. However, some survivors continue to express frustration with the time taken to reach resolution and concerns about settlement payment amounts. Feedback loops will also be strengthened once the Common Performance Reporting framework is developed.

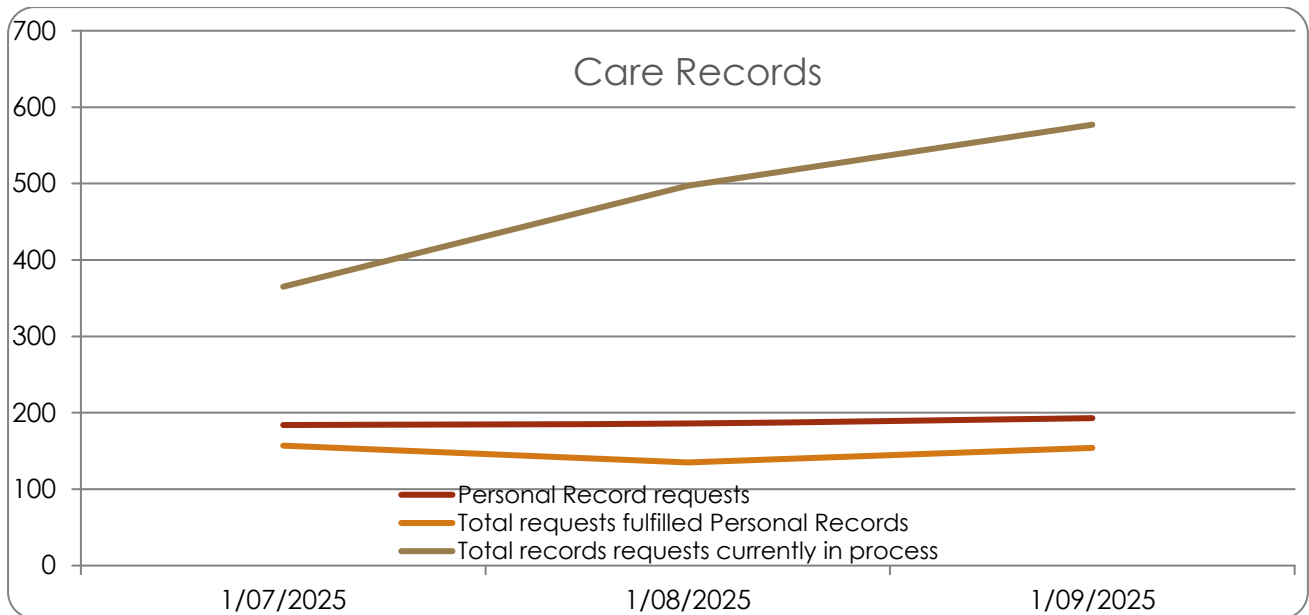
### Care records

For many survivors, receiving their care records is an important part of their redress journey. Responding to requests for records in a timely manner is a focus for the redress agencies.

During Quarter 1 (July–September 2025):

- 563 requests for care records were received.
- 446 requests were fulfilled within the quarter.
- 577 requests were still in progress at the end of September 2025.

The chart below shows this in the chart with month by month requests for care records, fulfilled requests, and requests in process (excluding Ministry of Health, Te Puni Kōkiri and Oranga Tamariki):



## Progress against the Redress Implementation Plan

Redress agencies are delivering a phased plan to build a consistent, transparent, and survivor-focused redress system. Work is underway to simplify access, reduce delays, and align processes so survivors receive coordinated support, including care records, wellbeing support, legal assistance, payments, and apologies.

### Objective one: Improve redress offerings and increase alignment and consistency across the system

Initiatives under this objective focus on creating a more consistent and survivor-centred experience across redress agencies. This includes strengthening financial recognition, improving access to wellbeing services, records access and supporting the delivery of apologies that are genuine, appropriate, and aligned with broader system improvements.

#### Improve personal apologies

In July 2025, Cabinet agreed to introduce legislative protections to support agencies in making personal redress apologies. The Bill includes legislative protections that enable State redress agencies to offer more meaningful apologies to survivors of abuse in State care.

These protections provide that personal apologies made as part of redress are not admissible as evidence in civil proceedings seeking remedies for abuse in care, and are not to be treated as an admission of guilt.

During the quarter, the Redress System for Abuse in Care Bill, which includes these provisions, was drafted by the Parliamentary Counsel Office and consulted on with relevant agencies. The Bill was introduced and had its first reading in October 2025.

#### Increase settlements payments

In April 2025, Cabinet agreed to increase the average settlement payment made by core State redress agencies to \$30,000 per claim, addressing inconsistencies in payments for similar experiences of abuse and neglect in care.

An interim approach, introduced on 9 May 2025, raised average payments made by State redress agencies from \$20,000 to \$30,000, a 50 percent uplift. Because the Ministry of Health had historically



made payments at a lower level than other redress agencies, these were brought into alignment with other agencies prior to applying the 50 percent uplift.

The interim measure provides more equitable payments for survivors while work continues to establish a common payments framework, to be implemented by December 2025.

### Common payment framework

In line with the Redress Implementation Plan to deliver an enhanced redress system, approval and implementation of a Common Payments Framework is scheduled for completion by December 2025. The framework will provide a transparent basis for determining financial redress, ensuring that comparable experiences of abuse or neglect receive comparable payments across all redress agencies.

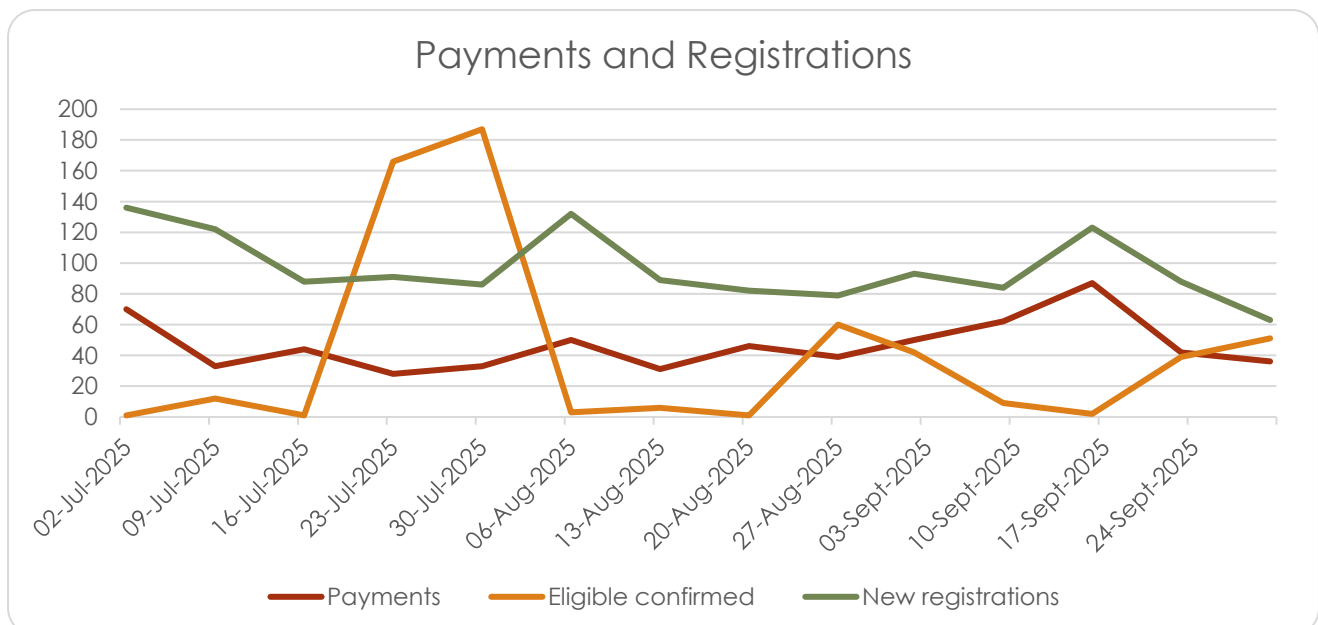
The Crown Response Office is working with redress agencies to develop a joint proposal for consideration by Joint Ministers later in 2025.

### Top-up Payments for survivors with closed claims

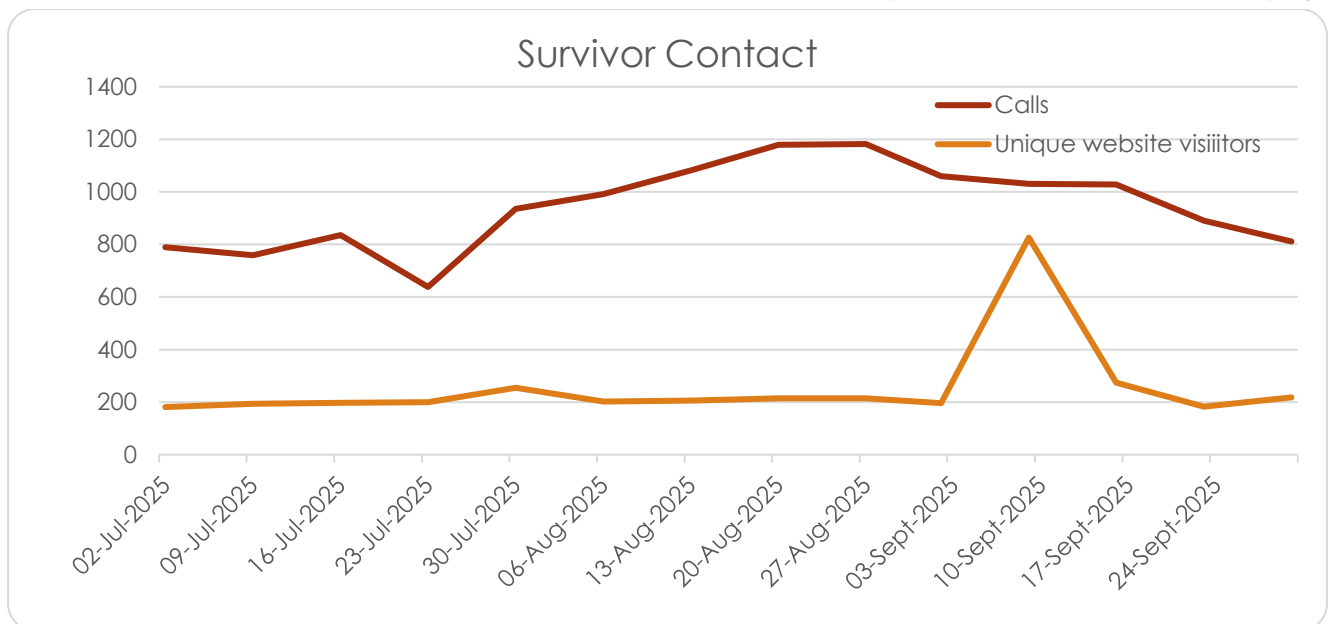
As part of Budget 2025, the Government introduced top-up payments for survivors who had previously received a redress payment. The process is simple and does not require reassessment of earlier claims. The top up process opened for applicants immediately following the Government's redress announcements on 9 May.

The programme saw strong uptake during Quarter 1 (July–September 2025). Registrations increased from 2,004 to 3,224, and confirmed eligible applications rose from 825 to 1,404. Payments made grew from \$3 million to nearly \$10 million, with more than 800 survivors receiving additional payments.

As shown in the chart below, payment activity peaked in mid-September before easing as early applications were finalised and new registrations slowed. By early October, activity had risen again, with 50 payments processed in the first week alone, indicating continued momentum.



The chart below outlines survivor contact with redress agencies via the phonenumber and website increased during July and August as survivors followed up on registrations and new payment settings. Activity eased through September as more payments were made, and initial enquiries were resolved.



### Survivor feedback: Top-up payments

Redress agencies received mixed feedback from survivors who contacted them during the quarter. Some survivors valued respectful and accessible support, particularly when staff made the registration process straightforward. Others raised concerns about communication and consistency, including unclear timeframes and minimal updates.

### Consistent support offerings

The delivery of consistent support offerings is being carried out in two phases.

Phase one focuses on improving the consistency of wellbeing support for survivors. Agencies are reviewing current services and identifying practical changes based on survivor feedback, service types, and the level of agency oversight required. Initial changes to improve consistency are planned for December 2025.

Phase two involves incorporating survivor feedback in the development and delivery of support offerings. Crown Response Office will seek feedback from the Ministerial Advisory Group and the Survivor Experiences Service on the proposed approach for phase two.

## Objective Two: Timely resolution of redress claims

This objective focuses on improving the speed and efficiency of redress processes, recognising that delays can affect survivor wellbeing and confidence in the system. Some survivors continue to experience long wait times, contributing to frustration and uncertainty.

Deliverables under this objective aim to streamline workflows, increase system capacity, and reduce administrative burden. The following section outlines progress on deliverables in scope for this reporting period.

### Streamline assessment processes – removal of practice failures

In line with Cabinet direction and the Redress Implementation Plan, redress agencies are progressing changes to streamline assessment processes by focusing on allegations of abuse and neglect. Practice failures will only be assessed where they contributed directly to abuse or neglect.

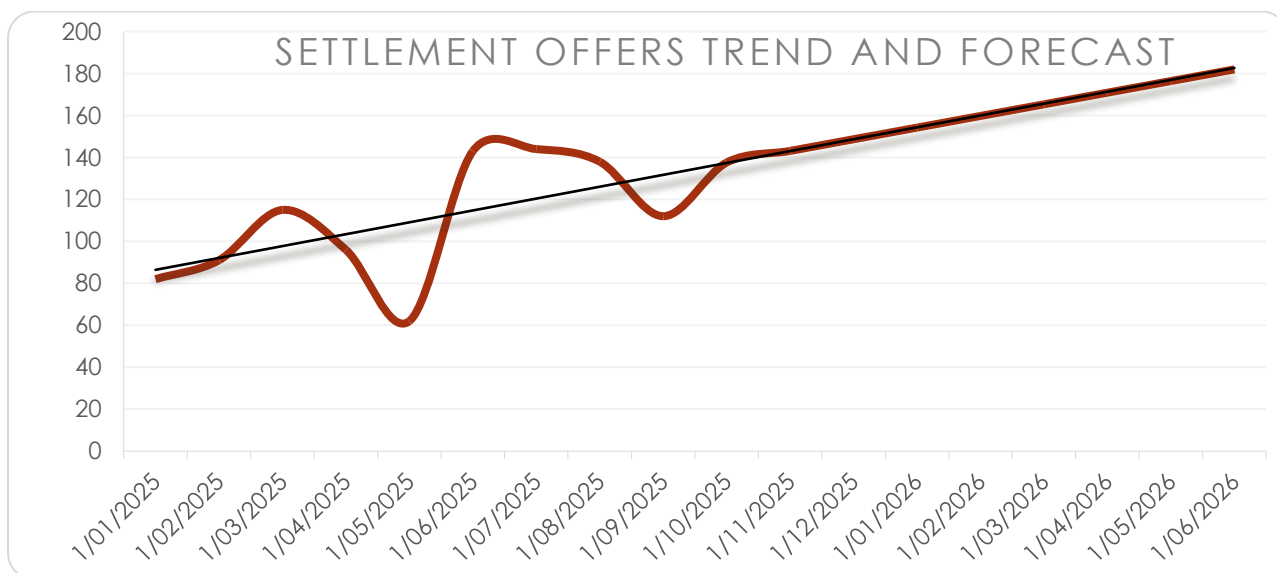
These changes aim to improve consistency across agencies, reduce assessment times, and enable more timely responses to survivors. Approval and implementation of this change are expected by December 2025, alongside the Common Payments Framework.



### **Increase in system capacity**

Redress agencies are progressively increasing system capacity to achieve a minimum of 1,550 settlement offers by June 2026. During Quarter 1 (July–September 2025), agencies recorded 394 settlement offers, up from 301 in Quarter 4 (April 2025 to June 2025). The average rose to 131 per month, compared with 100 previously, indicating a strong upward trend.

If this trajectory continues, agencies are on track to exceed the target, with forecasts suggesting around 1,830 settlement offers by June 2026. The chart below illustrates the actual and forecast trend.



### **Objective Three: Improving access to and navigation of redress services**

Survivors often face complex and fragmented redress processes across agencies, sometimes needing to repeat their experiences, which can cause additional distress.

Work is underway to simplify access through a single-entry point and a more coordinated, system-wide response. A unified set of clear, publicly available policies will support consistency and transparency, ensuring survivors have one primary point of contact.

#### **Joined-up redress system with one set of common policies**

This initiative aims to ensure a consistent and coordinated redress experience by developing a single set of policies across State redress agencies.

The Crown Response Office, working with redress agencies, has developed a prioritisation plan to guide the sequencing of policy development. Policies will be approved by the Redress System Senior Officials Group and published on the Redress New Zealand website once established.

#### **Integrated operating model and single-entry point to State redress system**

Progress is moving towards establishment of a single redress website which will provide survivors with one clear, easy-to-navigate entry point into the State redress system.

The website — called Redress New Zealand, describes the redress improvements underway. The Public Service Commission will host the site, which is set to go live later this year.

A new Redress Management System is being developed to help redress agencies work together more effectively to deliver redress. It will store survivor information in one place, enabling consistent service. Work on the system is underway.



### **Simple application process**

A simplified application process will make redress more accessible and consistent for survivors. Work is underway to introduce a standardised application form, ensuring a common approach to collecting survivor information across agencies. This will be integrated into the single-entry point for the Redress Management System by June 2026.

### **One Point of contact and one redress claim for each survivor**

Work is underway to establish consistent processes for identifying and managing redress for survivors whose care experiences involved multiple agencies. This includes developing a shared approach to settlement offers for claims that span more than one agency.

These processes will be implemented alongside the single-entry point and integrated operating model, scheduled for delivery by June 2026.

## **Objective Four: Increase trust and confidence in the redress system**

This objective focuses on strengthening transparency and rebuilding trust in the redress system.

Key initiatives include introducing an independent review process for survivors who wish to have their settlement offers reconsidered, establishing system-wide monitoring and public reporting, and appointing an Independent Redress Officer. Together, these measures aim to reinforce survivor voice, improve accountability, and build confidence in the fairness and consistency of the redress process.

The following section outlines progress on deliverables in scope for this reporting period.

### **Independent Redress Officer – Interim process designed to identify survivors with serious violent and sexual offences**

Following the Government's changes announced on 9 May 2025, a new interim process has been developed to identify any new claims from survivors who are convicted of serious violent and/or sexual offences, and who have been sentenced to five years or more in prison.

This process is being implemented across all redress agencies from mid-October 2025, ensuring a consistent approach.

An established process will be introduced following the appointment of the Independent Redress Officer, scheduled for September 2026. This role will provide independent oversight and decision-making in complex cases to maintain confidence in the integrity of the redress system.