



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

Quarterly Report (1 January 2026 – 31 March 2026)

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

May 2026



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Purpose

This quarterly report covers the period 1 January – 31 March 2026 (Quarter 3). It highlights progress against the Redress Implementation Plan (the Plan).

It summarises survivor insights, key milestones achieved this quarter, and data from redress agencies to provide a clear, system-wide view of progress to strengthen the redress system for survivors of abuse and neglect as described in the Plan.

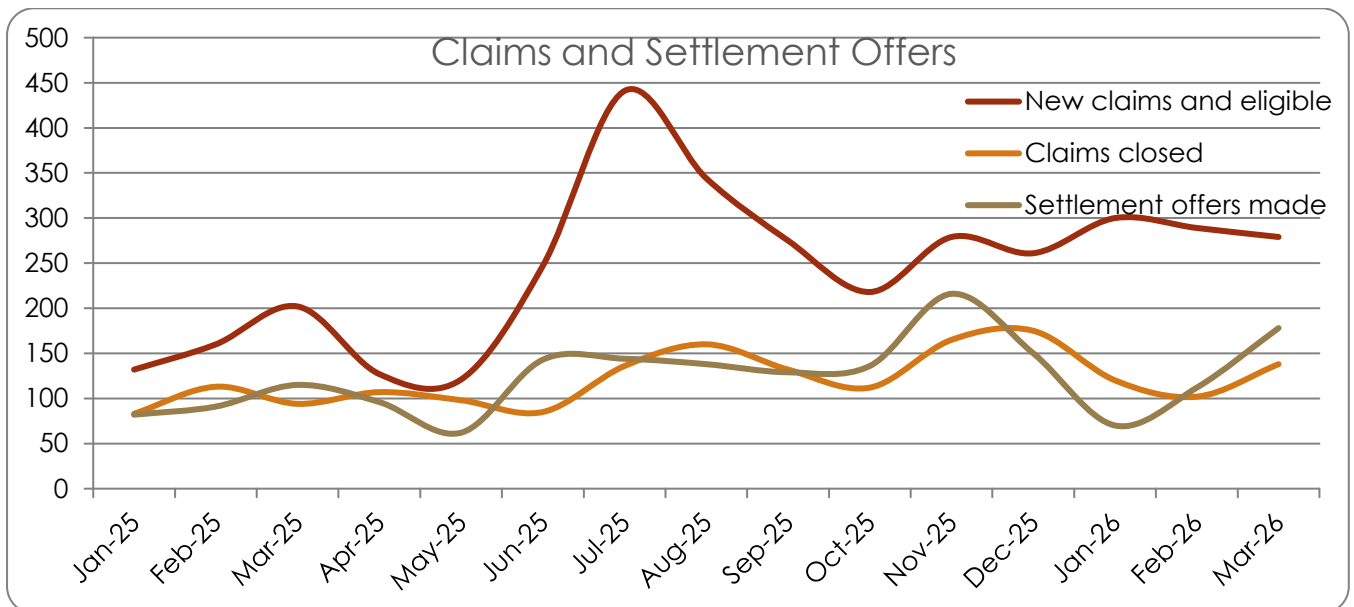
System Performance and Key Data Insights

Claim numbers

Redress agencies continued to receive a high number of claims during Quarter 3.

During Quarter 3 (January to March 2026), agencies recorded 868 new claims, made 360 settlement offers, and closed 360 claims.

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:¹



Compared with Quarter 2, new claims increased from 758 to around 868, indicating that demand remains elevated. Over the same period, the number of claims closed eased from 452 to 360, and settlement offers reduced from 502 to 360.

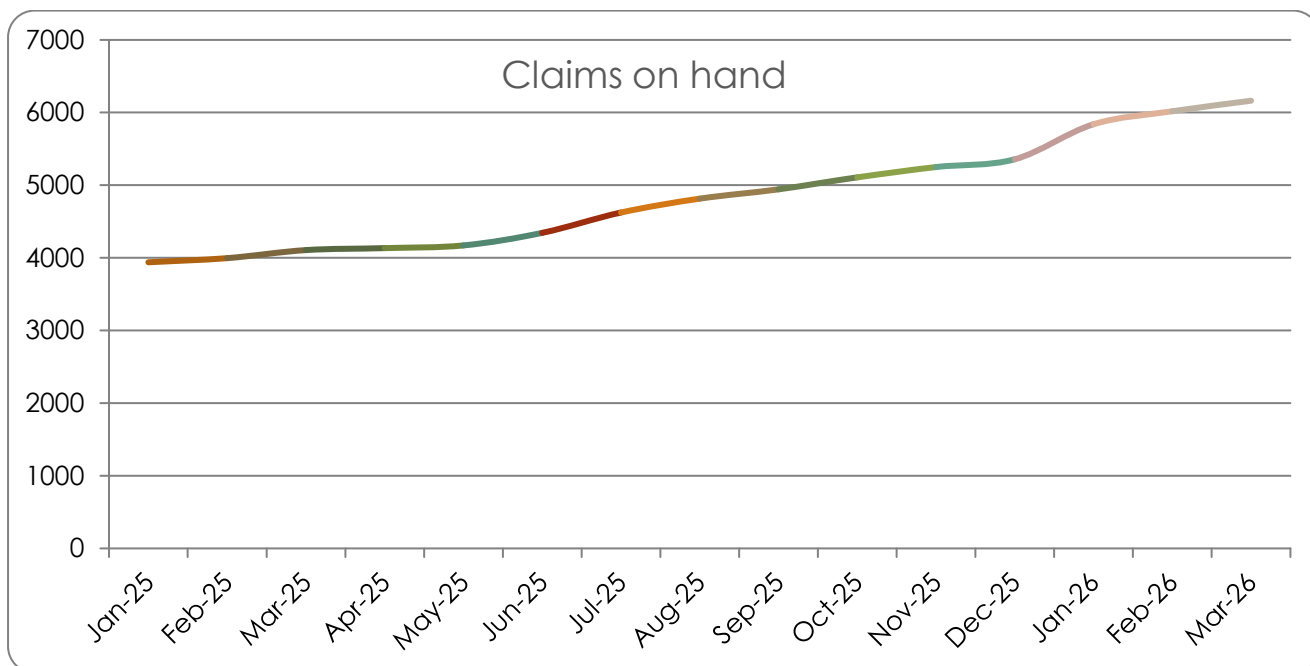
Settlement offers increased across the quarter, rising from 70 in January to 178 in March. This pattern suggests that activity was lower at the beginning of the quarter, which is consistent with the post-holiday period when agencies are restarting work and operational activity is typically slower.

The shift in numbers suggests that agencies began to move through the adjustment period following implementation of the common payment framework in late January.

¹ For Ministry of Health – Includes an estimated 17 Settlement offers made for Jul 25 – Sept 25 period. Only data from October 25 to March 26 is included for *Claims Closed*. For Ministry of Social Development – The combined Jan-Mar 2026 claims figures uses MSD's estimated-eligible number, consistent with current system reporting settings.



The following chart illustrates eligible claims on hand at month end for redress agencies:²



Claims on hand remained high during Quarter 3, increasing from 5,839 at the end of January to 6,163 at the end of March 2026. This represents an increase of 5.5%.

This indicates that, despite progress in increasing settlement activity, demand continues to outpace this progress. As a result, the number of claims on hand is increasing. This remains a key pressure point for the system. Redress agencies remain focused on increasing settlement offers and reducing the backlog for survivors over time.

Rapid Payment and Individual Assessment Split

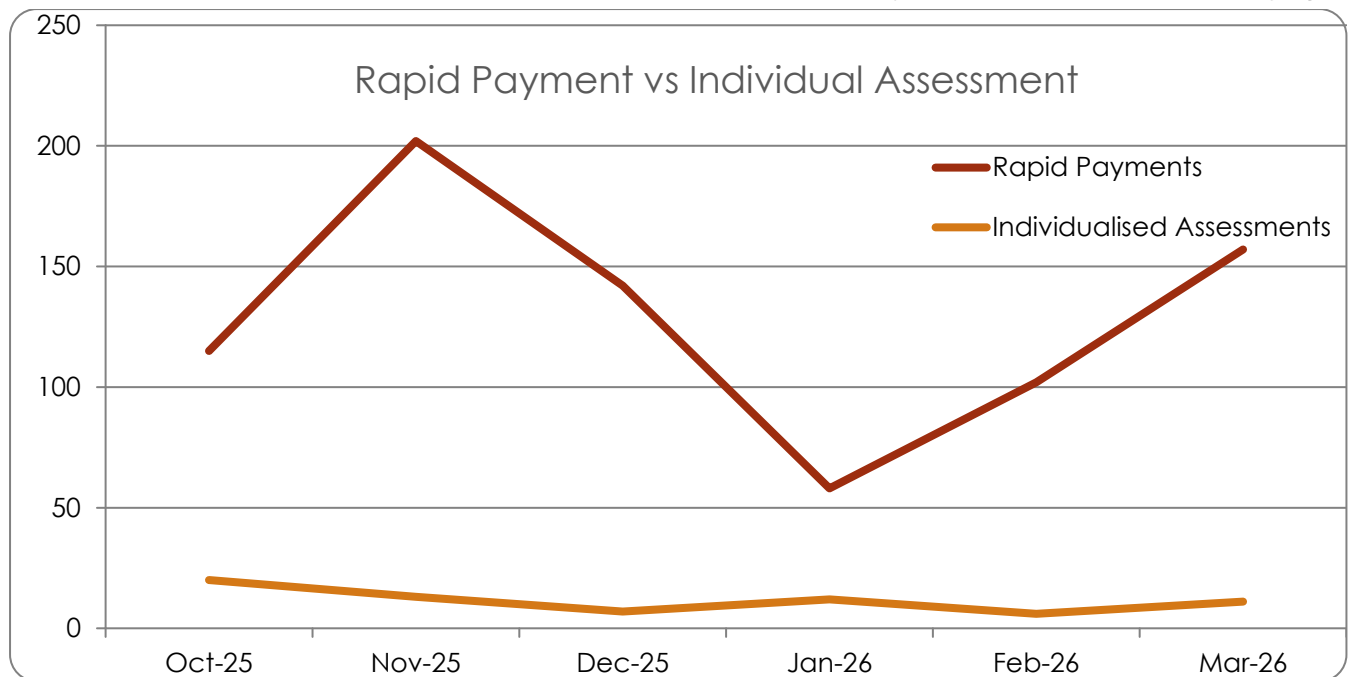
Across Quarter 3, Ministry of Social Development and Ministry of Education continued to provide the majority of their settlement offers through the Rapid Payment framework, while providing Individualised Assessments where needed.

Across Quarter 3 (January to March 2026), the Ministry of Social Development issued 311 settlement offers in total, comprising 287 Rapid Payments and 24 Individualised Assessments (around 92% rapid).

Over the same period, the Ministry of Education issued 35 settlement offers, made up of 30 Rapid Payments and 5 Individualised Assessments (around 86% were rapid payments).

The following chart shows the Rapid Payments versus Individualised Assessment split for settlement offers, reported only by Ministry of Social Development and Ministry of Education (given they are the only agencies with Rapid Payment processes):

² For Ministry of Health – Data from only October data is included.



Survivor feedback: Claims

Redress agencies continued to receive positive feedback from survivors during this quarter about their experience of engaging with agencies, particularly in relation to the respect, care and commitment shown by staff.

Feedback received this quarter highlighted that many survivors valued clear communication, supportive staff and the way agencies took time to explain the process. Survivors engaging with wellbeing support also described feeling respected, listened to and treated as people rather than numbers.

Some survivors continued to raise concerns about the time taken to resolve claims, and a small number expressed dissatisfaction with aspects of the redress experience, including the tone or impersonal nature of apologies. Overall, however, the feedback received in Quarter 3 remained predominantly positive.

Care records

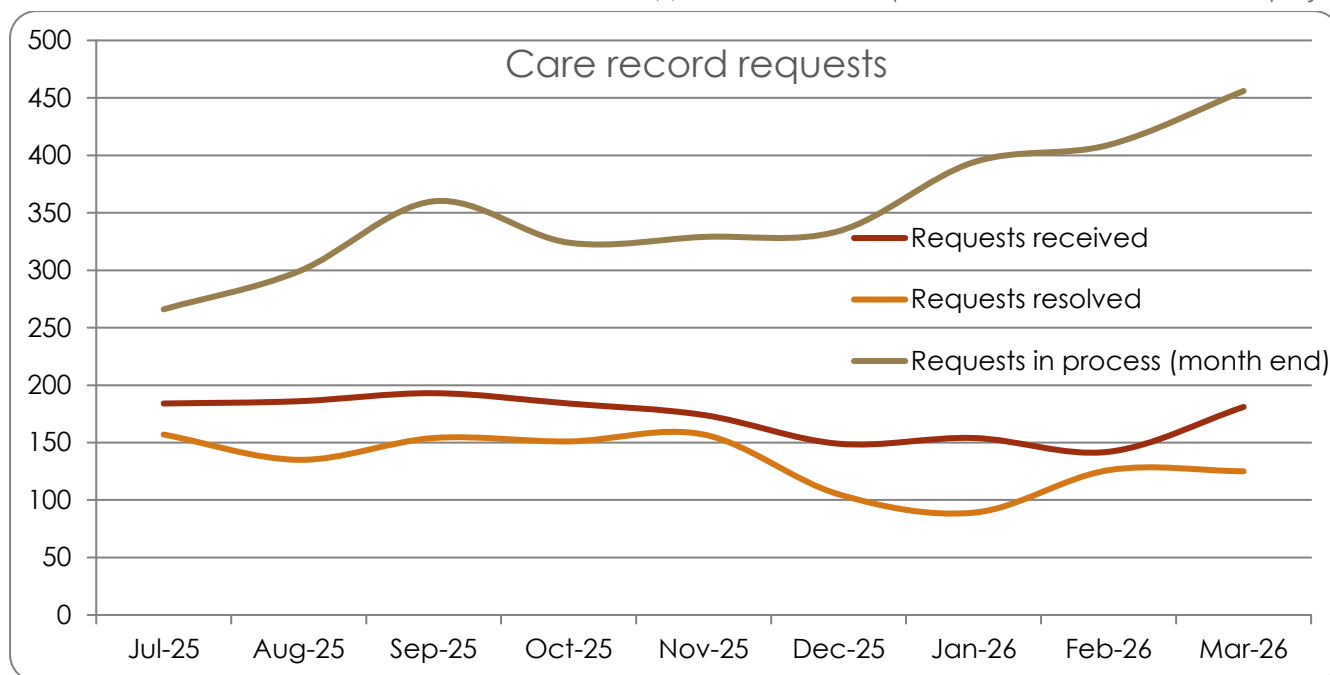
For many survivors, receiving their care records remains an important part of their redress journey. Responding to requests for records in a timely and consistent way continues to be an important focus for agencies.

During Quarter 3 (January to March 2026):

- 477 requests for care records were received.
- 340 requests were fulfilled within the quarter.
- 456 requests were still in progress at the end of March 2026.

The chart below shows the month-by-month requests for care records, fulfilled requests, and requests in process (excluding Ministry of Health, Te Puni Kōkiri and Oranga Tamariki).³

³ Historical figures for Ministry of Education have been adjusted to improve comparability with other agencies. Ministry of Education has previously operated two pathways for survivors seeking care records, either through a personal record search or a Privacy Act request. To align with the broader reporting approach, the series now reflects Privacy Act requests only.



In Quarter 3, care records demand remained strong. Compared with Quarter 2, the number of requests received was slightly lower, but the number resolved reduced (especially over the summer holiday period) which has led to an increase of requests still being processed. This remains an important focus, as timely access to records is a key part of many survivors' redress journeys.

Progress against the Redress Implementation Plan

The Redress Implementation Plan describes the improvements required to build a consistent, transparent, and survivor-focused redress system over the next few years. Redress agencies are working together to simplify access, reduce delays, and align processes so survivors receive coordinated support, including care records, wellbeing support, legal assistance, payments, apologies, and access to an independent review function for those who wish to seek reconsideration of the redress payment offered.

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 redress, introducing consistent support offerings, records access and supporting the delivery of genuine and appropriate apologies.

Improve personal apologies

In July 2025, Cabinet agreed to introduce legislative protections to support agencies in making personal redress apologies. The Redress System for Abuse in Care Bill (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 this quarter, the Bill completed its progress through the Select Committee stage. The Social Services and Community Committee reported the Bill back to the House on 13 March 2026⁴ and the Bill is currently awaiting its second reading.

Increased settlement 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.

This objective has now been fully implemented. An interim approach, introduced on 9 May 2025, raised average payments made by State redress agencies from \$20,000 to \$30,000, a 50% uplift. The intent was for the interim approach to be in place until the introduction of the common payment framework. The common payment framework has now been implemented (which includes the increased payments) and these increases have also been incorporated into the Ministry of Social Development and Ministry of Education's rapid payment frameworks.

Common payment framework

A common payment framework was developed to provide a clear, consistent and fair approach that reflects the severity and frequency of abuse and neglect, irrespective of where the survivor was in care or when the abuse or neglect occurred.

The common payment framework, which has a \$30,000 average payment, was implemented on 27 January 2026 by all current redress agencies to determine settlement payments offered to survivors following the completion of their individualised assessment.

The Framework is available for survivors to view on the Redress New Zealand website.

Top-up Payments for survivors with closed claims

Top-up payments were introduced in May 2025 for survivors who had previously received a redress payment. The process is simple and does not require reassessment of earlier claims.

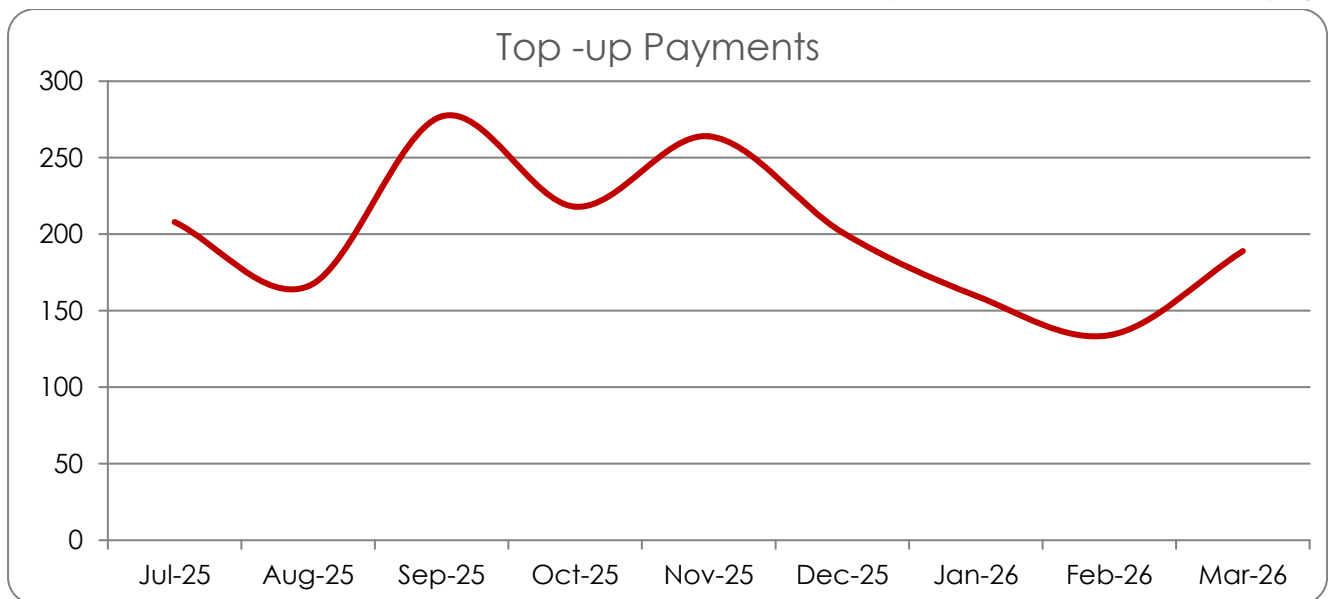
By the end of March 2026, 1,995 (increasing from 1550 at the end of Quarter 2) top-up payments had been made, with a total value of approximately \$23.29 million (increasing from \$18 million at the end of Quarter 2) paid to survivors.

Top-up payments continued to progress during Quarter 3 (January–March 2026). Registrations increased from approximately 3,937 at the end of December 2025 to 4,510 by 31 March 2026, and confirmed eligible applications rose from approximately 1,973 to 2,378 over the same period.

Quarter 3 recorded around 573 new registrations, compared with approximately 713 in Quarter 2, indicating that demand remained steady but has moderated from the earlier surge following go-live on 9 May 2025.

As shown in the chart below, top-up payments continued to increase from July 2025 and remained at a steady pace through Quarter 3, reflecting ongoing survivor engagement with the top-up process.

⁴ <https://www.legislation.govt.nz/bill/government/2025/209/en/latest/>



These trends suggest survivors continue to engage with the top-up process and agencies are sustaining delivery, though enough capacity across agencies is essential for maintaining survivor confidence.

Consistent support offerings

The delivery of consistent support offerings is being carried out in two phases. Phase one (the Interim Supports approach) improves the provision of support from State redress agencies by filling existing gaps.

Since January 2026, survivors with eligible claims through the Ministry of Health have been offered access to support services via the Interim Supports approach.

Work on eligibility assessments is being finalised with Te Puni Kōkiri and Department of Corrections. Once this is done, survivors with eligible claims through Te Puni Kōkiri and Department of Corrections, will also be offered access to support services via the Interim Supports approach.

This will ensure all survivors accessing State redress can receive some form of support until a consistent approach is implemented across State redress agencies in June 2026.

Work is now underway to commence Phase two. This considers the long-term approach to providing consistent support across the redress system.

Objective Two: Timely resolution of redress claims

This objective focuses on improving the speed and efficiency of redress processes, recognising 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

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 will improve consistency across agencies, reduce assessment times, and enable more timely responses to survivors. They were implemented concurrently with the implementation of the common payment framework from 27 January 2026.

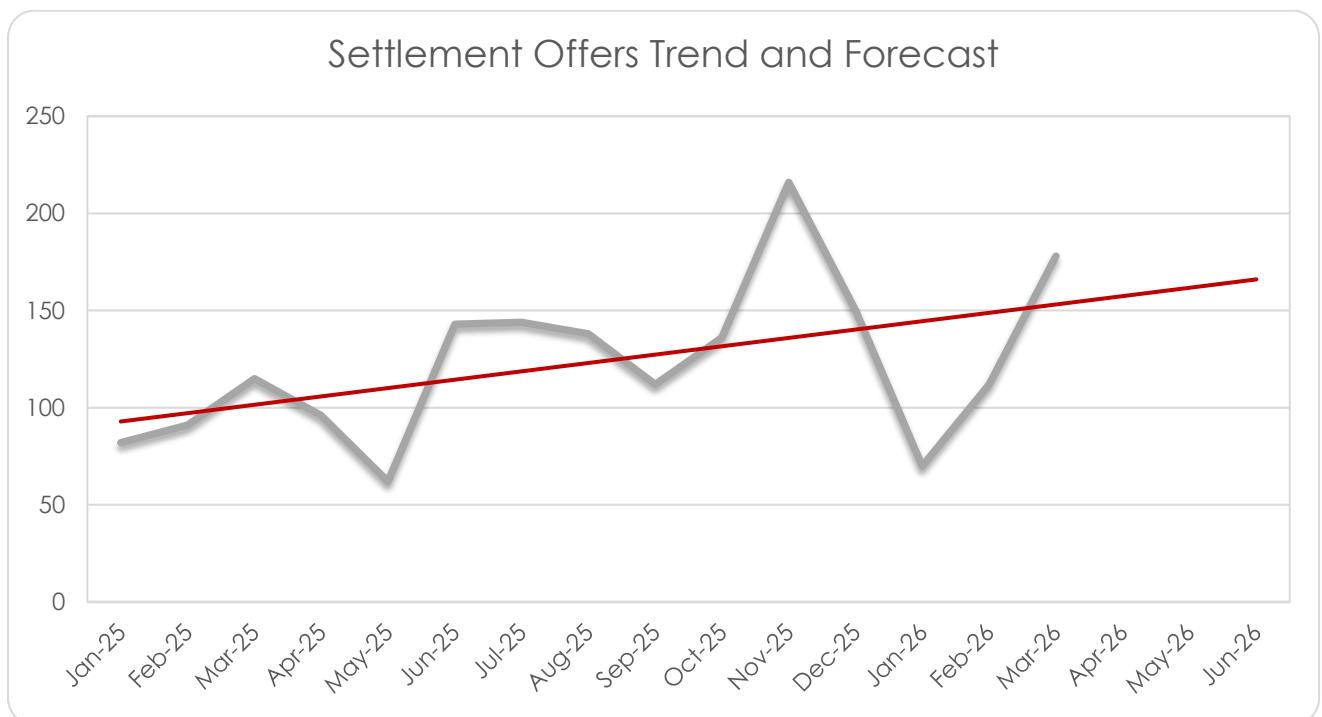
Increase in system capacity

Redress agencies continue to increase system capacity to achieve a minimum of 1,550 settlement offers by 30 June 2026.

By 31 March 2026, agencies had issued 1,273 settlement offers across FY25/26. Based on current forecasts, agencies expect to make a further 452 offers in Quarter 4, resulting in an estimated 1,725 settlement offers by the end of June 2026. This would place the programme above the FY25/26 target of 1,550 settlement offers.

The monthly run rate accelerated across the first half of FY25/26, increasing from about 136 offers per month in Quarter 1 to about 167 offers per month in Quarter 2, before easing to around 120 offers per month in Quarter 3, as agencies implemented and began embedding the common payment framework. March 2026 volumes increased to 178 settlement offers, suggesting that offer numbers increasing following the transition period.

Overall, the data shows that system capacity has increased materially over the course of FY25/26, although increases of new claims mean agencies need to build and sustain delivery capacity to improve timeliness for survivors.



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. This includes work to integrate Te Puni Kōkiri and Corrections claims into the broader redress system.



Joined-up redress system with one set of common policies

A joined-up redress system is being supported through the development of a comprehensive set of common policies, designed to make the State redress system more accessible, consistent, and easier for survivors to navigate.

The majority of these policies are expected to be in place by July, with work continuing into the next financial year to finalise more complex areas. Policies are published progressively on the Redress New Zealand website as they are completed.

Integrated Operating Model and single-entry point

The Redress integrated operating model is a multi-agency reform project designed to deliver a single-entry point for survivors (so that survivors do not have to approach multiple claims agencies). It includes new ways of working and frameworks for all redress agencies to deliver a joined-up seamless service for survivors.

Single-entry point service is being built at pace. Agencies are working collaboratively and constructively to support one another to stand up the service, demonstrating strong cross-agency commitment and shared ownership.

The recent decision to extend the State redress system to survivors abused in State-run mental health facilities from 1 July 1993 to 2022 is now being incorporated into the design of the new operating model.

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.

Integration of Te Puni Kōkiri and Corrections claims

Te Puni Kōkiri and the Department of Corrections are progressing work to establish redress processes, with the intention of integrating these into the wider redress system as the operating model is implemented.

Both agencies are advancing the development of their eligibility and assessment criteria. In parallel, work is underway to ensure the appropriate information is in place to support the assessment of claims, including establishing a team to undertake this work.

Once approved, the eligibility criteria will be published on the Redress NZ website.

One redress claim for each survivor

Work is underway to establish a coordinated approach for responding to claims involving multiple agencies or care settings, with the aim of providing each survivor a single, joined-up response. This includes developing shared processes for preparing settlement offers where responsibility spans more than one agency.

Implementation is dependent on establishing appropriate mechanisms and information-sharing arrangements to identify cross-agency claims. Consideration of these requirements is ongoing. Progress on the policy is well advanced, with ministerial approval anticipated in the early part of the 2026/27 financial year.

Common Legal framework

Work has commenced on developing a common framework to guide the approach to legal costs across redress agencies, aiming to establish consistent and transparent parameters for the support



available to survivors. This work will continue into the next financial year, allowing time for engagement with relevant legal stakeholders on the draft framework before it is finalised.

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 function 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 reinforce survivor voices, 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 review function for survivors who are unhappy with redress payment being offered

Work continued in Quarter 3 to design an independent review function that will enable survivors who are unhappy with their redress payment offer to seek an independent review of the payment before accepting a settlement offer. The function will operate independently of redress agencies and will provide assurance that individual settlement offers have been determined and applied consistently in line with the common payment framework. The independent review function is scheduled to go live alongside other system changes later this year.

The Redress System Monitoring and Reporting Framework

Work is underway to develop a system-wide monitoring and reporting framework that will provide a consistent view of how the redress system is performing. The framework will support transparent reporting against key performance measures and incorporate survivor perspectives to inform ongoing system improvement. As the system matures, performance measures and reporting outputs will continue to evolve and be refined.

Ongoing system-wide reporting will continue, with further work planned in the 2026/27 financial year to expand measures and key performance indicators. This includes developing a more consistent approach to capturing survivor feedback and strengthening programme-level metrics to demonstrate progress and system change over time.

Interim process designed to identify survivors with serious violent and sexual offences

Following the introduction of the Redress System for Abuse in Care Bill (the Bill), an interim process has been developed for applications for financial redress from survivors convicted of a serious violent and/or sexual offence, and who have been sentenced to five years or more in prison for that offence.

While the legislation is being considered, an interim process is in place for new redress applications submitted from 9 May 2025. All survivors seeking financial redress from 9 May 2025 are required to fill out a form giving consent for a criminal conviction history check to be made by an independent redress assessment unit.

The form also provides consent for the unit to request any sentencing information on their behalf from the relevant sentencing Court(s) if their criminal conviction history result shows they have been convicted of a serious violent and/or sexual offence.

Survivors who have been sentenced to five or more years in prison for a single serious violent and/or sexual offence will have their financial redress application put on hold until the Bill has passed and the independent decision maker is in place to consider whether providing financial redress to that survivor would not bring the redress system into disrepute. However, they may still receive an apology and access wellbeing support.