



# **Crown response pānui newsletter**

Friday 9 May

## **About**

As part of its pre-Budget 2025 announcement, the Government announced on 9 May 2025 improvements to the redress and care system to prevent, identify, and respond to abuse in care.

## **Immediate redress improvements for survivors with claims**

From 9 May 2025:

- settlement offers to resolve any existing and new claims will be adjusted to reflect the Government's decision to increase the average redress payments for new claims from \$19,180 to \$30,000. This will be done using an interim approach until a common payment framework is developed and implemented.

- survivors with closed claims can register to receive a top-up payment through the website: [www.abuseincaretopups.govt.nz](http://www.abuseincaretopups.govt.nz) today. (If you cannot access a website easily, a phone line will be available from **8am Monday 12 May 2025**. The number is: 0800 TOP UPS [0800 867 877] and will be available weekdays between 8am and 5pm. From overseas call: +64 4 931 1678).

## Future redress improvements

Other redress improvements will:

- deliver further increases in capacity for claims processing to at least 2,000 claims per year from 2026/27, increasing to 2,150 from 2027/28.
- increase alignment and consistency in service offerings across the system by:
  - implementing a common payment framework that applies to all agencies.
  - exploring opportunities to support redress agencies to make more substantive apologies including whether legislative change is needed to achieve this.
  - developing a common support service framework.
  - introducing a single set of operational policies.

- improve access to and navigation of redress services and introducing independent advice and transparency by:
  - introducing a single-entry point to core State claims processes.
  - managing survivors claims as a single claim to stop the need for survivors to lodge multiple claims across agencies.
  - implementing an independent review process for survivors who are unhappy with the decision and redress payment being offered.
  - introduce integrated system reporting, incorporating survivors' insights, to increase transparency about redress processes.

An implementation plan outlining these proposals will be provided to joint Redress Ministers in July this year.

The Government will also establish a Ministerial Advisory Group of survivors and advocates in the coming months to provide relevant Ministers with advice on implementation of the redress improvements and on the wider Government response to the Royal Commission.

Cabinet has also decided a new process will apply for new claims from survivors who are also serious sexual and/or

violent offenders who have been sentenced to five years or more in prison. Modelled on similar approaches in Australia and Scotland, an independent decision maker will provide assurance that a redress payment would not bring the scheme into disrepute. Legislation establishing this will be introduced later this year.

## **Release of Design Group's high-level proposals**

The Government has proactively released the Design Group's high-level proposals on the Crown response website:

<https://www.abuseinquiryresponse.govt.nz/assets/Uploads/Proactive-release/Putahi-te-mauri-he-wai-ora-e-Redress-design-proposals-1.pdf> (and <https://tinyurl.com/4j4s3ezy>)

You can find other proactive releases here:

[www.abuseinquiryresponse.govt.nz/information-releases/](http://www.abuseinquiryresponse.govt.nz/information-releases/) (and <https://tinyurl.com/yvenhjpt>)

## **Detail about the care safety announcement**

Delivering the Crown response is a multi-agency responsibility. Multiple ministries have operational, policy

and statutory responsibilities and knowledge to contribute to the success of the Government's response to the Royal Commission.

The Government is investing in the following initiatives across multiple government agencies.

### **Build a diverse capable and safe care workforce**

The Ministries of Education, Health, Social Development Disability Support Services and Oranga Tamariki will jointly design and implement a phased rollout of care training and ongoing development, and joint review and implementation of workforce screening and safety.

### **Improve mental health inpatient environments**

Health New Zealand will make mental health inpatient unit environments safer and improve privacy and dignity for patients

### **Prevent, recognise and respond to abuse in care**

The Social Investment Agency will manage a social investment approach to evaluate and fund initiatives to prevent the entry of children and vulnerable adults into care.

## **Reduce abuse and harm to children and young people in remand homes and in the care of individual caregivers**

Oranga Tamariki will be responsible for training and development, monitoring and assurance, improved escalation, processes and response times, approvals and accountability processes to reduce abuse and harm to children and young people in community and remand homes and those cared for by individual caregivers.

## **Oversight of compulsory mental health and addiction care**

Bolster oversight of compulsory mental health and addiction care by increasing the capacity, expertise, and availability of independent statutory roles including District Inspectors and Review Tribunals and improving models of care.

## **Strengthen processes to recognise and response to instances of abuse in care**

The Ministry for Social Development Disability Support Services will strengthen processes that recognise and respond to instances of abuse in care. They will do this by introducing additional audits on the quality of services delivered by contracted care providers and improving the

systems that support the management of critical incidents and complaints.

## **Recordkeeping to improve quality, quantity, capacity, access and whānau connections**

Funding is provided to develop, implement, and monitor new and consistent recordkeeping practices and standards, including new records retention and disposal rules, and targeted support for improved recordkeeping in the state care sector. Funding also provides targeted support to improve record-keeping guidance in the education and disability care sectors. This is a joint initiative between the Ministries of Education, Social Development (Disability Support Services) and the Department of Internal Affairs.

## **End of information | Crown response pānui newsletter**

This Large Print document is adapted by Blind Citizens NZ from the standard document provided by the Crown Response Office