



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

25 June 2024

Tēnā koe

### **Official Information Act Request**

Thank you for your email of 29 May 2024, requesting a list of documents usually created, amended and/or reviewed in relation to a claimant's claim under the Historic Claims process.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

Please find the attached **Appendix**, containing a list of documents usually created, amended and/or reviewed in relation to the claimant's claim under the HCT process and at what stage during the HCT process these documents are created, amended and/or reviewed.

I will be publishing this decision letter, with your personal details removed, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

A handwritten signature in black ink, appearing to read 'Magnus O'Neill'.

pp.  
Magnus O'Neill  
**General Manager**  
**Ministerial and Executive Services**

**Appendix: List of documents usually created, amended and/or reviewed in relation to the claimant's claim under the HCT process and at what stage during the HCT process these documents are created, amended and/or reviewed.**

Registration of claim

- Registration form
- Acknowledgment of claim letter or letter declining eligibility
- Privacy workbook – spreadsheet recording searches and search results for claimant files (also reviewed/amended during personal information process)
- Live Window Register – spreadsheet recording outstanding file requests to Iron Mountain
- Records workbook – checklist completed for each claimant of steps to confirm files for eligibility checking and personal information request (if applicable)

Engagement with claimant

- Claimant engagement log - created to record requests, contacts, and actions from and for a claimant whom the Ministry is working directly with
- Update emails to claimant (if claimant requests updates via email)
- Client interview notes – where a meeting occurs

Safety checking

- Spreadsheet created containing information about alleged perpetrators in claims to send to Oranga Tamariki for checking as to whether they are currently employed or providing caregiving services.

Personal information requests (PIR)

- Claimant PIR acknowledgment letter
- Editor note – records notes about redactions by staff member completing request
- Email providing Sharefile information to claimant (for those who are accessing their information via the electronic platform Sharefile)
- Letter to claimant advising details where they can collect PIR (for those that have requested hard copies of their information)
- Site reception form (for agency where person is collecting their PIR from)
- Personal information release letter
- Cover letter to prison where release is being sent to a prisoner

Discussion with claimant about their assessment options

- File note to record discussion with direct claimant about their options and decision made.

Internal administrative documents

- Rapid payment measures spreadsheet – records claimant assessment requests (i.e., which option chosen) and administrative details around claim allocation and status of the claim.
- Workflow tracker – administrative spreadsheet used by Team Leaders to track workflow of claims

- Allocations list
- PIR priorities – spreadsheet recording staff allocations for PIR
- Records allocations – spreadsheet noting staff allocations for records retrieval

#### Rapid Payment

- Rapid payment calculator and data collection template
- Supporting information for rapid payment document (created)
- DCE approval memo
- Settlement letter
- Settlement agreement
- Apology letter and cover memo to Chief Executive
- Closure of claim letter

#### Individualised claim assessment

- Assessment file search – spreadsheet filled in when staff member need institutional records for an assessment
- Individualised claim assessment
- Feedback file note - created where outcome is verbally shared with direct claimant
- DCE approval memo
- Settlement letter
- Settlement agreement
- Apology letter and cover memo to Chief Executive
- Closure of claim letter

#### Review of individualised assessment

- Review
- DCE approval memo (where outcome has been amended)
- Outcome of review letter
- Updated settlement agreement (where outcome has been amended)
- Closure of claim letter

#### Process and Practice guidance reviewed for various parts of Historic Claims process (not necessarily usually reviewed, but are available to be reviewed)

- MSD Historic Claims Business Process and Guidance (version 3.1 May 2023)
- Historic Claims Policy and Practice Guidance on Deceased Claimants
- Historic Claims Requests to Register Second Claims or Revisit Claims
- Historic Claims Policy on Ministry of Education Claims
- Rapid Payment Process Guide for direct claims
- Rapid Payments Process Guide for Cooper Legal claims
- Approved NGO Providers as at 30 June 2022
- Settlement Documentation
- Making Settlement Payments to Claimants
- Claim Review Principles and Guidance
- Guidelines on Discretionary Payments in Historic Claims
- How to fill out the Redress screens (in the Historic Claims Application)
- Guide to Understanding Claim Statuses (in the Historic Claims Application)

Assessment guidance

- How to identify and write an allegation
- Duplicate Allegations
- Timelines
- Information Sources for assessment
- Responsible Adults, Inaction and Inadequate Practice
- Emotional, Psychological and Verbal abuse allegations
- Assessing Frequency
- How to prepare a Step 2 analysis
- How to write a recommendation for payment
- Legislation and Social Work Guidance

PIR guidance

- Savings Provisions and Court Documents Guidance
- Court Document Review Process (July 2023)
- Shared Redaction Guidance (drafted by Crown Response to the Abuse in Care Inquiry)
- Historic Claims Coordinator Induction - this contains a variety of reference documents
- Claim Documentation Request How-to Guide (in-draft)

Records

- Records workbook process flow

**Notes:**

In addition, there are a variety of documents created for claims where relevant circumstances arise but are not documents “usually created” in a general claim. Examples of these include:

- Authority to act form
- Alternative bank account form
- Documents created to prepare for interviews and feedbacks when these are face-to-face such as travel approval forms, site safety plans, letters confirming meeting details, preparation documents and letters to arrange prison interviews. With the introduction of rapid payments and advances in technology, there are fewer face-to-face meetings than in the past
- Referral form for wrap-around support service
- Counselling request spreadsheet – records claimants who have had funding approved for counselling.
- CMS request form (form that is provided to Service Delivery to carry out a contact details search using the Ministry’s CMS database).

In addition to the assessment guidance noted above, staff carrying out assessments will review a range of other documents including a person’s personal and family files, relevant legislation, relevant social work practice manuals and institutional files (where a Step 2 is being completed).