



19 September 2024

Tēnā koe

Official Information Act request

Thank you for your email of 23 August 2024 to the Ministry of Business, Innovation and Employment, your request was transferred to the Ministry of Social Development to respond to.

- 1. Any documents, reports, guidelines, or communications that collectively describe in detail the current redress scheme for abuse in care.*
- 2. The date when the current redress scheme was implemented.*

I have considered your request under the Official Information Act 1982 (the Act).

The Historic Claims team within the Ministry was formed in 2006 and has evolved overtime. However, its core purpose has remained the same. The team focuses on offering individuals who suffered abuse or neglect during their time in state care the chance to have their experiences recognised, and where applicable, to receive a formal apology and some financial redress.

The Historic Claims Team is dedicated to discussing the available options for claim assessment with each individual, ensuring a safe environment for them to share their care narratives if they choose to do so. The team provides ongoing support throughout the claims process and can facilitate a copy of their records upon request.

Details of the claims process can be found on the Ministry's website at <https://www.msd.govt.nz/about-msd-and-our-work/work-programmes/historic-claims/index.html>

I would like to highlight the Historic Claims Business Process and Guidance which outlines the management of claims from the initial registration stage and interaction with the claimant to the evaluation of the claim and the potential levels of compensation. Additional detailed information regarding the various stages of this process is available in the Practice Guidance section of the website.

The webpage also provides information about, and an update of the rapid payment process. Rapid payments were introduced in late 2022 as an alternative assessment option for claimants, following the Government's acceptance of a recommendation from the Royal Commission of Inquiry into abuse in state and faith-based care.

I will be publishing this decision letter, with your personal details deleted, 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.

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 or 0800 802 602.

Ngā mihi

A handwritten signature in black ink, appearing to read 'Magnus', is positioned above a horizontal line.

Magnus O'Neill
General Manager
Ministerial and Executive Services