

Hon Chris Hipkins  
Minister for the Public Service

Responding to the Royal Commission into Historical Abuse in Care's redress findings – Immediate projects to improve survivors' experience of seeking redress

Date of Issue: 9 August 2022

These documents have been proactively released:

- Responding to the Royal Commission into Historical Abuse in Care's redress findings – Immediate projects to improve survivors' experience of seeking redress, 4 July 2022, Office of the Minister for the Public Service
- CBC-22-MIN-0035, Cabinet Business Committee Minute, 4 July 2022, Cabinet Office
- CAB-22-MIN-0266, Cabinet Minute, 25 July 2022, Cabinet Office

The following information has been withheld, due to not being part of responding to the Royal Commission into Historical Abuse in Care:

- The names of other Cabinet Business Committee minutes (from different portfolios) from the Cabinet Minute CAB-22-MIN-0266

Chair  
Cabinet Business Committee

## **RESPONDING TO THE ROYAL COMMISSION INTO HISTORICAL ABUSE IN CARE'S REDRESS FINDINGS – IMMEDIATE PROJECTS TO IMPROVE SURVIVORS' EXPERIENCE OF SEEKING REDRESS**

### **Proposal**

1. The Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions (the Royal Commission) delivered its report on redress in December 2021. This paper provides a summary analysis of the report and seeks agreement to:
  - a. start work on four immediate, clearly defined priority areas recommended by the Royal Commission for improving the current redress experience of abuse survivors; and
  - b. defer a detailed report back on the Royal Commission's report and a report back on options for the collaborative design of an independent, survivor-focused redress system until September 2022.

### **Executive summary**

2. The Royal Commission's redress report set out the failures of previous responses to abuse in State and faith-based care, and made the case for a new, independent, survivor-focused redress system. Cabinet agreed to develop such a system [SWC-21-MIN-0204 refers]. I was invited to report back on analysis of the Royal Commission's report and proposed responses to its findings, priorities for immediate work, and options for collaborative arrangements to design the new redress system.
3. The Royal Commission's findings and recommendations are focused on transforming redress across four strands.
  - a. the development of a new independent, trauma-informed redress system, puretumu torowhānui, to be designed through a collaborative process;
  - b. immediate projects to help improve survivors' experience of redress with current processes;
  - c. the consideration of civil litigation settings; and
  - d. additional ways to prevent abuse, through a potential new right to be free from abuse and potentially expanding the focus of WorkSafe NZ.
4. These could form the basis of staged workstreams, drawing on different approaches, within an overall redress work programme coordinated by the Crown Response to the Abuse in Care Inquiry (the Crown Response):
5. This report back focuses on the immediate projects to improve survivors' experience. I propose to provide a detailed report back in September 2022 on the Royal Commission's report and on options for the collaborative design arrangements. The September timing represents a shift from the original plan to report back on the Royal Commission's report and collaborative options as part of this paper. It reflects the need for any Ministerial decisions about the design approach to be informed by a detailed analysis of the Royal Commission's report and to take more time with engagement and discussion with a range of survivor and advocacy groups, Māori interests and faith-based organisations.

6. Work is underway on how design and implementation of the new redress system can best align with Treaty of Waitangi obligations. The Crown Response is working with Te Arawhiti and Te Puni Kōkiri, and will also connect up with Manatū Wāhine, on a plan for close, careful engagement with a range of Māori interests on the redress kaupapa, with a focus on mōrehu (survivors), but also iwi, service providers, data organisations, and trauma and wellbeing experts.
7. There are four areas flagged by the Royal Commission for immediate work to be led by the Crown:
  - a. the establishment of a listening service to provide a safe and confidential avenue for survivors to share their care experiences after the Royal Commission concludes in June 2023;
  - b. improvements to records processes for survivors to more easily request, receive, and understand information about their time in care, and to have an improved sense of control over their care narratives;
  - c. setting up rapid advance payments to survivors who, due to serious ill-health or age, may not be able to engage with the new redress system; and
  - d. a public apology by the Governor-General and Prime Minister (a national apology), to be delivered once the Royal Commission’s final report has been published.
8. It is desirable to move rapidly with the first three items, to meet survivor expectations for change and to demonstrate the Government’s commitment to act promptly on the Royal Commission’s findings. There is an opportunity to look at expanding the recommended advance payments into rapid payments for all existing historic abuse claimants with the four main claims agencies (the Ministries of Education, Health, and Social Development, and Oranga Tamariki). This would address the significant and potentially traumatising waiting time involved in current claims processes, even under existing advance payment provisions.
9. The proposed projects would be coordinated by the Crown Response, drawing on key agencies and experts, with proposals jointly reported by the Crown Response to relevant Ministers and then to Cabinet by November 2022. An invitation would then be sought for the preferred approaches within each project to be considered, as needed, in an integrated Budget 2023 redress initiative. The proposed Ministers and timing are set out in Table 1.

**Table 1. Proposed reporting timing and Ministers for three immediate projects to improve the redress experience of abuse survivors**

Project	Options reported to	Timing
Establishing a listening service.	Minister for the Public Service.	Listening service proposals by November 2022.
Improvements to records processes.	Minister for the Public Service and Minister of Internal Affairs.	Initial records’ improvements mapped by November 2022.
Developing rapid payments under existing historic claims processes.	Minister of Education, Minister for Children, Minister of Social Development, and Minister of Health.	Rapid payment options by August 2022.

10. Preparatory work on the national apology should start late in 2022 so it can be fully developed soon after the Royal Commission’s final report is received in June 2023.
11. While work on all immediate projects would be led by the Crown, there would be engagement and consultation to help keep survivor perspectives at the centre of all work. Through prompt action, the Crown can demonstrate its commitment to the wellbeing of survivors.
12. Design and planning work on the proposed immediate projects will be primarily funded through the Crown Response. However, implementation of the projects will involve costs, depending on

the detailed options that may be agreed within each of them. The range of cost implications will be reflected in the proposals for each project, to allow them to be considered through the most appropriate path.

13. I also expect that any collaborative design work for the new redress system will be funded through the existing Crown Response appropriation. The costs of the new redress system and its implementation cannot be estimated at this stage, but will be significant. The intent is to have design options modelled and costed to allow Cabinet to make appropriate decisions ahead of the relevant Budget process.
14. The development of a new redress system is a substantial policy design initiative with major implications for significant communities that have experienced trauma over many generations. It will affect the portfolio responsibilities of myself and several other Ministers. Given this, I believe more active Ministerial engagement and oversight will be needed as the redress programme moves ahead, so Ministers are aware of, and can have input on, changes that impact their portfolios. The Crown Response will work with central agencies on the best forum for such oversight. As part of the proposed September report back I will also highlight where Ministers may need to be alert to potential policy issues, along with process options for keeping relevant Ministers informed and engaged.

### **Cabinet agreed a significant shift is needed in providing redress for abuse survivors**

15. The Royal Commission's December 2021 redress report outlined:
  - a. the significant types of harm many people experienced in State and faith-based care, and the serious life-long, and intergenerational, effects that harm has had on individuals, whānau, hapū, iwi, and communities;
  - b. the failures of previous State and faith-based responses to that harm, including the Crown's current historic abuse claims processes; and
  - c. the need for, and functions of, a future independent, holistic redress system, puretumu torowhānui, and how such a system could be developed through a survivor-led process.
16. The core functions of the future redress system outlined by the Royal Commission are that it is widely known and trusted, to:
  - a. provide a safe, supportive environment for survivors to talk about their abuse;
  - b. facilitate acknowledgements and apologies by the relevant institutions;
  - c. facilitate access to support services, financial payments and other measures that enable te mana thangata; and
  - d. make recommendations on identified issues, to help prevent further abuse in care.
17. In establishing the Royal Commission and the cross-agency Crown Response, we recognised the deeply serious nature of the issues to be investigated, and the need for the Crown to listen carefully to be able to make lasting change. Survivors are, and must continue to be, at the heart of all aspects of this work. In December 2021, Cabinet agreed [SWC-21-MIN-0204 refers]:
  - a. the Royal Commission's work showed an urgent and clearly demonstrated need for a significant shift from settlement-based claims processes to an integrated support-based approach to redress; and
  - b. to develop an independent survivor-focused redress system, informed by the Royal Commission's findings and recommendations, with a clear vision, purpose and characteristics that ensure the system is compassionate, equitable and meets survivors' needs.

18. The Committee invited me to report back with:
- a. detailed analysis of the Royal Commission’s report and proposed responses to redress recommendations;
  - b. priorities for immediate work, including those that could be undertaken to improve current claims services; and
  - c. options for collaborative arrangements to design an independent survivor-focused redress system, along with options for Ministerial oversight and a recommended approach for approving subsequent detailed governance and operational support arrangements.

**Proposed change in reporting back on the detailed advice and potential collaborative design approaches**

19. This paper is focused on the invited report back on priorities for immediate work, as set out in paragraph 18b. Proposals for the immediate projects start at paragraph 35. They represent an opportunity for us to press ahead with work that will make a difference to survivors’ redress experience and demonstrate the Crown has heard the call to action.
20. A comprehensive view of the Royal Commission’s findings will be necessary to inform choices around options for elements of collaborative design. Officials also need more time to complete engagement and analysis to be able to report back on the options for collaborative arrangements to design a new redress system and the full proposed approach the collaborative process will sit within. I therefore propose reporting back on these matters in September 2022.

**The Royal Commission’s findings have four strands for improving survivors’ redress experience that can form the basis of the Crown’s response**

21. The Royal Commission’s redress report provides a powerful summary of people’s experiences of abuse in care and the difficult journeys many survivors have had in seeking redress from the Crown or faith-based institutions. Appendix A provides a summary of the Royal Commission’s findings on current redress approaches. For the Crown these are often intensive claims-based processes that can, in many cases, take years to complete.
22. The Royal Commission made 95 recommendations that can be grouped, according to their focus, into the high-level strands and areas summarised in Table 2. Appendix B outlines the scope of the Royal Commission’s recommendations in its own language. Taken together, the findings and recommendations form the basis for a major shift in responding to abuse survivors.

**Table 2. Royal Commission findings and recommendations summarised by focus**

High-level strand	Area or aspect	
Development of a new redress system.	Redress system’s purpose and principles – an independent, principles-based system that gives effect to The Treaty of Waitangi and is consistent with international obligations.	
	Using a collaborative approach to design the new redress system.	
	Redress system’s high-level design – defining the system’s key components, characteristics, and fundamental operating approaches.	
	Redress system’s detailed design and implementation planning – developing the full detail for the components and approaches, working through the aspects listed at right.	Access pathways and communication.
		Interfaces with other systems.
		Capability and capacity.
		Funding and resourcing.
Legislation and enabling mechanisms.		
Transition to the new system.		

High-level strand	Area or aspect
Immediate projects.	Establishing a listening service for when the Royal Commission ends and before the new redress system is established.
	Making improvements to care and personal records processes.
	Making improvements to existing historic claims' processes, including making advance payments to elderly or ill claimants.
	Making a public, national apology about abuse in care.
Consideration of civil litigation settings.	Examining the conduct of civil litigation as it relates to cases of abuse in care.
	Examining the operation of legal aid and the levels of legal assistance for abuse survivors.
Additional ways to prevent abuse.	Considering creating a specific right to be free from abuse.
	Potential expansion of WorkSafe NZ's role to help prevent abuse in care-based workplaces.

23. Some of the specific recommendations within the different strands potentially sit in tension with each other. For example, recommendations proscribing detailed application and assessment processes appear to conflict with recommended principles of *utua kia ea* (survivors charting their own course) and *manaakitia kia tipu* (in particular, treating survivors with compassion and generosity). These potential tensions can be navigated by focusing on the intent and principles that underpin the recommendations. It is likely that some of the Royal Commission's individual recommendations may not be implemented through a collaborative process, however the outcome would reflect a principles-based redress system that meets survivors' needs with a clearly articulated rationale for why a specific recommendation was not taken up.
24. In responding to the Royal Commission's findings, the Crown should take a considered, all-of-system view (including being informed by and informing the implementation of *Te Aorerekura*) that puts survivors at the centre of decisions. We can use the different strands set out in Table 2 as the basis for phased workstreams within the overall redress work programme being coordinated by the Crown Response. Each workstream would consider the full complexities of the findings within that strand using the most appropriate method – whether collaborative service design, independent expert review, or agencies driving direct change work. Our choices here will be informed by detailed advice on the Royal Commission's report.
25. The Royal Commission will be providing its final report by June 2023, and has signalled it will produce a number of thematic reports ahead of the final report. These reports may contain further findings that can further inform the different redress strands. Such findings will be integrated into the overall redress work programme as they are received.

**Further engagement is needed before collaborative design approach options are provided in September 2022**

26. I propose delaying the invited report back on collaborative options to design *puretumu torowhānui*, which was to have been part of this paper, until September 2022. More time is needed to engage with survivor organisations before detailed options can be provided for Cabinet to make fully informed decisions.
27. The Crown Response is bringing onboard extra resources and, with COVID numbers decreasing, is planning in-person meetings and *hui*, which will increase the breadth of engagement. The additional time requested for the report back will allow for appropriate engagement and further analysis to inform the options to be presented to Cabinet.
28. The Crown is listening carefully to survivors, both in their direct testimony and through the Royal Commission's findings, and is committed to operating in ways that are open, grounded in *manaakitanga*, and survivor led. The Crown Response needs to continue to be transparent in

its analysis and engagement about where there are limitations or complexities that will need to be considered.

29. Engagement to date, including with faith-based organisations, has been positive and productive, with useful insights already garnered. The Crown Response knows that engagement will not always be positive, given the Crown's role in the abuse of people in care and failures in providing prompt, extensive redress, but is committed to respectful, active listening to everything that survivors have to share.
30. The development of a new redress system will affect the portfolio responsibilities of several Ministers and me. Given this, I believe more active Ministerial oversight and engagement will be needed as the redress programme moves ahead, so Ministers are aware of and can have input on changes that impact their portfolios. The Crown Response will work with central agencies on the best forum for early engagement on potential impacts and decision points around the redress programme. As part of the proposed September report back I will also highlight where Ministers may need to be alert to potential policy issues, along with process options for keeping Ministers informed and engaged. For example, engagement could include:
  - a. regular updates on the proposed immediate projects across August to November 2022;
  - b. an integrated Budget 2023 redress proposal in January 2023 (subject to the Budget process); and
  - c. regular updates on, and testing of, detailed design and implementation plans from September 2022 to July 2023, with the opportunity for meetings with key stakeholders.

### **The Treaty of Waitangi must be embedded in the redress design and operation**

31. Work is underway, but at an early stage, on how the Crown works with Māori to give effect to The Treaty of Waitangi in the design and implementation of the new redress system. A key consideration is for the system's design and operation to give effect to The Treaty through legislation, policy, and practice. The Crown Response is committed to developing the full work programme through engagement and negotiation.
32. We know that many of those who suffered abuse in care were tamariki and rangatahi Māori, and the gendered nature of much violence that creates intersectional issues for wāhine Māori. This results in trauma that negatively impacts the lives and wellbeing of individuals, whānau, hapū and iwi across generations. The Crown will engage broadly with Māori on its response to this hara and how the redress system needs to operate, both in terms of giving effect to The Treaty and individual and collective experiences of redress.
33. The Crown Response is working with Te Arawhiti and Te Puni Kōkiri, and will also work with Manatū Wāhine, on the details of plans for close, careful engagement with a range of Māori interests on the redress kaupapa, with a focus on survivors (mōrehu), but also hapū and iwi, the Iwi Chairs Forum, service providers, and trauma and wellbeing experts. In addition, some of the agencies involved in the Crown Response will have Treaty settlement commitments that will need to be reflected in engagement and work plans.
34. I expect that future recommendations from the Royal Commission, including any arising from its Māori hearing completed on 17 March 2022, will continue to inform the Crown's approach. An overarching theme of the Māori hearing was the need for the Crown to listen to and validate mōrehu accounts of their experiences. Mōrehu called for urgent, transformational change that is Māori and mōrehu-led. Witnesses spoke to the new redress system being restorative and needing to include tikanga-based apologies and comprehensive counselling, support to help people reconnect with their whakapapa, and record-keeping practices that reflect whānau ownership of whakapapa.

**Four areas for immediate work by the Crown**

35. As noted above, there are four areas flagged by the Royal Commission for immediate work to be led by the Crown, reflecting the State’s regulatory and funding role and the time-bound nature of the areas:
- a. establishing a listening service to provide a confidential avenue for survivors to share their care experiences once the Royal Commission concludes in June 2023;
  - b. improvements to records processes for survivors to more easily request, receive, and understand information about their time in care, and to have an improved sense of control over their care narratives;
  - c. setting up advance payments to survivors who, due to serious ill health or age, may not be able to engage with the new redress system; and
  - d. a national apology to be delivered once the Royal Commission’s final report has been published.
36. It would be good to move rapidly with projects on the first three items. Through prompt action, the Crown can help demonstrate its commitment to act swiftly on the Royal Commission’s recommendations for the wellbeing of survivors. It will also build confidence in the Crown’s commitment to develop puretumu torowhānui. Preparatory work on the national apology could start late in 2022 so it can be fully developed after the Royal Commission’s final report is received in June 2023.
37. The proposed projects are outlined in the following sections. The immediate projects would be led by the Crown Response and coordinated closely with agencies to keep all work joined up. The Crown Response would test thinking and work with interim advisory bodies, external experts, and eventually the collaborative redress design groups to help keep survivor perspectives at the centre of all work.
38. The proposed projects would be reported to relevant Ministers (Table 3) and then to Cabinet by December 2022. An invitation would be sought for the preferred approaches within each project to be considered, as needed, in an integrated Budget 2023 redress initiative.

**Table 3. Proposed reporting timing and Ministers for three immediate projects to improve the redress experience of abuse survivors**

Project	Options reported to	Timing
Establishing a listening service.	Minister for the Public Service.	Listening service proposals by November 2022.
Improvements to records processes.	Minister for the Public Service and Minister of Internal Affairs.	Initial records’ improvements mapped by November 2022.
Developing rapid payments under existing historic claims processes.	Minister of Education, Minister for Children, Minister of Social Development, and Minister of Health.	Rapid payment options by August 2022.

39. The Royal Commission repeatedly heard survivors speak of their experiences of childhood abuse and trauma. In response, the Royal Commission recommended the new redress system be trauma informed. This requires a consistent understanding of trauma and application of trauma informed approaches in policy and practice. The Crown Response will work with diverse experts and agencies to embed a trauma-informed approach across the overall redress work programme and the services developed through the programme. There will be resource implications around trauma expertise that will be reflected in the options provided from each immediate project



## Establishing a listening service

### ***Survivors need to be able to tell their personal stories between the conclusion of the Royal Commission and the establishment of the new redress system***

40. The Royal Commission has recommended establishing a listening service to provide a safe, supportive, confidential avenue for survivors to share their care experiences once the Royal Commission concludes in June 2023, and before puretumu torowhānui is stood up.
41. The Royal Commission has been conducting private or group sessions with survivors so they can share their personal experiences. The recommended listening service is envisaged by the Commission as a discrete function between its conclusion and the establishment of the redress system. Survivors' experiences could prompt urgent service referrals and their accounts, if they wished, captured for later use in puretumu torowhānui.
42. Those registering with the Royal Commission could form the initial users of the service if they wished. Some survivors may prefer to wait and engage directly with puretumu torowhānui, but all should have the option of being heard without major delays.

### ***There is potential for a listening service to be integrated into puretumu torowhānui***

43. While the Royal Commission's redress report describes the listening service as a separate and interim function from puretumu torowhānui, it should ideally be founded on the same transformational principles. As such, the listening service should be trauma informed, survivor centred, meet Treaty responsibilities, be culturally appropriate, and accessible to all people (reflecting the specific needs of disabled people and Deaf people). It could also be hosted by an external organisation or provider as an early expression of independence.
44. Depending on the listening service's form and supports, it could be considered a pathway into the new redress system both in terms of the timing of its establishment and the part it could play in supporting people to access the full redress system. The project can consider whether the proposed listening service is an interim or more enduring service that is eventually integrated into the full system. It should be possible to develop a listening service that leaves that option open, depending on the preferences of the collaborative design groups.

### ***The proposed listening service project will draw on a range of disciplines***

45. The Crown Response will consider options for a range of forms, supports, and hosts using a survivor experience lens. This will involve drawing on diverse survivor groups and expertise from a range of design and modelling disciplines, and the structuring of the Royal Commission's own private sessions. The previous Confidential Forum for Former In-Patients of Psychiatric Hospitals and Confidential Listening and Assistance Service offered successful services that provide useful insights and models to help with the design of the new service.
46. Key questions to consider in framing options for an appropriate survivor-focused service include:
  - a. the best mix of 'listeners', who will need to provide sufficient mana, independence, cultural sensitivity, and accessibility so the listening service can be trusted by survivors;
  - b. how widely the listening service could be available – for example, would it be solely for survivors or open to their whānau as well, and whether priority would be given to those who have not previously shared their experiences with other services;
  - c. what form or forms the actual listening experience could take, including whether survivors wish to have their accounts recorded for future engagement with puretumu torowhānui, and the potential for collecting information that would assist with care system improvements;
  - d. what additional supports and assistance could be wrapped into the listening service to provide meaningful support and follow up action for survivors. For example, services could include facilitating and supporting access to personal information in records,

referral assistance to counselling or other social services, assessment of immediate threat or harm to survivors or others, and building in some access to tikanga and cultural connection.

47. There would be resourcing considerations around both the service form and broader supports, which may require dedicated medium-term funding, workforce development, and support infrastructure. Any support involving mental health services in particular would require careful consideration, given the ongoing pressures in the sector. Potential resourcing needs will be outlined as part of the options analysis to be provided to me, and included in a proposal for Cabinet's consideration.

## **Improving records processes for people who have been in care**

### ***Information in records has deep personal and collective importance***

48. The Royal Commission's redress report and public hearings have provided rich insights into survivors' diverse experiences with requesting information from records. Many of those experiences have not been timely, mana-enhancing, or healing. For some, their records experience was re-traumatising. Common experiences included extensive delays in receiving records, incomplete or inadequate records, and heavily redacted records, especially to protect the privacy of other persons named in a survivor's personal records. The Royal Commission has therefore recommended improvements in accessing, creating, and managing information in care records.
49. Accessing recorded information about a person's journey through the care system is often part of seeking redress. However, access to this information also has a wider purpose and value within the broader concept of puretumu torowhānui. The information in records can be critical for a survivor to understand their identity and whakapapa, personal, whānau and collective histories, the reasons why they were in care, and the decisions made while they were in care.
50. When information is recorded incorrectly or not at all, such as cultural identity, it can adversely affect the course of a person's life and their understanding of self. We have heard how this has been particularly harmful for Māori, their whānau, hapū and iwi, and for Pacific peoples. Improvements to records processes can therefore support both individual and collective wellbeing.

### ***The Crown has the ability to lead meaningful improvements around records***

51. The balance of power in terms of information creation, control and access sits with care organisations, including the State. The Crown also has significant power as the regulator of public information. Given these powers, and the Royal Commission's own recommendations, the Crown has a duty to lead priority work that can make improvements around information management.
52. Based on the Royal Commission's findings, international experience, and the Crown Response's analysis, three initial areas of improvement have been identified:
- a. access – designing and implementing an improved experience for survivors requesting and receiving information about their time in care;
  - b. control – increasing the ability and ease with which survivors can influence how information about them is managed and used; and
  - c. narrative – exploring how improved access to information can facilitate the creation of personal and collective narratives for truth-telling, identity, and empowerment.
53. If information creation and management is perceived as a caring activity instead of just a compliance requirement, people may have less need to formally request information or amendments to records. If the accessibility of information in records is improved, then trust could be increased and survivors' sense of their own value and mana could be improved.

54. Improved information access and control would also support the design of the proposed listening service. People coming forward to share their personal stories with such a service would be better supported to access and understand information about their time in care, to help facilitate their sharing and personal narrative.

***The proposed records work will draw on service design expertise and lived experience***

55. The records improvement project will be coordinated by the Crown Response, drawing on the expertise of Archives New Zealand, the Office of the Privacy Commissioner, information management groups across agencies and external experts. There will be critical and potentially complex design work around the specific accessibility, support, and cultural requirements of diverse survivors, which will drive much of the change work.
56. Key elements in the proposed project, to be worked through with key stakeholders across the three areas of access, control and narrative, are:
- a. mapping all current processes, guidance, and policies (covering both State and non-State settings) affecting each area;
  - b. working with survivors to map how they want the future information access experience to look and feel, and how they want to exercise self-agency in the management of information about them;
  - c. developing new processes, guidance and policies, and identifying any regulatory or statutory, operating model or service changes that may be required to give effect to the new processes, based on the gaps between current and ideal experiences; and
  - d. securing approval and resources for the changes, and coordinating implementation.
57. Particular strands in the proposed project will explore how Māori, Pacific peoples', disabled peoples, Deaf peoples, and LGBTQIA+ peoples' perspectives and needs should be applied in the design of access experiences. These are developing areas of information practice for both the public and faith-based systems. The proposed work can help drive this forward by increasing maturity in information practice and governance, which can achieve wide-ranging benefits for anyone in connection with their personal information.
58. It is proposed that project progress is reported to me, as Minister responsible for the Crown Response, and the Minister of Internal Affairs, given her responsibility for the Public Records Act 2005.

**Developing rapid payments for those with existing historic claims**

***Recommendation for advance payments for ill and elderly claimants could be expanded to a rapid payment offered to all claimants***

59. The Royal Commission has recommended advance payments to survivors who have current claims in existing historic claims processes and who are elderly or seriously ill and may not live long enough to see puretumu torowhānui established. There are currently close to 3,000 active claims across the four agencies operating the primary claims processes (the Ministries of Education, Health, and Social Development, and Oranga Tamariki).
60. International research has shown exposure to 'multiple adverse experiences' in childhood can reduce life expectancy by up to 20 years. Attempts by agencies to reduce the time needed to complete detailed assessments of historic claims have not kept pace with the numbers of claims being received. Agencies already prioritise the claims of those who have advised they are seriously ill. However, processing times for priority claimants can still take many months.
61. Given the Crown's intention to develop puretumu torowhānui, there may be an opportunity to look at expanding the recommended advance payment for elderly and ill claimants to some form of rapid payment available to a significant number of claimants handled by the four agencies before puretumu torowhānui is in place. This would address the years-long wait many

claimants experience with some of the current processes and the compounding trauma the waiting creates for some survivors. Adopting a rapid payment approach would also mean the new redress system does not start with a backlog of survivors with wholly unaddressed claims – survivors would engage with puretumu torowhānui seeking redress solely under the new approach it embodies.

62. Delivering rapid payments to all claimants would likely involve some form of standardised approach based around existing average payments. Rapid payments could be offered to claimants without affecting their ability to access the future redress system – this will be considered as part of the project and form part of the proposals reported to Ministers and Cabinet. Any previous payments could be taken into account as part of the new redress system's payments.
63. A rapid payment approach would demonstrate that the Crown has clearly heard that existing processes are not meeting many survivors' needs, and would need to be accompanied by apologies and clear messages acknowledging the interim nature of the rapid payment. Any rapid payment would still prioritise the ill. Agencies would also continue to provide their other support and acknowledgement services, and may still be able to offer a full claim assessment process for survivors who request it.

***Working through the details and implications of a potential rapid payment***

64. The proposed rapid payment project will be coordinated by the Crown Response, with the four current claims agencies having key roles. The Ministry of Social Development is coordinating early cross-agency work exploring options for a potential standardised approach and rapid payments. As the largest claims processor by number of claimants, this provides a strong starting base for the proposed project. The claims agencies and Crown Response are working through the initial options to deliver a joined-up project, pending Cabinet agreement.
65. There are issues with potential rapid payments that will need to be carefully explored ahead of a particular approach being recommended. For example, a standardised approach would not acknowledge the specific nature of the harms experienced by each claimant, and could be considered by some as arbitrary and insensitive, repeating some of the same mistakes set out in the Royal Commission report. This could be mitigated by being clear the rapid payment seeks to address an immediate need to address claim wait times while puretumu torowhānui is developed. Care would also need to be taken about any potential precedents established by such an approach for the design of the new system.
66. There are also wider potential benefits for the new redress system. For example, claimants offered a rapid payment could be asked if they were happy for their information to be provided direct to puretumu torowhānui once it was established, so that they did not have to tell their stories again. The redress system could then directly engage with those survivors about the broader acknowledgment and support once that is available.
67. The agencies with larger claims processes have existing appropriations that fund their claims work. There are likely to be increased payment costs with a rapid approach, but these could be partially offset by operational process savings. Existing appropriations could cover a large proportion of rapid payments, but there may need to be additional funding sought as part of an integrated redress Budget 2023 proposal. Subject to the payment and process options being mapped out in full, it is not clear what additional funding may be needed. Cost modelling will be a vital part of the project.
68. Changes to historic claims processes would fall under the existing mandate for the agencies operating the processes (the Ministries of Education, Health, and Social Development, and Oranga Tamariki). It is therefore proposed that work on rapid payments is reported jointly to me and the Minister for Children, Minister of Health, and Minister of Social Development.

69. It is expected existing claims processes as a whole would remain active while the new redress system is designed and developed. Survivors need to continue to have access to historic claims processes in lieu of the new redress system.

**Work on a national apology to abuse survivors should start later in 2022**

70. The Royal Commission has recommended the Crown and relevant faith-based institutions should publicly acknowledge and apologise for the tūkino inflicted and suffered, including a public apology to survivors by the Governor-General, Prime Minister, and heads of relevant faith-based institutions.
71. It is proposed that preparatory work on the form, content and delivery of a national apology should start in late 2022. This will allow for close engagement with survivor groups on how a national apology can be made in the most meaningful way. The Dawn Raids Apology provides one example of how such an apology can be developed and made outside more traditional Parliamentary processes, which have typically been the form used in other countries. The Crown Response will engage with the Ministry for Pacific Peoples on its processes for and lessons from the Dawn Raids Apology as part of detailed preparation for the national abuse apology.
72. The delivery of a national apology alongside tangible actions, such as the proposed establishment of a listening service, improvements to records and rapid payments, would contribute to the sincerity and credibility of the apology. The full text of the apology would not be able to be prepared until the Royal Commission has delivered its final report in June 2023, so that the apology can speak to all the survivor experiences the Commission has heard.

**Other Areas of Work**

73. The Ministry of Justice is leading a review of the Limitation Act 2010 in respect of historic claims of abuse in care [SWC-19-MIN-0193 refers], in response to an earlier Cabinet directive. This work is continuing, drawing on the Royal Commission's full redress findings, and the Ministry will work with its Minister to confirm a suitable report back timing on the review.
74. It is proposed the terms for a potential broader policy project regarding civil litigation are examined after the high-level design of the redress system is completed. The Royal Commission's findings in this area have a wide range of potential legal implications that require further consideration and analysis before any specific work is recommended. The role of ACC in the New Zealand system, which largely replaces personal injury litigation, is of critical relevance. Any work on civil litigation would require that ACC and civil litigation recommendations are considered together, as components of the same system.
75. The Royal Commission made specific recommendations that a new right to be free from abuse is reflected in law and that WorkSafe NZ's role be expanded to cover abuse in care. The latter would be a significant expansion of the agency's current focus on the safety of workers. Abuse prevention could form part of broader guidance on safe and healthy work environments, but would need to be considered as part of a wider picture.
76. There are protections of the rights of people to be free from harm and abuse through the New Zealand Bill of Rights Act 1990, the Human Rights Act 1993, and a range of international obligations such as the United Nations Convention on the Rights of the Child and the United Nations Convention Against Torture. Changes that would affect the rights of all New Zealand citizens need to be considered in their full context.
77. I proposed that consideration of additional ways to prevent abuse is undertaken once the Royal Commission issues full findings and recommendations on safety improvements, care system monitoring, and accountability. This will allow for a joined-up consideration of the regulation and operation of care safety. Analysis and advice would be sought from a full range of care, safety, and justice agencies, organisations, and experts.

## Financial implications

78. Work on the proposed immediate projects and the design process, including payments to survivors, advocates and experts providing expertise and input, will be funded from the Crown Response appropriation in Vote Oranga Tamariki. There will be resource demands on agencies to participate in the design process, which will be partially offset by Crown Response funding.
79. There will be potential financial implications arising from the implementation of the projects, pending the detailed work on options within each:
- a. **Listening service** – implementation and operational costs will depend on the number of listeners and support services and the number of survivors who take up the service. Demand and cost modelling will form an important part of the options analysis, which will be presented as part of a funding request expected to form part of the broader redress initiative to be provided for consideration in Budget 2023;
  - b. **Records access** – there may be costs associated with process changes in records management, and specialist wrap-around support that could be provided to assist survivors to access and understand their care records. Such costs will be determined as part of the project and form part of the broader options put forward for consideration; and
  - c. **Rapid payments** – the cost implications will depend on the payment approach and the number of claimants who accept the payments. While a large proportion of costs will likely be covered from existing historic claims' appropriations, and there will be operational savings from a standardised approach, additional funding may need to be sought as part of an integrated redress Budget 2023 initiative.
80. Demand and financial modelling will form a critical part of the overall design process to provide Cabinet with pragmatic options in the final full design proposals. The Crown Response is working to build relevant financial models for the costs of the immediate projects and the full redress system, with the full economic costs of abuse as an important counterpoint. The Crown Response will keep in close contact with Treasury to align with Budget processes and to test the robustness of the financial models. I envisage redress design proposals will come to Cabinet in mid-2023, as first signalled in the December 2021 paper.

## Legislative implications

81. There are no immediate legislative changes proposed. The proposed immediate work on improvements to records processes may identify legislative considerations for information sharing, and record creation and preservation. For example, the Chief Archivist has statutory independence in regulating government information. If particular care or redress recordkeeping requirements are identified, the Public Records Act 2005 might need to be amended to make them transparently distinct from the discretion of the independent regulator.
82. The broader redress system design process is expected to identify potential legislative changes that will need to be considered as part of the eventual detailed design proposals. There will be key legislative considerations involved in any litigation review work, to be undertaken once the design of the new redress system is clearer. Any implications for the Limitation Act 1950, Limitation Act 2010, New Zealand Bill of Rights Act 1990, Human Rights Act 1993, and Accident Compensation Act 2001 will need to be worked through as part of comprehensive analysis.

## Regulatory impact

83. Impact analysis is not required, since there is no proposal to amend, repeal or introduce new legislation at this time. Any legislative proposals arising from the detailed design work or litigation review work will be accompanied by impact analysis.

## Population implications

84. As outlined in previous papers to the Committee on responding to the Royal Commission and its recommendations, Māori, Pacific peoples, disabled people, Deaf people, and LGBTQIA+ people have all been significantly affected by abuse in care and are therefore a critical focus in the design and development of puretumu torowhānui. All will be expected to participate in any collaborative process employed, so that the system is responsive to people's specific cultures, context, and needs.
85. There will also be targeted engagement on the immediate projects set out in this paper. Drawing on survivor design groups and consultation with diverse communities, it is intended the services and changes to be developed in each project reflect people's particular circumstances, cultural needs, and ability to access and use the services.
86. The new approach to redress will also need to provide people seeking redress diverse pathways into and through the system that are sensitive to gendered experiences. There will be also issues of intersectionality, for example wāhine Māori experience abuse that has both gendered and racial elements.
87. The redress programme needs to intersect with other work underway across government, including Te Aorerekura, the Child Wellbeing Strategy, and the Pacific Wellbeing Strategy. An integrated redress system has the potential to help address trauma for survivors and their whānau and communities, contributing to positive longer-term outcomes. Drawing on the wider network of work associated with the different strategies will allow the design process to learn from a broader array of groups and processes and help reduce the risk of redress being developed and existing in a silo.
88. The Royal Commission's findings can also help shape other current and future work programmes across government, particularly those related to institutional care, so that flawed past policies and approaches regarding institutionalisation are not repeated. This is an important way to honour those who have shared their stories and experiences with the Royal Commission.

## Human rights implications

89. The Royal Commission recommended that the puretumu torowhānui system should be consistent with the commitments Aotearoa New Zealand has under international human rights law, including the United Nations Declaration on the Rights of Indigenous Peoples and United Nations Convention on the Rights of Persons with Disabilities. These commitments include that effective redress must be available for human rights violations. The proposed immediate projects, redress system design and litigation review processes outlined in this paper, being collaborative and survivor-focused, are intended to uphold human rights and are consistent with the New Zealand Bill of Rights Act 1990 and the Human Rights Act 1993.

## Consultation

90. This paper was developed by the Crown Response. The ACC, Archives New Zealand, Crown Law Office, Department of Corrections, Ministry for Pacific Peoples, Ministry for Women, Ministry of Business, Innovation and Employment, Ministry of Education, Ministry of Health, Ministry of Justice, Ministry of Social Development, New Zealand Police, Office for Disability Issues, Oranga Tamariki, Public Service Commission, Te Arawhiti, Te Puni Kōkiri, Treasury, and WorkSafe NZ were consulted. The Department of the Prime Minister and Cabinet was informed.

## Communications

91. The work of the Royal Commission and the Crown's response to its findings are of considerable interest to many groups. I therefore intend to issue a media release accompanying the proactive release of this paper, focused on the four priority projects being

progressed, that makes clear reference to the Government's ongoing commitment to the development of a compassionate, independent survivor-focused redress system and the Crown's overall redress programme.

### Proactive release

92. I intend to proactively release this paper as soon as practicable. The paper will be published on the Crown Response website, with other agencies linking to the page as required.

### Recommendations

93. It is recommended that the Committee:

- 1) **note** the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions (the Royal Commission) December 2021 report on redress had findings and recommendations focused on the transformation of the redress provided to survivors of abuse in care across four broad strands:
  - a) the development of a new independent, trauma-informed redress system, puretumu torowhānui;
  - b) immediate projects to help improve survivors' experience of redress with current processes;
  - c) consideration of civil litigation settings; and
  - d) additional ways to prevent abuse, through a potential new right to be free from abuse and potentially expanding the focus of WorkSafe NZ;
- 2) **note** that in December 2021 the Committee:
  - a) agreed the intent to develop an independent survivor-focused redress system, informed by the Royal Commission's findings and recommendations;
  - b) invited the Minister for the Public Service to report back on detailed analysis of the Royal Commission's report and proposed responses to redress recommendations, priorities for immediate work, and options for collaborative arrangements to design an independent survivor-focused redress system;
- 3) **note** the cross-agency Crown Response to the Abuse in Care Inquiry's (the Crown Response's) engagement with survivor and advocacy organisations, Māori interests, and faith-based organisations has been affected by the COVID Omicron surge and more time is needed to provide the Minister for the Public Service with advice on the collaborative options for designing a new redress system;
- 4) **note** Ministers will need detailed advice on the Royal Commission's report and recommendations before we make decision on the design process for the redress system;
- 5) **invite** the Minister for the Public Service to report back in September 2022 with detailed advice on the Royal Commission's report and on options for the collaborative arrangements for designing an independent trauma-informed redress system;
- 6) **agree** that three projects highlighted by the Royal Commission for immediate work should be progressed at pace by the Crown Response and reported to relevant Ministers and then Cabinet, with an invitation sought for relevant proposals to be considered as part of an integrated Budget 2023 redress initiative. The three projects are options for:



IN-CONFIDENCE

Project	Reporting to
a) establishing a listening service to provide a safe, confidential avenue for survivors to share their care experience once the Royal Commission concludes in June 2023;	Minister for the Public Service;
b) making improvements to records processes for survivors to more easily request, receive, and understand their care records, and to have an improved sense of control over their care narrative; and	Minister for the Public Service and Minister of Internal Affairs; and
c) developing rapid payments under existing historic claims processes, particularly for ill and elderly claimants, to address long wait times for the settlement of claims;	Minister of Education, Minister for Children, Minister of Social Development, and Minister of Health;

- 7) **agree** that the Crown Response should start work in late 2022 on the preparation of a public apology by the Governor-General and Prime Minister for abuse in care, to be finalised and delivered after the Royal Commission has provided its final report in June 2023;
- 8) **note** that the scale and significance of the work to design, develop and implement puretumu torowhānui spans numerous Ministerial portfolios and will require high levels of information to Ministers, with appropriate potential forums for oversight and engagement to be identified by the Crown Response and central agencies;
- 9) **note** my intention is to report on other potential ways to prevent abuse (such as a new right to be free from abuse is reflect in law and that WorkSafe NZ's role be expanded to cover abuse in care) once the Royal Commission issues full findings; and
- 10) **note** that, given the significant trauma experienced by survivors of abuse, the work improving redress for abuse survivors and all the services and changes arising from the work will need to be trauma informed. This will have resource implications that will be reflected in all proposals coming to Ministers and Cabinet.

Hon Chris Hipkins  
Minister for the Public Service

## Appendix A: Summary of the Royal Commission's findings about current State and faith-based redress processes for care abuse survivors

The Royal Commission found that in most cases agencies and institutions:

- have developed processes without regard to te Tiriti o Waitangi and its principles, and in isolation from survivors;
- do not recognise the mana of survivors or offer genuine support for survivors to heal their lives, or restore their mana and oranga;
- do not include tikanga Māori or reflect te ao Māori concepts and values, including te mana tangata, whanaungatanga, or manaakitanga, in their processes;
- designed processes to suit the institutions' own needs, not those of survivors, and as a result have added to survivors' harm and trauma;
- take no account of Pacific peoples' values, or the importance of cultural restoration to many Pacific survivors, in their processes;
- fail to consider the impact of abuse on survivors' whānau, hapū, iwi and hāpori or communities;
- are narrowly focused on settling individual claims and do not investigate or hold to account the individuals or organisations concerned or take measures to prevent further abuse;
- offer only the most basic forms of wellbeing support;
- take far too long, sometimes years, to come up with a settlement offer;
- fail to offer meaningful financial payments;
- fail to meaningfully acknowledge and apologise for the abuse, harm and trauma inflicted and suffered;
- typically offer no more than a limited apology and some money, inadequate as each of these invariably is;
- lack independence because the organisations tend to investigate themselves and control every part of the process and outcome;
- require evidence of abuse, often disbelieve survivors, and do not adequately support survivors through their processes;
- offer redress that is inconsistent with other offers they have made, and also with offers other institutions have made;
- rarely provide survivors with adequate information on how to make a claim or how they arrive at their decisions; and
- have processes that do not meet the needs of many Deaf and disabled survivors for information and support that enable them to seek redress.

## Appendix B: Summary of the Royal Commission's recommendations on what redress should look like for care abuse survivors

The Royal Commission has recommended a new redress system, puretumu torowhānui, is established that:

- is founded on a series of principles, values and concepts founded in te ao Māori;
- provides for a process with an independent, government-funded inclusive Māori Collective leading the design of the puretumu scheme, working together with survivors, a government-funded group representing survivors described as the Purapura Ora Collective and with others;
- is designed and run in a way that gives effect to te Tiriti o Waitangi;
- is established by an Act of Parliament and funded by the Crown, but with contributions from participating institutions is independent of the institutions where the abuse took place;
- requires the wind down of current State claims processes and for all government agencies to join and encourages faith-based institutions to join within a reasonable time, although the latter will, if necessary, be required to join;
- provides for financial payments that give a meaningful recognition of the harm and trauma suffered;
- facilitates oranga services tailored to individual survivors' needs (and, where appropriate, those of their whānau), including help with health, education, employment, secure housing, building and maintaining healthy relationships, counselling and social and cultural connections;
- facilitates meaningful apologies;
- provides a safe, supportive environment for survivors to interact with the puretumu torowhānui scheme, talk about their abuse and make a claim for puretumu torowhānui, and that is open to all survivors, including those who have been through previous processes and those covered by accident compensation legislation;
- allows family members to continue a claim on behalf of a survivor who dies;
- gives priority to elderly or seriously ill survivors;
- covers the full range of physical, sexual, emotional, psychological, racial and cultural abuse, along with neglect;
- develops and makes public information about the types of support available, eligibility and assessment criteria, and timeframes for making decisions on a claim;
- allows survivors to choose between making a puretumu torowhānui claim that takes into account abuse and its impact or simply the abuse only, which will have lower standards of proof than applies in the courts;
- makes belief of a survivor's account the starting point for assessing a puretumu torowhānui claim; and
- involves survivors in deciding on the form and content of apologies and acknowledgments and choosing the nature and extent of the oranga services they may need.

To make sure puretumu torowhānui is fair, effective and accessible, the Royal Commission recommended the new system include:

- an expansion of oranga and support services for survivors and their whānau;
- training for those working with survivors;
- establishment of a listening service;
- development of processes for referring allegations of abuse or neglect to enforcement or other agencies;

## IN-CONFIDENCE

- better monitoring of, and reporting on, abuse and systemic issues;
- memorials and other projects to honour survivors and remember abuse;
- enactment of a right to be free from abuse in care, as well as of a duty to protect this right;
- an exception to accident compensation legislation;
- changes to laws relating to civil litigation;
- a review of legal aid rates;
- a new model litigant policy for the Crown;
- improvements to the handling of survivors' requests for records, including as few redactions of survivors' records as possible; and
- a review of record-creation and record-keeping practices.

PROACTIVELY RELEASED UNDER THE  
COMMITMENT TO OPEN GOVERNMENT



# Cabinet Business Committee

## Minute of Decision

*This document contains information for the New Zealand Cabinet. It must be treated in confidence and handled in accordance with any security classification, or other endorsement. The information can only be released, including under the Official Information Act 1982, by persons with the appropriate authority.*

### Royal Commission into Historical Abuse in Care's Redress Findings: Immediate Projects to Improve Survivors' Experience of Seeking Redress

Portfolio                      Public Service

On 4 July 2022, the Cabinet Business Committee:

- 1        **noted** that the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions (the Royal Commission) December 2021 report on redress had findings and recommendations focused on the transformation of the redress provided to survivors of abuse in care across four broad strands:
  - 1.1      the development of a new independent, trauma-informed redress system (puretumu torowhānui);
  - 1.2      immediate projects to help improve survivors' experience of redress with current processes;
  - 1.3      consideration of civil litigation settings; and
  - 1.4      additional ways to prevent abuse, through a potential new right to be free from abuse and potentially expanding the focus of WorkSafe NZ;
- 2        **noted** that in December 2021, the Cabinet Social Wellbeing Committee:
  - 2.1      agreed the intent to develop an independent survivor-focused redress system, informed by the Royal Commission's findings and recommendations;
  - 2.2      invited the Minister for the Public Service to report back on detailed analysis of the Royal Commission's report and proposed responses to redress recommendations, priorities for immediate work, and options for collaborative arrangements to design an independent survivor-focused redress system;

[SWC-21-MIN-0204]
- 3        **noted** the cross-agency Crown Response to the Abuse in Care Inquiry's (the Crown Response's) engagement with survivor and advocacy organisations, Māori interests, and faith-based organisations has been affected by the COVID-19 Omicron surge, and more time is needed to provide the Minister for the Public Service with advice on the collaborative options for designing a new redress system;

- 4 **noted** that Ministers will need detailed advice on the Royal Commission’s report and recommendations before Cabinet makes decision on the design process for the redress system;
- 5 **invited** the Minister for the Public Service to report back in September 2022 with detailed advice on the Royal Commission’s report and on options for the collaborative arrangements for designing an independent trauma-informed redress system;
- 6 **agreed** that the following three projects highlighted by the Royal Commission for immediate work should be progressed at pace by the Crown Response and reported to relevant Ministers and then Cabinet, with an invitation sought for relevant proposals to be considered as part of an integrated Budget 2023 redress initiative:

Project	Reporting to
a) establishing a listening service to provide a safe, confidential avenue for survivors to share their care experience once the Royal Commission concludes in June 2023;	Minister for the Public Service
b) making improvements to records processes for survivors to more easily request, receive, and understand their care records, and to have an improved sense of control over their care narrative; and	Minister for the Public Service and Minister of Internal Affairs
c) developing rapid payments under existing historic claims processes, particularly for ill and elderly claimants, to address long wait times for the settlement of claims;	Minister of Education, Minister for Children, Minister for Social Development, and Minister of Health

- 7 **agreed** that the Crown Response should start work in late 2022 on the preparation of a public apology by the Governor-General and Prime Minister for abuse in care, to be finalised and delivered after the Royal Commission has provided its final report in June 2023;
- 8 **noted** that the scale and significance of the work to design, develop and implement puretumu torowhānui spans numerous Ministerial portfolios and will require high levels of information to Ministers, with appropriate potential forums for oversight and engagement to be identified by the Crown Response and central agencies;
- 9 **noted** that the Minister for the Public Service intends to report on other potential ways to prevent abuse (such as exploring a new right to be free from abuse reflected in law and expanding WorkSafe New Zealand’s role to cover abuse in care) once the Royal Commission issues full findings;
- 10 **noted** that, given the significant trauma experienced by survivors of abuse, the work improving redress for abuse survivors and all the services and changes arising from the work will need to be trauma informed;
- 11 **noted** that the work referred to in paragraph 10 will have resource implications that will be reflected in all proposals coming to Ministers and Cabinet.

Rachel Clarke  
Committee Secretary

---

**Attendance: (see over)**

**Present:**

Hon Grant Robertson (Chair)  
Hon Kelvin Davis  
Hon Dr Megan Woods  
Hon Chris Hipkins  
Hon Carmel Sepuloni  
Hon Andrew Little  
Hon Nanaia Mahuta  
Hon Kiri Allan  
Hon Michael Wood  
Hon Dr David Clark

**Officials present from:**

Office of the Prime Minister  
Department of the Prime Minister and Cabinet

PROACTIVELY RELEASED UNDER THE  
COMMITMENT TO OPEN GOVERNMENT



# Cabinet

## Minute of Decision

*This document contains information for the New Zealand Cabinet. It must be treated in confidence and handled in accordance with any security classification, or other endorsement. The information can only be released, including under the Official Information Act 1982, by persons with the appropriate authority.*

### Report of the Cabinet Business Committee: Period Ended 8 July 2022

On 25 July 2022, Cabinet made the following decisions on the work of the Cabinet Business Committee for the period ended 8 July 2022:

CBC-22-MIN-0035    **Royal Commission into Historical Abuse in Care's Redress Findings: Immediate Projects to Improve Survivors' Experience of Seeking Redress**    CONFIRMED  
Portfolio: Public Service

Withheld, not part of the Crown response to the Abuse in Care Royal Commission of Inquiry

Rachel Hayward  
Acting Secretary of the Cabinet