



Listening, learning, changing Mā Whakarongo me Ako ka huri te tai

Crown Response to the Abuse in Care Inquiry

COVERSHEET

Minister	Hon Erica Stanford	Portfolio	Lead Coordination Minister for the Government's Response to the Royal Commission's Report into Historical Abuse in State Care and in the Care of Faith-based Institutions
Title of briefing	Confirming responses to Royal Commission's redress recommendations	Date to be published	30 September 2025

Withholding grounds

Information within this document has been withheld as if it had been requested under the Official Information Act 1982. Where this is the case, the reasons for withholding have been listed below. Where information has been withheld, no public interest has been identified that would outweigh the reasons for withholding it.

- section 9(2)(a) to protect the privacy of natural persons

Briefing



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

Confirming responses to Royal Commission's redress recommendations

Date:	9 April 2025	Security level:	
Priority:	High	Report number:	CRACI 25/038

Actions sought

Hon Erica Stanford
Minister of Education and Lead
Coordination Minister for the
Government's Response to the
Royal Commission's Report into
Historical Abuse in State Care and in
the Care of Faith-based Institutions

This paper seeks confirmation of the proposed responses to the 107 redress recommendations made by the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions.

Forward this briefing to:

- Hon Simeon Brown, Minister of Health
- Hon Louise Upston, Minister for Social Development and Employment and with transferred responsibilities from the Minister for Children for redress decisions

Contact for discussion

Name	Position	Telephone	1 st contact
Rajesh Chhana	Chief Executive, Crown Response Office		
Rebecca Martin	Head of Policy, Crown Response Office	s9(2)(a)	✓

Agencies consulted

Ministry of Education, Ministry of Health, Ministry of Social Development, Oranga Tamariki

Minister's office to complete

- ☐ Noted
- ☐ Seen
- ☐ See Minister's notes
- ☐ Needs change
- ☐ Overtaken by events
- ☐ Declined
- ☐ Referred to (specify)

Comments

Briefing



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

Confirming responses to Royal Commission's redress recommendations

For: Hon Simeon Brown, Minister of Health
Hon Erica Stanford, Minister of Education and Lead Coordination Minister for the Government's Response to the Royal Commission's Report into Historical Abuse in State Care and in the Care of Faith-based Institutions
Hon Louise Upston, Minister for Social Development and Employment (and with transferred responsibilities from the Minister for Children for redress decisions)

Date: 9 April 2025

Security level:

Priority: High

Report number: CRACI 25/038

Purpose

1. This briefing seeks confirmation of the proposed responses to each of the 107 redress recommendations made by the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions (the Royal Commission).

Recommendations

2. It is recommended that you:

- a) **note** on 2 April 2025, the Cabinet Social Outcomes Committee (the Committee) agreed an overall approach to delivering meaningful redress improvements for survivors of abuse in State care [SOU-25-MIN-0039 refers];
- b) **note** the Committee authorised the Minister of Health, Minister of Education and Lead Coordination Minister, and the Minister for Social Development and Employment, in consultation with other any other relevant Minister/s, to confirm the Government's response to specific Royal Commission redress recommendations, within the parameters and approach agreed by the Committee;
- c) **note** the tables in Appendices 1-3 detail the proposed responses to 99 of the 107 redress recommendations, specifically:
 - a. 43 recommendations that we propose are accepted (11 in full, 14 in part, and 18 with the intent of) on the basis that they can be meaningfully progressed within the approach and parameters agreed by the Committee or reflect current policy and practice within existing State claims processes; and
 - b. 19 recommendations that we propose are declined on the basis that they cannot be meaningfully progressed within the approach and parameters agreed by the Committee;
 - c. 35 recommendations that we propose need further consideration because they are dependent on the outcome

of policy or design and implementation decisions that are yet to be made;

- d) **note** there are two recommendations from the Royal Commission's redress report have been substantively replaced by recommendations made in the final report and no response is proposed to the original two from *He Purapura Ora*;
- e) **agree** to the proposed responses to the recommendations as detailed in the tables in Appendices One to Three;

Minister of Health YES/NO/DISCUSS

Minister of Education and Lead Coordination Minister YES/NO/DISCUSS

Minister for Social Development and Employment YES/NO/DISCUSS

- f) **note** there are an additional eight redress recommendations that relate to the portfolio responsibilities of the Minister of Justice, Minister for ACC and Minister for Workplace Relations and Safety, which are outlined in Appendix Four, that have been addressed separately and which will be set out in the draft Crown response detailed at recommendation (g);
- g) **note** the proposed responses to all of the Royal Commission recommendations are set out in a draft Crown response document and associated Cabinet paper that is scheduled for consideration at Cabinet on 12 May and that your final decisions on the recommendations in this briefing will be reflected in an updated version of the document that will be submitted for Cabinet consideration.



Rajesh Chhana
Chief Executive, Crown Response Office
Crown Response to the Abuse in Care Inquiry
09 / 04 / 2025

Hon Simeon Brown
Minister of Health

/ /

Hon Erica Stanford
Minister of Education and Lead Coordination
Minister for the Crown Response to the Royal
Commission's Report into Historical Abuse in
State Care and in the Care of Faith-based
Institutions

/ /

Hon Louise Upston
Minister for Social Development and
Employment (and with transferred
responsibilities from the Minister for Children
for redress decisions)

/ /

The Royal Commission made both wide-ranging and highly prescriptive recommendations for improving redress for survivors of abuse in care

3. On 2 April 2025, Cabinet Social Outcomes Committee (the Committee) agreed an overall approach to delivering meaningful redress improvements for survivors of abuse in State care [SOU-25-MIN-0039 refers]. The Committee authorised you, in consultation with other relevant Ministers, to confirm the Government's response to the specific redress recommendations made by the Royal Commission within the approach and parameters they agreed.
4. The Royal Commission made 107 specific recommendations relating to redress, across its two main reports:
 - a. *He Purapura Ora, he Māra Tipu: From Redress to Pūretumu Torowhānui* (He Purapura Ora), published December 2021, which contains 95 redress recommendations.¹
 - b. *Whanaketia: Through pain and trauma, from darkness to light* (Whanaketia), published in June 2024, which contains 12 further redress recommendations.²
5. The Royal Commission's recommendations are centred around its recommended approach to redress; that is, a single, integrated pūretumu torowhānui³ or holistic redress scheme, which is independent of care agencies, and is founded on a set of survivor-focused principles. The Royal Commission also made highly prescriptive recommendations about expanding access to redress and what the system offers to survivors (and their whānau).

Proposed responses to the redress recommendations consider Cabinet redress decisions and the current operation of State redress services

6. Of the 107 recommendations, eight are the responsibilities of other Ministers and will be set out in the Crown response document described at paragraph 22. Two *He Purapura Ora* recommendations have been replaced by *Whanaketia* recommendations. These are outlined in Appendix Four.
7. A high-level summary of the proposed responses and work status for the remaining 99 Royal Commission redress recommendations is outlined below and detailed in full against each recommendation in Appendices 1-3. The response categories (eg partially accept) that have been applied across all the recommendations in the Crown response document are defined in Appendix Five.
8. Proposed responses have been developed by the Crown Response Office and the core State redress agencies. We have considered previous Ministerial and Cabinet decisions, as well as any operational changes to State redress services made at the agency level, and the impact of the decisions taken by the Committee on 2 April 2025. For the purposes of this briefing, we have assumed any work which is subject to Budget 2025 decisions is confirmed.

¹ <https://www.abuseincare.org.nz/reports/from-redress-to-puretumu>

² <https://www.abuseincare.org.nz/reports/whanaketia>

³ Pūretumu torowhānui can be literally translated as holistic redress. The Royal Commission said it chose this term to "reflect the unique Aotearoa New Zealand context in which these harms must be set right, and because some survivors felt that the term 'redress' did not capture what was needed to put things right."

9. For a number of these recommendations, as set out in the tables in the appendices, some judgement needs to be exercised to decide an appropriate response. This is discussed further in paragraphs 10-20.

Appendix One outlines the 43 redress recommendations we propose to accept

Eleven recommendations can be fully accepted

10. We propose that recommendations which align with Cabinet's decisions or existing processes can be *accepted* if the only difference is that redress is provided by multiple agencies rather than a single scheme and/or they can be fully implemented in the existing system. This applies to 11 redress recommendations. Work on three of these is at the policy or design phase, seven are being delivered as part of an ongoing programme of work or activity, and one is completed.
11. There is a judgement required in relation to those recommendations that speak to adequate resourcing to enable timely decisions (in particular, recommendation 51). Resourcing requirements will be dynamic given potential change in demand and changes that have been agreed to assessment processes.
12. Redress resourcing decisions also need to be made in the context of other cost pressures and there is some judgement involved in what might be considered adequate and timely. There is a risk that Government is criticised if it accepts this recommendation in full, but claimants continue to face lengthy wait times. On balance, however, given the concrete steps Government is taking to increase processing capacity, we consider it appropriate for Government to accept, rather than accept the intent of, this recommendation.

Fourteen recommendations can be partially accepted

13. We propose that recommendations where some specific components or sub-parts are being progressed, but others are not can be *partially accepted* consistent with the response categories and approach taken throughout the Crown response document. This applies to 14 redress recommendations. Work on three of these is at the policy or design phase, eight are being delivered as part of an ongoing programme of work or activity, and work on the remaining three has finished.

Eighteen recommendations can be recorded as accept intent

14. We propose that recommendations be recorded as accept intent where improvements to State redress services are being actioned, but work is being done in a different way to what the Royal Commission suggested. This applies to 18 redress recommendations. Work on 12 recommendations which are recorded as accept intent is at the policy or design phase, three are being delivered as part of an ongoing programme of work or activity, and work on the remaining three is completed.

Appendix Two outlines the 19 redress recommendations we propose to decline

15. We recommend declining those recommendations which would require the establishment of a single independent redress scheme or would require the provision of a specific offering or service which is so prescriptive that it cannot be delivered within the parameters set by the Committee. This applies to 19 redress recommendations.
16. Eight recommendations are declined because they require the establishment of an independent, integrated and survivor-focused redress scheme and cannot be meaningfully progressed. Seven do not require a pūrehu torowhānui scheme but cannot feasibly be

delivered with the parameters of Cabinet's decisions. Two have been declined due to a decision by Cabinet not to progress. The remaining two are declined because too few of the specific parts of the Royal Commission's recommendation are being progressed to say the recommendation has been partially accepted.

17. No work status is applied to recommendations which are declined. This is consistent with the approach applied across the Crown response document.
18. The Committee paper seeking recent redress decisions set out that while Government's response to recommendations on independence was an 'initial no', a review of the changes to redress will occur in 2027. It will revisit matters of integration and independence. This could result in a re-evaluation of the response to these recommendations in the future.

Appendix Three outlines the 35 redress recommendations which need further consideration

19. As work is ongoing on matters relating to the inclusion of wider State care claims and non-State redress, we do not propose accepting or declining recommendations relating to which settings or care institutions are in scope of the redress system at this time. It is also difficult to assess how much of the work towards more consistent support offerings to State redress claimants will align with the Royal Commission's expectations for support services given the considerable specificity of these recommendations. We recommend recommendations regarding scope, the nature of specific offerings, and some other recommendations where consideration is at a very early stage be described as *needs further consideration* until advice on these matters has been provided to Ministers and/or Cabinet. This applies to 35 redress recommendations.
20. The status of recommendations which need further consideration are all recorded as at the policy or design phase ('underway') or not started if a response is contingent on a further decision before work can begin.

Next steps

21. The Lead Coordination Minister intends to bring a paper on the Crown response to Cabinet in May 2025. It will detail progress against all of the Royal Commission's recommendations. Subject to your confirmation, the proposed response to the recommendations in Appendices 1-3 will be incorporated into that advice.
22. The Crown Response Office is working with the Lead Coordination Minister's Office and other agencies to support a pre-Budget announcement of the redress decisions and the specific responses to the Royal Commission's redress recommendations.

Appendix One: Redress recommendations which can be accepted

Number	Full recommendation	Response category	Work status	Judgement call (short description)	Detailed rationale for response and status categorisation
<i>He Purapura Ora, he Māra Tipu: From Redress to Pūretumu Torowhānui</i>					
2	The pūretumu torowhānui system, and those designing and operating it, should give effect to te Tiriti o Waitangi and its principles and, in particular, to the right to tino rangatiratanga, or self-determination and authority, which includes the right to organise and live as Māori and to make decisions to advance the oranga of survivors through the provision of care to whānau, hapū and iwi by whānau, hapū and iwi. The requirement to give effect to te Tiriti should be expressly stated in any legislation and policy relating to abuse in care.	Accept intent	Underway	The intent of recommendation is accepted but it will be implemented in a different way than set out by the Royal Commission.	Recommendations 2 and 13 from He Purapura Ora and 14 from Whanaketia relate to the response to the Royal Commission being delivered in partnership with Māori and consistently with te Tiriti o Waitangi. The intent of these recommendations is accepted, as the Crown's commitment to te Tiriti o Waitangi the Treaty of Waitangi will not be delivered in the specific ways detailed in the recommendations.
3	The pūretumu 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 the United Nations Convention on the Rights of Persons with Disabilities.	Accept intent	Underway	The intent of recommendation is accepted but it will be implemented in a different way than set out by the Royal Commission.	The Crown is committed to meeting New Zealand's human rights obligations, consistent with the intent of recommendations 3 from He Purapura Ora and 15 from Whanaketia. This commitment is made in the context of continuing work to deliver Ministerial and Cabinet priorities in the care and justice systems, some of which will be in tension with these recommendations. There are established processes considering Aotearoa Zealand Zealand's human rights obligations when making decisions about legislation, regulations and policy, and in delivering government services. This enables decisions about how to ensure compliance to occur on a case-by-case basis.
5	The Crown should establish and fund a well-resourced independent Māori Collective made up of Māori with relevant expertise and/or personal experience and representing a mix of survivors, whānau, hapū and iwi, pan-tribal organisations and urban Māori with a fair mix of gender, LGBTQIA+, rangatahi and Deaf and disabled people to: lead the design of the pūretumu torowhānui scheme; work with survivors, the Purapura Ora Collective, survivors' communities (including Māori, Pacific, Deaf and disabled communities) and other relevant groups to develop a plan to implement our recommendations, including: establishing a pūretumu torowhānui system underpinned by tikanga Māori – developing the process for applying for redress – determining what support and services are needed to respond to tūkino, enhance mana and achieve utua kia ea – considering proposed civil litigation reforms; work with Māori survivors, whānau, hapū and iwi to: explore whether to establish a separate pūretumu torowhānui scheme for Māori – determine the nature, timing and content of an apology or apologies to Māori for abuse in care, as well as the nature of memorials to those abused; commission any reports, reviews or expert advice on areas considered important to the design of the pūretumu torowhānui system and scheme, including an expert review of oranga services (see recommendation 68); build on this inquiry's work by exploring how to respond to harm suffered by Māori in care to restore mana, tapu and mauri; work with the Crown and agree on the contents of any draft legislation required to give effect to any of the recommendations set out in this report.	Accept intent	Complete	The intent of recommendation is accepted but it will be implemented in a different way than set out by the Royal Commission.	Recommendation five of He Purapura Ora, to establish and fund a well-resourced independent Māori Collective to assist it in responding to the report, is recorded as accept intent and this work is complete. It is recorded as accept intent because it was done in a different way than the Royal Commission recommended. A Redress Design Group was established, with Māori representation. It also had people who could speak about the supports and services needed by all survivors, include Pacific People and Deaf and disabled people. The Redress Design Group proposals were publicly released in May 2025.
6	The Crown should closely consult and actively involve survivors in the design and running of the pūretumu torowhānui system and scheme and the implementation of recommendations in this report and other reports this inquiry may produce. This should include establishing and funding an independent Purapura Ora Collective employing people with relevant expertise and lived experience of disability to: advocate for survivors during Crown decision-making on our recommendations; ensure the pūretumu torowhānui system and scheme are designed from the perspective of survivors; commission, together with the Māori Collective, the expert review of oranga services.	Accept intent	Underway	The intent of recommendation is accepted but it will be implemented in a different way than set out by the Royal Commission.	Recommendations 6 - 8 from He Purapura Ora are about co-designing the response, or parts of it, with survivors, Deaf and disabled, Pacific peoples, other experts, young people, rainbow community, faith-based institutions, interested parties and the public. The Crown is committed to this, for example, the Redress Design Group was supported by an advisory group with a careful gender balance and diverse membership including Māori, Pacific people, disabled people, Deaf people, rainbow people, young people and, State and faith-based care survivors. Engagement with survivors and others may not always occur in the specific ways detailed across the recommendations. This is why the responses to recommendations 6-8 and 14 from He Purapura Ora, and recommendation 127 from Whanaketia are recorded as accept intent.
7	The Crown should consult survivors, experts and other interested people, including: Pacific peoples: on how the pūretumu torowhānui scheme should be designed and run in a way that is consistent with Pacific cultures, including how the scheme and broader system can incorporate principles from Pacific restorative processes such as ifoga, fakalelei, isorosoro and ho'oponopono; Deaf and disabled people: on how the design and running of the scheme will give effect to New Zealand's obligations in the United Nations Convention on the Rights of Persons with Disabilities, and the New Zealand Disability Strategy; a cross-section of survivors and experts: on how the scheme can be inclusive of a range of people, including youth and LGBTQIA+.	Accept intent	Underway	The intent of recommendation is accepted but it will be implemented in a different way than set out by the Royal Commission.	Recommendations 6 - 8 from He Purapura Ora are about co-designing the response, or parts of it, with survivors, Deaf and disabled, Pacific peoples, other experts, young people, rainbow community, faith-based institutions, interested parties and the public. The Crown is committed to this, for example, the Redress Design Group was supported by an advisory group with a careful gender balance and diverse membership including Māori, Pacific people, disabled people, Deaf people, rainbow people, young people and, State and faith-based care survivors. Engagement with survivors and others may not always occur in the specific ways detailed across the recommendations. This is why the responses to recommendations 6-8 and 14 from He Purapura Ora, and recommendation 127 from Whanaketia are recorded as accept intent.
8	The Crown should also consult faith-based institutions, indirect State care providers, other interested parties and the public.	Accept intent	Underway	The intent of recommendation is	Recommendations 6 - 8 from He Purapura Ora are about co-designing the response, or parts of it, with survivors, Deaf and disabled, Pacific peoples, other experts, young people, rainbow

Number	Full recommendation	Response category	Work status	Judgement call (short description)	Detailed rationale for response and status categorisation
				accepted but it will be implemented in a different way than set out by the Royal Commission.	community, faith-based institutions, interested parties and the public. The Crown is committed to this, for example, the Redress Design Group was supported by an advisory group with a careful gender balance and diverse membership including Māori, Pacific people, disabled people, Deaf people, rainbow people, young people and, State and faith-based care survivors. Engagement with survivors and others may not always occur in the specific ways detailed across the recommendations. This is why the responses to recommendations 6-8 and 14 from He Purapura Ora, and recommendation 127 from Whanaketia are recorded as accept intent.
10	The Crown and relevant faith-based institutions and indirect State care providers should publicly acknowledge and apologise for the tūkino inflicted and suffered, at an individual, community and national level, including: a public apology to survivors by the Governor-General, Prime Minister and heads of relevant faith-based institutions and indirect State care providers; specific public apologies, where appropriate, to specific groups harmed, including Māori, either on this inquiry's recommendation or that of the puretumu torowhānui scheme, or as a result of direct engagement with affected communities.	Partially accept	Complete	Not progressing all parts of recommendation	The Prime Minister and seven public sector leaders formally apologised to survivors of abuse in care on 12 November 2024. In his apology, the Prime Minister acknowledged specifically that torture occurred at the Lake Alice Child and Adolescent Unit. The Government response to the recommendations for public apologies is recorded as partially accept. This is because there was considerable specificity across the recommendations and their sub-parts, and the apologies did not meet the specificity set out in every sub-part.
11	The Crown, Māori Collective, Purapura Ora Collective and relevant institutions should determine the content of public apologies and related matters, such as when and where they are made, in collaboration with survivors and in conformity with the principles of good apologies set out below in recommendation 33.	Partially accept	Complete	Not progressing all parts of recommendation	Recommendation 11 from He Purapura relates to the Design Group process, which has been completed. The Government response to the recommendations for public apologies is recorded as partially accept. This is because there was considerable specificity across the recommendations and their sub-parts, and the apologies did not meet the specificity set out in every sub-part. Regarding recommendation 11, the Design Group did recommend apology principles. The Design Group had been disestablished by the end of 2023, as per its Terms of Reference, and so did not have a role in preparing the Crown's public apology.
13	The principles, values, concepts, te Tiriti obligations and international law commitments that will guide the design of the puretumu torowhānui system should guide the design and implementation of the puretumu torowhānui scheme.	Accept intent	Underway	The intent of recommendation is accepted but it will be implemented in a different way than set out by the Royal Commission.	Recommendations 2 and 13 from He Purapura Ora and 14 from Whanaketia relate to the response to the Royal Commission being delivered in partnership with Māori and consistently with te Tiriti o Waitangi. The intent of these recommendations is accepted, as the Crown's commitment to te Tiriti o Waitangi the Treaty of Waitangi will not be delivered in the specific ways detailed in the recommendations.
14	The membership of the governance body for the puretumu torowhānui scheme should give effect to te Tiriti o Waitangi, and reflect the diversity of survivors, including disabled survivors, as well as including people with relevant expertise.	Accept intent	Underway	The intent of recommendation is accepted but it will be implemented in a different way than set out by the Royal Commission.	These recommendations are about co-designing the response, or parts of it, with survivors, Deaf and disabled, Pacific peoples, other experts, young people, rainbow community, faith-based institutions, interested parties and the public. The Crown is committed to this, for example, Redress Design Group was supported by an advisory group with a careful gender balance and diverse membership including Māori, Pacific people, disabled people, Deaf people, rainbow people, young people and, State and faith-based care survivors. Engagement with survivors and others may not always occur in the specific ways detailed across the recommendations. This is why the responses to recommendations 6-8 and 14 from He Purapura Ora, and recommendation 127 from Whanaketia are recorded as accept intent.
16	The functions of the puretumu torowhānui scheme should be to: provide a safe, supportive environment, consistent with the value of manaakitia kia tipu, for survivors to talk about their abuse; consider survivors' accounts and make decisions on puretumu torowhānui, which may include: facilitating acknowledgements and apologies by institutions for tūkino, or abuse, harm and trauma, in care – facilitating access to support services, financial payments and other measures that enables te mana tāngata; disseminate information about the scheme so as many eligible individuals as possible know about and can access its services; report and make recommendations on systemic issues relevant to abuse in care.	Partially accept	Ongoing	Not progressing all parts of recommendation	He Purapura Ora recommendation 16, related to the Royal Commission's proposed functions for its new redress system, has been partially accepted. The existing functions of the State redress system will be continued. Most of these functions align with the functions the Royal Commissions recommended for its new redress system.
18	The puretumu torowhānui scheme should: be open to all survivors, including those who have been through previous redress processes, those covered by accident compensation, and those in prison or with a criminal record; enable whānau to continue a claim made by a survivor if the survivor dies, or make a claim on a survivor's behalf if there is clear evidence that the survivor intended to apply to the scheme or had taken other steps to make a claim before their death; prioritise claims from elderly or seriously ill survivors, including making urgent interim payments to those survivors where appropriate.	Partially accept	Ongoing	Not progressing all parts of recommendation	Recommendation 18 from He Purapura Ora has been partially accepted because redress will continue to focus on survivors. The family and whānau of survivors will not be able to access redress, as recommended by the Royal Commission, except in the situation where a survivor dies after initiating a claim.
19	The puretumu torowhānui scheme should cover: physical, sexual, emotional, psychological, racial and cultural abuse in care, along with neglect, which may include medical, spiritual and educational neglect; historical, contemporary and future claims of abuse in care	Partially accept	Ongoing	Not progressing all parts of recommendation	The types of abuse and neglect covered by the current State redress system will be retained. Redress will not cover cultural, racial and spiritual abuse and neglect as recommended by the Royal Commission. It will cover historical and contemporary claims of abuse. No decision has been taken yet on an 'end date' for core State redress. For this reason, recommendation 19 from He Purapura Ora has been partially accepted.

Number	Full recommendation	Response category	Work status	Judgement call (short description)	Detailed rationale for response and status categorisation
23	The puretumu torowhānui scheme should: be trauma-informed and flexible, give survivors choices and empower them to make decisions; minimise any barriers to obtaining redress; be timely, give accurate estimates of timeframes and regularly update survivors on the progress of their claim; allow survivors to be flexible about when they start, put on hold and resume their claim; be respectful of, and responsive to, the cultures of all survivors, including Māori, Pacific peoples and Deaf people support survivors to make their own informed decisions throughout the claims process, particularly those with decision-making impairments; have enough suitably trained staff so that each survivor ideally needs to contact just one person about their needs; minimise the number of times survivors must recount the tūkino or abuse, harm and trauma suffered.	Accept	Underway	Can be implemented in existing system	Government has made clear its intention to deliver a better experience for survivors who are seeking redress through State claims processes, so recommendation 23 from He Purapura Ora is accepted. Processes will be made easier to access and navigate by implementing coordinated policy frameworks, shared governance arrangements, and a single point of entry. These measures will build on improvements agencies have already implemented in recent years, particularly since the receipt of He Purapura Ora.
26	The puretumu torowhānui scheme should offer a listening service to survivors so they can talk about their experiences of tūkino, or abuse, harm and trauma, in a private and non-judgemental setting.	Accept	Ongoing	Can be implemented in existing system	The Government has confirmed the Survivor Experiences Service will continue to operate while improvements are made to State redress services.
27	The puretumu torowhānui scheme should, if survivors wish, use information disclosed to the listening service in support of their claim for puretumu torowhānui.	Accept	Ongoing	Can be implemented in existing system	All State redress services work with the Survivor Experiences Service in the way outlined by the Royal Commission. This is why recommendation 27 from He Purapura Ora has been accepted.
32	If desired by a survivor, the scheme should facilitate meaningful acknowledgements and apologies from the responsible institution to the survivor and others affected by abuse in care.	Partially accept	Underway	Not progressing all parts of recommendation	The Government's decisions for the redress system address several of the Royal Commission's recommendations regarding redress offerings, including the provision of apologies which take explicit responsibility for what happened to a survivor as per recommendations 32 - 36 in He Purapura Ora. Work on whether there is a need for legislative change to allow for more meaningful apologies is underway. Cabinet will consider options for change in July 2025, and recommendations 33 - 36 from He Purapura Ora will be recorded as needs further consideration until further decisions are made. Recommendation 32 is partially accepted because apologies made by redress agencies are provided to the claimant, not others affected by abuse in care.
40	Financial payments by the puretumu torowhānui scheme should provide meaningful recognition of abuse and where relevant impact, but not compensation for harm or loss.	Partially accept	Underway	Not progressing all parts of recommendation	The Government has announced an increase in the funding for redress payments to enable all redress payments to be raised and for higher top-end payments for egregious abuse experienced by a small proportion of survivors. The response to recommendation 40 from He Purapura Ora is partially accept because payments made by the State redress system do not consider the impact of abuse or neglect in care.
41	The scheme should, in determining the size of a financial payment, take into account: the seriousness of the tūkino inflicted and suffered; factors that increased a person's risk of abuse when in care or harm from the abuse, including young age, disability, mental health condition and previous abuse. Such factors may be seen as aggravating the seriousness of the abuse; the impact of the abuse on the ora of the survivor, including lost opportunities and, where relevant, intergenerational impact; the principles underpinning the system including manaakitia kia tipu; the scheme's standards of proof; payments to other survivors to ensure consistency and fairness; any other payments a survivor may have received for abuse in care, such as from previous redress processes, court cases or settlements; the need for payments to: be sufficiently high to make the scheme a meaningful alternative to civil litigation – compare favourably with those made by overseas abuse in care schemes.	Partially accept	Underway	Not progressing all parts of recommendation	Recommendation 41 is partially accepted as several components of this recommendation can be used to inform work on a common payment framework. This is a partial accept because no significant change will be made to assessment processes used by State redress services.
42	The scheme's financial payments should not adversely affect survivors' financial position and should not count as income. Other than for ACC purposes, the financial payments should not reduce or limit any entitlements to financial support from the State, including welfare and unemployment benefits, disability benefits and disability support services.	Accept	Ongoing	Can be implemented in existing system	Recommendation 42 from He Purapura Ora, that redress payments should not adversely affect survivors' financial position, has been accepted. State redress payments will continue to be tax-free and not affect individual's tax liabilities. Work is also underway to correct a regulatory inconsistency relating to redress payments made to survivors of the Lake Alice Psychiatric Hospital Child and Adolescent Unit survivors. This will ensure that any redress provided to that cohort of survivors will be treated the same as survivors from other cohorts.
46	The scheme should give survivors a written record of its decision, which should set out the tūkino, or abuse it accepts took place and where relevant the impact it had (or if not accepted why the scheme does not accept the claim), along with the reasons for its decision. The record should be in plain language and, if preferred, in reo Māori or New Zealand Sign Language. The scheme should make available assistance as necessary to help survivors to understand the record.	Partially accept	Ongoing	Not progressing all parts of recommendation	Existing services all provide survivors with a written record of decision. These records are not available in te reo Māori or New Zealand Sign Language which is why this recommendation 46 has been partially accepted
47	Accepting puretumu torowhānui from the scheme should not: prevent a survivor from taking civil proceedings or making a complaint for abuse and harm, although the redress should be taken into account in any successful civil proceedings; affect any rights a survivor may have against an individual allegedly responsible for the abuse or affect any rights regarding abuse or harm not covered by the puretumu torowhānui from the scheme; prevent a survivor from making a complaint to Police, a professional or faith-based disciplinary body or an employer of an alleged or known perpetrator.	Partially accept	Ongoing	Not progressing all parts of recommendation	Settling a claim does not limit a survivor's right to make a complaint (as per the Crown Resolution Strategy), but does limit a survivor's ability to take civil proceedings so recommendation 47 of He Purapura Ora is partially accepted.
48	A scheme decision should have no legal effect on any organisation or individual named in a claim, other than for the purposes of the scheme.	Accept	Ongoing	Can be implemented in existing system	Redress decisions within the existing system have no legal effect on a named person or organisation as per recommendation 48 of He Purapura Ora. This because they are not the result of an investigation.

Number	Full recommendation	Response category	Work status	Judgement call (short description)	Detailed rationale for response and status categorisation
51	The puretumu torowhānui scheme should: make decisions that are fair, equitable, predictable, timely, transparent and consistent from survivor to survivor and from year to year; be adequately resourced, including having information technology systems, so it can make good, timely decisions; have an oversight body to consider complaints about the scheme.	Accept	Underway	Can be implemented in existing system	The package of improvements announced by the Government in May 2025 aligns with this recommendation. In particular, an increase in the State redress system's capacity to process claims, the emphasis on ensuring a consistent redress experience for survivors regardless of which agency is responsible for their claim, and the introduction of an independent review where survivors are unhappy with a claims decision.
53	Survivors and institutions should be able to ask for a review of decisions by the puretumu torowhānui scheme. A review brought by or on behalf of a survivor should not result in a decision less favourable to the survivor than the original one.	Accept intent	Underway	The intent of recommendation is accepted but it will be implemented in a different way than set out by the Royal Commission.	Recommendation 53 from He Purapura Ora is recorded as accept intent. A new process for independent review of claims decisions where survivors are dissatisfied with the outcome will be introduced, but this will not directly affect claims outcomes. This new review process is designed to be a quicker and easier process than going to the Ombudsman, with that remaining as an option if survivors want to pursue a complaint through that route.
54	A scheme decision should be open to review, including by the scheme of its own accord, if more information comes to light that is likely to have had a significant effect on the outcome of the decision.	Partially accept	Ongoing	Not progressing all parts of recommendation	Recommendation 54 from He Purapura Ora is partially accepted. Principle 3 of the Crown Resolution Strategy, which guides State redress agencies' approach to resolving claims, states that if claimants become aware of additional material information or circumstances that were not considered by the Crown at that time, the Crown may consider that new information and whether any additional response should be made. This does not fully align with the Royal Commission's recommendation as the onus to provide additional material is on the claimants (not the redress services).
55	The puretumu torowhānui scheme should keep confidential any information it receives, and should: clearly set out and explain any exceptions to this obligation; not disclose any information to any organisation not in the scheme without a survivor's consent unless: the disclosure is in accordance with its referrals process – the information is redacted to remove anything that could identify a survivor, subject to any exceptions established by law; clearly tell survivors how it manages their records, including who can access them and when, and how long it will keep them.	Accept	Ongoing	Can be implemented in existing system	Recommendation 55 and 56 from He Purapura Ora are accepted as they both align with existing practice for State redress services.
56	The puretumu torowhānui scheme should redact any alleged perpetrator's name and any other identifying details from its decisions.	Accept	Ongoing	Can be implemented in existing system	Recommendation 55 and 56 from He Purapura Ora are accepted as they both align with existing practice for State redress services.
57	The puretumu torowhānui scheme should establish consistent processes for the referral of allegations of abuse to police, employers of alleged perpetrators, professional or faith-based disciplinary bodies and other relevant agencies. Safeguards against neglect or retribution of disabled survivors in care or other survivors should be built into these processes.	Accept	Underway	Can be implemented in existing system	Recommendation 57 from He Purapura Ora is accepted and will be considered as part of the design and implementation of common referral policies for the core State redress system.
58	A survivor should be able to disclose to anybody the puretumu torowhānui they received, the scheme's decision and the identity of the institution concerned. The survivor should also, subject to law, continue to be able to disclose details of the abuse to any person as they see fit.	Accept	Ongoing	Can be implemented in existing system	He Purapura Ora recommendation 58 is accepted because there are no limits on a settled claimants' ability to disclose what redress they receive from a State redress service.
60	The Crown should designate an independent agency to review all aspects of the puretumu torowhānui scheme's operations after it has been running for two years, and thereafter at periodic intervals, to ensure continuous improvement in its services. The review should include survivors and should give effect to the Crown's obligations under te Tiriti o Waitangi.	Partially accept	Not started	Not progressing all parts of recommendation	As part of the redress system improvements announced in May 2025, an independent review of the impact of the changes will be undertaken by October 2027. The review will inform subsequent decisions about further potential system changes, including matters of integration, independence and capacity. Cabinet will agree a Terms of Reference for the review by March 2027. This is recorded as partially accept because while the recommended review will be undertaken by independent persons it will focus on reviewing the impact of changes to redress system, not the entire redress system.
71	Acknowledgements and apologies should, where appropriate, be accompanied by tangible demonstrations of goodwill and reconciliation. As part of this, the Crown, indirect State care providers and faith-based institutions should consider: funding memorials, ceremonies (including "citizenship" ceremonies) and projects that remember survivors; establishing archives of survivors' accounts of their abuse, and also the accounts of their whānau, hapu and iwi, with the informed consent of these people; removing any memorials to perpetrators.	Accept intent	Underway	The intent of recommendation is accepted but it will be implemented in a different way than set out by the Royal Commission.	The response to recommendations 71 and 72 in He Purapura Ora is underway. Sculpture and poetry taonga (treasures) were commissioned as a memorial to victims and survivors. They were designed and created by survivors themselves. A waiata (song) composed by Te Ātiawa and Taranaki Whānui, informed by survivor insights, has also been composed. All taonga were completed and delivered at the Dawn Ceremony on 11 November 2024 and the public apology on 12 November 2024. A survivor-focused fund has been established to support non-government initiatives to support survivors. It also supports projects for local councils to care for or memorialise unmarked graves. The Government has also announced an annual day of reflection on the one-year anniversary of the public apology to survivors of abuse and neglect in care. Agencies including the Ministries of Health, Social Development, Health New Zealand – Te Whatu Ora and Oranga Tamariki are currently undertaking a review to identify memorials to proven perpetrators within their jurisdictions. The Ministry of Education is developing information for the education sector to support its response.
72	The Government should consider funding a national project to investigate potential unmarked graves and urupā or graves at psychiatric hospitals and psychopaedic sites, and to connect whānau to those who	Accept intent	Underway	The intent of recommendation is	The response to recommendations 71 and 72 in He Purapura Ora is underway. Sculpture and poetry taonga (treasures) were commissioned as a memorial to victims and survivors. They

Number	Full recommendation	Response category	Work status	Judgement call (short description)	Detailed rationale for response and status categorisation
	may be buried there. The Government should support tangata whenua who wish to heal or whakawātea the whenua where this has occurred.			accepted but it will be implemented in a different way than set out by the Royal Commission.	were designed and created by survivors themselves. A waiata (song) composed by Te Ātiawa and Taranaki Whānui, informed by survivor insights, has also been composed. All taonga were completed and delivered at the Dawn Ceremony on 11 November 2024 and the public apology on 12 November 2024. A survivor-focused fund has been established to support non-government initiatives to support survivors. It also supports projects for local councils to care for or memorialise unmarked graves. The Government has also announced an annual day of reflection on the one-year anniversary of the public apology to survivors of abuse and neglect in care. Agencies including the Ministries of Health, Social Development, Health New Zealand – Te Whatu Ora and Oranga Tamariki are currently undertaking a review to identify memorials to proven perpetrators within their jurisdictions. The Ministry of Education is developing information for the education sector to support its response.
85	Institutions, when responding to record requests, should: help survivors obtain their records in as full a form as possible while still respecting the privacy of others; help survivors to understand their records; favour disclosure wherever possible; be consistent as much as possible in what they disclose, irrespective of whether in response to court discovery rules or survivor requests; give specific explanations of the privacy reasons they use to justify withholding information; have the necessary resources to respond in an appropriate and timely way.	Accept intent	Ongoing	The intent of recommendation is accepted but it will be implemented in a different way than set out by the Royal Commission.	The response to recommendations 85-89 in He Purapura Ora relating to improvements to recordkeeping systems and survivors' experiences of requesting records are all recorded as accept intent. Several programmes of work are underway or now part of redress agencies' business-as-usual. Initiatives include the creation of shared redaction guidance, the introduction of a records support service through the Survivor Experiences Service, an independent, one-stop-shop website to help survivors and other care experienced people navigate the care records landscape. Chief Executives of relevant recordkeeping agencies have also endorsed a Care Records Framework which is designed to support record holders improve their practices. These recommendations are all recorded as accept intent because they were not delivered in the specific ways suggested by the Royal Commission.
86	Institutions should, before making redactions that would withhold a significant amount of information to protect the privacy of one or more individuals, consider seeking the consent of those individuals to release the information.	Accept intent	Ongoing	The intent of recommendation is accepted but it will be implemented in a different way than set out by the Royal Commission.	The response to recommendations 85-89 in He Purapura Ora relating to improvements to recordkeeping systems and survivors' experiences of requesting records are all recorded as accept intent. Several programmes of work are underway or now part of redress agencies' business-as-usual. Initiatives include the creation of shared redaction guidance, the introduction of a records support service through the Survivor Experiences Service, an independent, one-stop-shop website to help survivors and other care experienced people navigate the care records landscape. Chief Executives of relevant recordkeeping agencies have also endorsed a Care Records Framework which is designed to support record holders improve their practices. These recommendations are all recorded as accept intent because they were not delivered in the specific ways suggested by the Royal Commission.
87	The Crown should develop guidelines, applicable to all institutions, on the matters set out in recommendations 85 and 86, and it should do this in partnership with Māori and with the involvement of survivors and institutions.	Accept intent	Complete	The intent of recommendation is accepted but it will be implemented in a different way than set out by the Royal Commission.	The response to recommendations 85-89 in He Purapura Ora relating to improvements to recordkeeping systems and survivors' experiences of requesting records are all recorded as accept intent. Several programmes of work are underway or now part of redress agencies' business-as-usual. Initiatives include the creation of shared redaction guidance, the introduction of a records support service through the Survivor Experiences Service, an independent, one-stop-shop website to help survivors and other care experienced people navigate the care records landscape. Chief Executives of relevant recordkeeping agencies have also endorsed a Care Records Framework which is designed to support record holders improve their practices. These recommendations are all recorded as accept intent because they were not delivered in the specific ways suggested by the Royal Commission.
88	The Crown should complete its work on a policy to streamline the way agencies handle survivor records within six months, and this policy should also deal with the preservation of records and the advantages and disadvantages of centralising records.	Accept intent	Complete	The intent of recommendation is accepted but it will be implemented in a different way than set out by the Royal Commission.	The response to recommendations 85-89 in He Purapura Ora relating to improvements to recordkeeping systems and survivors' experiences of requesting records are all recorded as accept intent. Several programmes of work are underway or now part of redress agencies' business-as-usual. Initiatives include the creation of shared redaction guidance, the introduction of a records support service through the Survivor Experiences Service, an independent, one-stop-shop website to help survivors and other care experienced people navigate the care records landscape. Chief Executives of relevant recordkeeping agencies have also endorsed a Care Records Framework which is designed to support record holders improve their practices. These recommendations are all recorded as accept intent because they were not delivered in the specific ways suggested by the Royal Commission.
89	The Crown should: urgently review disposal authorities relevant to care records and consider whether to prohibit the disposal of care records until at least the completion of its work on records; review care providers' record-keeping practices, consider whether to set a standard governing what records providers should create and keep, and consider whether those keeping records for care providers should	Accept intent	Ongoing	Doing it differently	The response to recommendations 85-89 in He Purapura Ora relating to improvements to recordkeeping systems and survivors' experiences of requesting records are all recorded as accept intent. Several programmes of work are underway or now part of redress agencies' business-as-usual. Initiatives include the creation of shared redaction guidance, the introduction of a records support service through the Survivor Experiences Service, an independent, one-

Number	Full recommendation	Response category	Work status	Judgement call (short description)	Detailed rationale for response and status categorisation
	receive training; decide whether Aotearoa New Zealand should have a service similar to Find and Connect.				stop-shop website to help survivors and other care experienced people navigate the care records landscape. Chief Executives of relevant recordkeeping agencies have also endorsed a Care Records Framework which is designed to support record holders improve their practices. These recommendations are all recorded as accept intent because they were not delivered in the specific ways suggested by the Royal Commission.
93	The Crown should immediately set up and fund a mechanism to make advance payments to survivors who, because of serious ill health or age, are at significant risk of not being able to make a claim to the puretumu torowhānui scheme. The mechanism should stop when the scheme starts.	Partially accept	Ongoing	Not progressing all parts of recommendation	Existing claims agencies' prioritisation of claims from ill or older claimants, and the provision of terminal illness payments to Lake Alice Unit survivors align with recommendation 93 from He Purapura Ora. The response is recorded as partially accept because agencies will continue to prioritise these claimants, and there is no 'start date' for the system.
94	The Crown should fund a listening service for survivors in the period between the end of this inquiry and the establishment of the scheme. For those with particularly urgent needs, this should include referral and assistance to access existing services.	Accept	Complete	Can be implemented in existing system	Recommendation 94 from He Purapura Ora is accepted. The Survivor Experiences Service has operated as an interim listening service while work has progressed on an improved redress system.
Whanaketia: Through pain and trauma, from darkness to light					
14	The government should ensure that the puretumu torowhānui system and scheme is designed and operated in a manner that gives effect to te Tiriti o Waitangi and its principles.	Accept intent	Underway	The intent of recommendation is accepted but it will be implemented in a different way than set out by the Royal Commission.	Recommendations 2 and 13 from He Purapura Ora and 14 from Whanaketia relate to the response to the Royal Commission being delivered in partnership with Māori and consistently with te Tiriti o Waitangi. The intent of these recommendations is accepted, as the Crown's commitment to te Tiriti o Waitangi the Treaty of Waitangi will not be delivered in the specific ways detailed in the recommendations.
15	The government should ensure that the puretumu torowhānui system and scheme is designed and operated in a manner consistent with: a) upholding the rights of Māori as indigenous peoples of Aotearoa New Zealand in accordance with United Nations Declaration on the Rights of Indigenous Peoples; b) upholding the rights of Māori, Pacific Peoples, and people from other linguistically or culturally diverse backgrounds, in accordance with the Convention on the Elimination of all forms of Racial Discrimination; c) upholding the rights of girls and women, in accordance with the Convention on the Elimination of All Forms of Discrimination against Women; d) upholding the rights of Deaf and disabled people, and people who experience mental distress, in accordance with the Convention on the Rights of Persons with Disabilities and the Enabling Good Lives principles, including: i. recognition that Deaf and disabled people, and people who experience mental distress in care have: the same rights as others to make decisions that affect them, including adults having decision-making supports as appropriate; the right to access and use supports (including communication assistance) in making and participating in decisions that affect them, communicating their will and preferences, and developing their decision-making ability; access and use advocacy services in making and participating in decisions, and communicating their will and preferences; ii. recognition that tāngata Turi, tāngata whaikaha and tāngata whaiora Māori and Pacific survivors who are Deaf, disabled, or experience mental distress, survivors from other culturally or linguistically diverse backgrounds, and Takatāpui, Rainbow and MVPFAFF+ survivors may experience barriers to engaging with the system and scheme due to cultural, language and other differences, and that these barriers need to be addressed; e) upholding the rights of children, and ensuring that all parties involved in the design and operation of the system and scheme: i. act with the best interests of the child as a primary consideration, consistent with the United Nations Convention on the Rights of the Child; ii. recognise the rights of iwi, hapū and whānau Māori to retain shared responsibility for the wellbeing of tamariki and rangatahi Māori, consistent with the United Nations Declaration on the Rights of Indigenous Peoples.	Accept intent	Underway	The intent of recommendation is accepted but it will be implemented in a different way than set out by the Royal Commission.	The Crown is committed to meeting New Zealand's human rights obligations, consistent with the intent of recommendations 3 from He Purapura Ora and 15 from Whanaketia. This commitment is made in the context of continuing work to deliver Ministerial and Cabinet priorities in the care and justice systems, some of which will be in tension with these recommendations. There are established processes considering Aotearoa Zealand's human rights obligations when making decisions about legislation, regulations and policy, and in delivering government services. This enables decisions about how to ensure compliance to occur on a case-by-case basis.
18	The government should: a) appoint an independent person to promptly review all Lake Alice settlements and advise whether any further payments to claimants who have previously settled are necessary to ensure parity in light of the District Court decision in 2002 regarding the deduction of money from second round claimants for legal costs; b) ensure that any payments to claimants who have not yet settled are, as a minimum, equitable in light of the review	Partially accept	Ongoing	Not progressing all parts of recommendation	Recommendation 18 from Whanaketia is recorded as partially accept because an independent review of previous settlements was not undertaken as part of implementing this process. Cabinet noted that the Lead Coordination Minister did not believe it is necessary or fiscally responsible to appoint and fund an independent review, given that the facts of the inequities related to the first round of settlements are well established.

Appendix Two: Redress recommendations which can be declined

Number	Full recommendation	Response category	Work status	Judgement call (short description)	Detailed rationale for response and status categorisation
<i>He Purapura Ora, he Māra Tipu: From Redress to Puretumu Torowhānui</i>					
1	The Crown should establish a puretumu torowhānui system to respond to abuse in State care, indirect State care and faith-based care that: acknowledges and apologises for tūkino, or abuse, harm and trauma, done to, and experienced by, survivors, their whānau, hapū, iwi, and hāpori or communities; aims to heal and restore individuals' mana, tapu and mauri; takes decisive and effective steps to prevent further abuse.	Decline		Requires puretumu torowhānui scheme	He Purapura Ora recommendations 1, 4, 12, 15, 17, 50, 52 and 61 have been declined as these are the Royal Commission's recommendations that require the establishment of a new, independent and principles-based redress system. The Government has decided to prioritise improving the existing system.
4	The puretumu torowhānui system should be founded on the following principles, values and concepts: Tūkino : is, in this context, abuse, harm and trauma. It includes past, present or future abuse, whether physical, sexual, emotional, psychological, cultural or racial abuse; or neglect, which may also include medical, spiritual or educational neglect, experienced by individuals and their whānau, hapū, iwi and hāpori or communities in the care of State and faith-based institutions; Purapura ora : in this context, refers to survivors and their potential to heal and regenerate in spite of the tūkino they experienced; Te mana tāngata : is, in this context, the restoration of and respect for the inherent mana (power, dignity and standing) of people affected by tūkino; Utua kia ea : is a process that must be undertaken to account for tūkino and restore mana to achieve a state of restoration and balance. In this context, pathways of utua kia ea should include scope for survivors, both as individuals and collectively, to chart their own unique course; Manaakitia kia tipu : is, in this context, the nurturing of the oranga or wellbeing of survivors and their whānau so that they can prosper and grow. This includes treating survivors and their whānau with atawhai, humanity, compassion, fairness, respect and generosity in a manner that upholds their mana (this includes being survivor-focused and trauma-informed) and nurtures all dimensions of oranga including physical, spiritual, mental, cultural, social, economic and whānau, in ways that are tailored to, culturally safe for, and attuned to, survivors; Mahia kia tika : is to be fair, equitable, honest, impartial and transparent. In this context it includes a puretumu torowhānui scheme that has clear, publicly available rules and other information about how it works, and regular reviews of its performance; Whakaahuru : in this context, refers to processes to protect and safeguard people including actively seeking out, empowering and protecting those who have been, or are being, abused in care as well as implementing systemic changes to stop and safeguard against abuse in care; Whanaungatanga : refers to the whakapapa, or kinship, connections that exist between people. In this context, it reflects that the impact of tūkino can be intergenerational and can also go beyond the individual and affect whānau, hapū, iwi and hāpori or communities. Therefore, puretumu torowhānui should facilitate individual and collective oranga and mana, connection or reconnection to whakapapa, and cultural restoration; Teu le vā / tauhi vā : is the tending to and nurturing of vā, or interconnected relationships between people and places, to maintain individual and societal oranga. Where there has been abuse, harm or trauma steps must be taken to heal or re-build the vā and re-establish connection and reciprocity; He mana tō tēnā, tō tēnā – ahakoa ko wai: refers to each and every person having their own mana and associated rights, no matter who they are. In this context, it means that a new puretumu torowhānui system and scheme, and their underlying processes must value disabled people and diversity, accept difference, and strive for equality and equity. This includes challenging ableism – the assumptions and omissions that can make disabled people, the tūkino and neglect they experience and their needs for restoration of mana and oranga, invisible.	Decline		Requires puretumu torowhānui scheme	He Purapura Ora recommendations 1, 4, 12, 15, 17, 50, 52 and 61 have been declined as these are the Royal Commission's recommendations that require the establishment of a new, independent and principles-based redress system. The Government has decided to prioritise improving the existing system.
12	The Crown should set up a fair, effective, accessible and independent puretumu torowhānui scheme to help survivors and their whānau affected by abuse in State care, indirect State care and faith-based care to achieve utua kia ea or heal the vā, heal the relational space between all things, and help prevent abuse in care.	Decline		Requires puretumu torowhānui scheme	He Purapura Ora recommendations 1, 4, 12, 15, 17, 50, 52 and 61 have been declined as these are the Royal Commission's recommendations that require the establishment of a new, independent and principles-based redress system. The Government has decided to prioritise improving the existing system.
15	State and faith-based institutions should phase out their current claims processes for abuse in care, and any faith-based institution or indirect State care provider that chooses to continue its own claims process should direct survivors to the puretumu torowhānui scheme and give them information about it.	Decline		Requires puretumu torowhānui scheme	He Purapura Ora recommendations 1, 4, 12, 15, 17, 50, 52 and 61 have been declined as these are the Royal Commission's recommendations that require the establishment of a new, independent and principles-based redress system. The Government has decided to prioritise improving the existing system.
17	The puretumu torowhānui scheme should operate independently of the institutions where tūkino or abuse, harm and trauma took place and should have no interactions with these institutions or the people within them, except where necessary to carry out its functions, and this includes individuals or institutions: responsible for providing care to survivors; allegedly responsible for the abuse; responsible for defending any abuse in care claims in court.	Decline		Requires puretumu torowhānui scheme	He Purapura Ora recommendations 1, 4, 12, 15, 17, 50, 52 and 61 have been declined as these are the Royal Commission's recommendations that require the establishment of a new, independent and principles-based redress system. The Government has decided to prioritise improving the existing system.

Number	Full recommendation	Response category	Work status	Judgement call (short description)	Detailed rationale for response and status categorisation
28	A survivor should have a choice of: making a standard claim that takes into account the abuse and its impact; making a brief claim that takes into account only the abuse; making a brief claim first, and then a standard claim at a later date.	Decline		Outside parameters of Cabinet's decision	Recommendations 28 and 29 from He Purapura Ora are declined. Survivors accessing redress through the Ministries of Education and Social Development will continue to have a choice of 'brief' claim (a rapid or expedited assessment) or a 'standard' claim (individual assessment) which is broadly consistent with the Royal Commission's recommendations, noting 'standard' claims do not consider impact. They will not be able to make both a brief and standard claim. Survivors accessing the Ministry of Health or Oranga Tamariki's claims processes do not currently have access to a 'brief' claim.
29	In both claims, the scheme should work with the survivor to work out what is needed to achieve utua kia ea or to teu le vā / tauhi vā.	Decline		Outside parameters of Cabinet's decision	Recommendations 28 and 29 from He Purapura Ora are declined. Survivors accessing redress through the Ministries of Education and Social Development will continue to have a choice of 'brief' claim (a rapid or expedited assessment) or a 'standard' claim (individual assessment) which is broadly consistent with the Royal Commission's recommendations, noting 'standard' claims do not consider impact. They will not be able to make both a brief and standard claim. Survivors accessing the Ministry of Health or Oranga Tamariki's claims processes do not currently have access to a 'brief' claim.
30	The scheme should, in assessing a standard claim: make its starting point that it believes a survivor's account; consider the reasonable likelihood that abuse took place and the survivor suffered the impact claimed; consider any impact that is plausibly linked to the abuse; meet the survivor unless the survivor has no wish to and the scheme has enough information to make a decision on the claim; invite, if a survivor wishes, representatives of relevant organisations and any named perpetrator to attend any meeting to hear and understand the abuse and its impact on the survivor; notify organisations and individuals named in a claim and invite them to comment in a way that: does not allow them to question the survivor directly – does allow the survivor to respond to any comment if the survivor wishes; ensure survivors will be safe from any retribution before notifying organisations and individuals for this purpose, particularly disabled survivors still in care; have clear times within which organisations and individuals must respond; proceed with a decision if they fail to respond in time.	Decline		Outside parameters of Cabinet's decision	Recommendations 30 and 31 from He Purapura Ora are declined. The government has decided to prioritise building on existing assessment processes used by State redress services and so the introduction of the assessment approach envisioned by the Royal Commission would be a significant expansion of existing processes and would likely go beyond the parameters set by Cabinet. The purpose of redress payments will continue to be to acknowledge but not compensate for the harm of abuse and neglect in State care.
31	The scheme should, in assessing a brief claim: make its starting point that it believes a survivor's account; consider the reasonable likelihood that abuse took place; meet the survivor only if requested.	Decline		Outside parameters of Cabinet's decision	Recommendations 30 and 31 from He Purapura Ora are declined. The government has decided to prioritise building on existing assessment processes used by State redress services and so the introduction of the assessment approach envisioned by the Royal Commission is not possible. The purpose of redress payments will continue to be to acknowledge but not compensate for the harm of abuse and neglect in State care.
44	Any survivor placed in an institution or care setting that the puretumu torowhānui scheme determines was a place of systemic abuse or neglect should be able to apply for a common experience payment of a set amount. The scheme should: develop criteria to determine what institutions or settings, if any, were places of systemic abuse that would make a common experience payment justified, using the findings of this inquiry's reports and evidence gathered from claims the scheme receives; actively reach out to ensure as many eligible survivors as possible receive a common experience payment once an institution or setting is identified as a place of systemic abuse or neglect; tailor efforts to contact qualifying survivors to the specific needs of those identified; take into account any other payments a survivor has received for abuse in care, such as payments from previous redress processes, court cases and settlements.	Decline		Outside parameters of Cabinet's decision	Recommendation 44 from He Purapura Ora is declined because the State redress system will not offer common experience payments as envisioned by the Royal Commission.
50	The Government should legislate to establish the puretumu torowhānui scheme and should set out in this legislation, or in regulations, eligibility criteria and entitlements. It should also consider setting out in regulations the timeframes for the scheme to make decisions.	Decline		Requires puretumu torowhānui scheme	He Purapura Ora recommendations 1, 4, 12, 15, 17, 50, 52 and 61 have been declined as these are the Royal Commission's recommendations that require the establishment of a new, independent and principles-based redress system. The Government has decided to prioritise improving the existing system.
52	The puretumu torowhānui scheme should have the power to: require any organisation that joins the scheme and any other relevant body to give it information; give information to survivors, organisations in the scheme and any other relevant body without redactions, provided the scheme reasonably considers this is necessary to fulfil its functions.	Decline		Requires puretumu torowhānui scheme	He Purapura Ora recommendations 1, 4, 12, 15, 17, 50, 52 and 61 have been declined as these are the Royal Commission's recommendations that require the establishment of a new, independent and principles-based redress system. The Government has decided to prioritise improving the existing system.
61	The puretumu torowhānui scheme should have the power to: report to care providers or any agency, including monitoring agencies, on information it receives about systemic issues and make recommendations on how to respond to these issues including for the purposes of determining a common experience payment; require care providers or agencies to report on actions they have taken in response to its recommendations; make recommendations and responses public; provide information and recommendations to the Crown on areas of reform relevant to abuse in care, including health, disability services, adoption, Oranga Tamariki, ACC, education and housing.	Decline		Requires puretumu torowhānui scheme	He Purapura Ora recommendations 1, 4, 12, 15, 17, 50, 52 and 61 have been declined as these are the Royal Commission's recommendations that require the establishment of a new, independent and principles-based redress system. The Government has decided to prioritise improving the existing system.

Number	Full recommendation	Response category	Work status	Judgement call (short description)	Detailed rationale for response and status categorisation
68	The Māori Collective, in conjunction with the Purapura Ora Collective, should commission an expert review to evaluate the services identified in the stocktake and make recommendations on any changes or extra services needed. This should be completed well in advance of final decisions on the scheme.	Decline		Outside parameters of Cabinet's decision	Recommendation 68 from He Purapura Ora has been declined as this was outside of the scope of the work of the Redress Design Group.
69	The Crown should consider establishing a dedicated fund for any extra services or improvements to services recommended by the expert review, along with any independent monitoring and review arrangements.	Decline		Outside parameters of Cabinet's decision	Recommendation 69 from He Purapura Ora is declined because the review stipulated in recommendation 68 was not completed.
91	Institutions should use their best endeavours to resolve claims in the lead-up to the establishment of the puretumu torowhānui scheme and should offer settlements that do not prejudice survivors' rights under the new puretumu torowhānui scheme or under any legislation enacted in response to our recommendations on civil litigation.	Decline		Approach taken not sufficiently similar to recommendation to partially accept	Recommendation 91 from He Purapura Ora is declined. Existing State redress agencies have continued to resolve claims while the Royal Commission's redress recommendations were considered. Nonetheless settlement offers did not guarantee access to an improved redress system for survivors with settled claims, and there is no proposal to establish a redress system through legislation at this time.
95	The Minister for the Public Service should, within four months of the tabling of this report in the House of Representatives, make public the Crown's initial response to the report's recommendations, and this response should include: its plan and timetable for giving priority and urgency to claims from elderly or seriously ill survivors, including making interim payments to these survivors where appropriate; its timetable and resourcing for the Māori Collective and Purapura Ora Collective; its plan for consulting survivors and their communities about the design of the new puretumu torowhānui system and scheme; dates by which the puretumu torowhānui scheme will be established and ready to receive claims, and civil litigation reforms enacted.	Decline		Approach taken not sufficiently similar to recommendation to partially accept	The Crown has accepted the findings in Whanaketia and is committed to publishing a response to each recommendation. However, given the complexity of the recommendations and the need to give them due consideration, the four month timeframe has not been met. This is why recommendation 95 from He Purapura Ora has been declined (and recommendation 131 from Whanaketia is partially accepted). While the previous government publicised how it would respond to the redress report soon after receiving, the content of this proactively released paper does not sufficiently canvas all the matters recommended by the Royal Commission to say this is accepted in full or in part.
Whanaketia: Through pain and trauma, from darkness to light					
10	The government and faith-based institutions should ensure that, once the puretumu torowhānui system and scheme is established: a) the effective start date for the system and scheme is 1 December 2021, to enable the whānau of survivors who have died since that date to be eligible for redress claims and the full range of support services available through the system and scheme; b) it is open to all survivors, including those who have been through all redress processes (including those that have been completed since 1 December 2021) whether or not any signed settlement agreement was full and final	Decline		Decision by Minister or Cabinet not to progress	Recommendation 10 from Whanaketia is declined as access to redress for survivors of abuse in State care will not be backdated. Survivors with settled claims will be able to access a top up payment which aims to address inequities in previous settlement payments made by claims agencies
21	Recognising the intergenerational damage caused by abuse in care, the Inquiry recommends that a whānau harm payment be provided for members of whānau who have been cared for by survivors and thereby potentially impacted by their tūkino, to help prevent further intergenerational harm. The Inquiry recommends this is set at \$10,000.	Decline		Decision by Minister or Cabinet not to progress	From the April redress Cabinet paper: The Royal Commission further recommended that a payment of \$10,000 be made available for members of whānau who have been cared for by survivors. The question of whānau access to redress has also been raised by the Ombudsman. Joint Ministers considered, however, that the redress system should remain primarily focused on acknowledging and apologising for the experiences of survivors themselves and therefore this paper proposes declining this recommendation.

Appendix Three: Redress recommendations which need further consideration

Number	Full recommendation	Response category	Work status	Judgement call (short description)	Detailed rationale for response and status categorisation
He Purapura Ora, he Māra Tipu: From Redress to Pūretumu Torowhānui					
9	The Crown should take an all-of-system approach to responding to abuse in care.	Needs further consideration	Underway	Requires further work	The response to He Purapura Ora recommendation 9 will be advanced through the work on improving the current care system. A functional analysis of care agencies' roles and responsibilities has begun. It is referencing the list of functions proposed for the Care Safe Agency at recommendation 41 in Whanaketia and the legislative measures proposed for a new Care Safety Act at recommendation 45 in Whanaketia.
20	The pūretumu torowhānui scheme should, regardless of whether an institution still exists or has funds, cover abuse in: any State agency that assumed responsibility, either directly or indirectly, for the care of an individual when they were abused, including: State schools – any individual, or any private, public or non-governmental organisation, including a service provider, to which the State passed on its authority or care functions, whether by delegation, contract, licence or in any other way; any faith-based institution that assumed responsibility for the care of an individual when they were abused.	Needs further consideration	Underway	Requires further work	Further work is underway to consider the eligibility matters in recommendations 20 and 21 from He Purapura Ora. This includes considering whether survivors of abuse/neglect outside the core State care system, namely survivors of abuse in schools governed by school Boards, and therefore not covered by the Ministry of Education's process, or those in settings which Health New Zealand has responsibility for, can access the State redress system. It also includes considering whether survivors of faith-based or other non-government institutions will be integrated into the State system.
21	The Crown should give faith-based institutions and indirect State care providers a reasonable opportunity, say four to six months, to join the pūretumu torowhānui scheme voluntarily before considering, if necessary, options to encourage or compel participation, including: not offering contracts to non-participating institutions; terminating or not renewing any contracts with them; revoking their charitable status; making participation in the scheme compulsory.	Needs further consideration	Not started	Requires further work	Further work is underway to consider the eligibility matters in recommendations 20 and 21 from He Purapura Ora. This includes considering whether survivors of abuse/neglect outside the core State care system, namely survivors of abuse in schools governed by school Boards, and therefore not covered by the Ministry of Education's process, or those in settings which Health New Zealand has responsibility for, can access the State redress system. It also includes considering whether survivors of faith-based or other non-government institutions will be integrated into the State system.
22	The pūretumu torowhānui scheme should: extensively and proactively publicise, on an ongoing basis, what it does, how to contact it, the types and levels of redress and support available, eligibility and assessment criteria, and timeframes for making decisions on claims; develop specific strategies to communicate with survivors, including running specialist education sessions for disabled people about the scheme and what constitutes abuse; develop specific strategies to communicate with Māori survivors and their whānau, hapū, iwi and hāpori (communities); actively reach out to disabled survivors including disabled survivors in long-term or life-long care; offer easy-to-read information in a variety of accessible formats about how the scheme works; ensure a supported decision-making process is available for disabled people that is consistent with the United Nations Convention on the Rights of Persons with Disabilities, including, where necessary, by providing dedicated support and communication assistance.	Needs further consideration	Underway	Requires further work	A response to recommendation 22 from He Purapura Ora is still under consideration. The package of improvements to State redress announced in May supports the response to this recommendation, particularly the initiatives on redress system performance reporting and monitoring. Core State redress agencies are committed to continuous improvement, including supporting survivors in engaging with the system. Nonetheless, there are risks relating to extensively and proactively promoting State redress services, especially for those with a significant backlog of claims to resolve. A rush of new claimants could come forward only to have to wait a long time to receive redress.
24	The pūretumu torowhānui scheme should have processes in place so that survivors and their whānau who interact with it receive manaakitia kia tipu.	Needs further consideration	Underway	Requires further work	The response to recommendations 23 - 25, 37 - 39, and 65 - 67 from He Purapura Ora relating to supports and services will be considered through the work on developing a common support services framework for survivors accessing State redress services. Cabinet has agreed the State redress system will move towards offering consistent supports and services to all survivors, regardless of which agency is responsible for their claim. These recommendations are recorded as needs further consideration because further work is required to determine the extent to which they can be accepted.
25	The pūretumu torowhānui scheme should provide support services that are free, flexible, culturally appropriate and tailored to individual needs to help survivors, and where appropriate whānau, understand the tūkino and make a claim, including: counselling and psychological care, including when survivors receive their records, and for a reasonable period afterwards; social workers and navigators to help meet any immediate needs; free independent legal advice, irrespective of eligibility for legal aid and non-legal advocacy, including advocacy for disabled people that meets the requirements of articles 13(1) and (2) of the United Nations Convention on the Rights of Persons with Disabilities; help to obtain and understand personal records; advocates for survivors in their dealings with organisations holding their records; help to get in touch with survivor support groups; support to make complaints about alleged abusers; interpreters, translators, supported decision-making and communication assistance; safeguards to ensure disabled survivors in care are safe from any retribution for making a claim; help, as necessary, to make complaints to the Privacy Commissioner or an ombudsman.	Needs further consideration	Underway	Requires further work	The response to recommendations 23 - 25, 37 - 39, and 65 - 67 from He Purapura Ora relating to supports and services will be considered through the work on developing a common support services framework for survivors accessing State redress services. Cabinet has agreed the State redress system will move towards offering consistent supports and services to all survivors, regardless of which agency is responsible for their claim. These recommendations are recorded as needs further consideration because further work is required to determine the extent to which they can be accepted.
33	Apologies should: acknowledge the tūkino or abuse, harm and trauma caused; accept responsibility for the tūkino; express regret or remorse for the tūkino; be made by a person at an appropriate level of authority so the apology is meaningful; commit to taking all reasonably practicable steps to prevent any recurrence of the tūkino; be flexible and respond appropriately to the needs and wishes of the	Needs further consideration	Underway	Requires further work	The Government's decisions for the redress system address several of the Royal Commission's recommendations regarding redress offerings, including the provision of apologies which take explicit responsibility for what happened to a survivor as per recommendations 32 - 36 in He Purapura Ora. Work on whether there is a need for

	individual survivor; be consistent, where appropriate, with tikanga Māori or with Pacific cultural practices; come directly from the institution concerned.				legislative change to allow for more meaningful apologies is underway. Cabinet will consider options for change in July 2025, and recommendations 33 - 36 from He Purapura Ora will be recorded as needs further consideration until further decisions are made. Recommendation 32 is partially accepted because apologies made by redress agencies are provided to the claimant, not others affected by abuse in care.
34	To give effect to these apology principles, the institution concerned should: work with those harmed by the tūkino to apologise in a way that is meaningful to them as part of their wider healing; ensure the person making the apology has the necessary cultural awareness and humility, and has received training about the nature and impact of abuse and the needs of survivors; provide information about the steps it is taking or will take to prevent further abuse.	Needs further consideration	Underway	Requires further work	The Government's decisions for the redress system address several of the Royal Commission's recommendations regarding redress offerings, including the provision of apologies which take explicit responsibility for what happened to a survivor as per recommendations 32 - 36 in He Purapura Ora. Work on whether there is a need for legislative change to allow for more meaningful apologies is underway. Cabinet will consider options for change in July 2025, and recommendations 33 - 36 from He Purapura Ora will be recorded as needs further consideration until further decisions are made. Recommendation 32 is partially accepted because apologies made by redress agencies are provided to the claimant, not others affected by abuse in care.
35	The scheme should, where appropriate, give guidance to participating institutions about the form and the delivery of apologies.	Needs further consideration	Underway	Requires further work	The Government's decisions for the redress system address several of the Royal Commission's recommendations regarding redress offerings, including the provision of apologies which take explicit responsibility for what happened to a survivor as per recommendations 32 - 36 in He Purapura Ora. Work on whether there is a need for legislative change to allow for more meaningful apologies is underway. Cabinet will consider options for change in July 2025, and recommendations 33 - 36 from He Purapura Ora will be recorded as needs further consideration until further decisions are made. Recommendation 32 is partially accepted because apologies made by redress agencies are provided to the claimant, not others affected by abuse in care.
36	The institution should, if a survivor wishes, give an apology as part of a culturally based or other restorative process. The scheme should arrange such a process between the survivor (and any whānau if so desired) and the institution (if it agrees to take part) and any perpetrator (if the perpetrator agrees to take part and the survivor agrees to the perpetrator's participation).	Needs further consideration	Underway	Requires further work	The Government's decisions for the redress system address several of the Royal Commission's recommendations regarding redress offerings, including the provision of apologies which take explicit responsibility for what happened to a survivor as per recommendations 32 - 36 in He Purapura Ora. Work on whether there is a need for legislative change to allow for more meaningful apologies is underway. Cabinet will consider options for change in July 2025, and recommendations 32 - 36 from He Purapura Ora will be recorded as needs further consideration until further decisions are made.
37	The scheme should enable survivors and, where appropriate, their whānau to access measures to restore mana and ora, consistent with the principle of manaakitia kia tipu. Survivors should be able to access, aided by an advocate or navigator if necessary, a range of services to meet their unique needs, and these services should include: counselling and other psychological care; rongoā Māori practitioners; healers; help with education and employment, healthcare, secure housing, financial advisory services, disability support services and community activities; help to connect or reconnect with whakapapa, whānau, hapū or iwi, wider community and fellow survivors; cultural redress and help to build cultural capacity and connection or reconnection with culture, including language learning; help with family and other important relationships after disclosing abuse; support to build and maintain healthy relationships with family members.	Needs further consideration	Underway	Requires further work	The response to recommendations 23 - 25, 37 - 39, and 65 - 67 from He Purapura Ora relating to supports and services will be considered through the work on developing a common support services framework for survivors accessing State redress services. Cabinet has agreed the State redress system will move towards offering consistent supports and services to all survivors, regardless of which agency is responsible for their claim. These recommendations are recorded as needs further consideration because further work is required to determine the extent to which they can be accepted.
38	The scheme should be able to offer survivors a choice of modest, one-off redress measures such as small purchases or services that will help them and their whānau to achieve utua kia ea.	Needs further consideration	Underway	Requires further work	The response to recommendations 23 - 25, 37 - 39, and 65 - 67 from He Purapura Ora relating to supports and services will be considered through the work on developing a common support services framework for survivors accessing State redress services. Cabinet has agreed the State redress system will move towards offering consistent supports and services to all survivors, regardless of which agency is responsible for their claim. These recommendations are recorded as needs further consideration because further work is required to determine the extent to which they can be accepted.
39	The scheme should facilitate contact, such as for pastoral support, with a participating institution if a survivor wishes.	Needs further consideration	Underway	Requires further work	The response to recommendations 23 - 25, 37 - 39, and 65 - 67 from He Purapura Ora relating to supports and services will be considered through the work on developing a common support services framework for survivors accessing State redress services. Cabinet has agreed the State redress system will move towards offering consistent supports and services to all survivors, regardless of which agency is responsible for their claim. These recommendations are recorded as needs further consideration because further work is required to determine the extent to which they can be accepted.
43	The scheme should periodically review the financial payments it makes and increase them as necessary to ensure: payments continue to provide appropriate value to survivors, taking into account	Needs further consideration	Underway	Requires further work	Recommendation 43 from He Purapura Ora will be considered as part of the work on the common payment framework. Payments are being reviewed for equity between survivors, however, no decision has been made on whether payments will be reviewed

	matters such as changes in the consumer price index and relevant awards by the courts; equity between survivors.				on an ongoing basis. Advice will be provided to the Ministers responsible for State redress services in July 2025.
45	The scheme should have the power to recommend an investigation into whether systemic abuse or neglect occurred at an institution or other care setting for the purposes of determining whether there should be a common experience payment for people who were in that institution or care setting.	Needs further consideration	Underway	Requires further work	Recommendation 45 from He Purapura Ora will be considered as part of the work on potential integration of claims outside the core State care redress system. State redress services will not offer 'common experience payments', as envisioned by the Royal Commission, but agencies do have the ability to investigate (or a recommend an investigation into) systemic abuse at institutions they are responsible for. For example, Education has conducted research into Waimokoia / Mt Wellington Residential School (Waimokoia). As result of this, Education made findings about what was happening there while it was open. Survivors of Waimokoia can apply for a rapid payment based on these findings and when they attended the school.
49	Survivors should be able to make a claim to both the puretumu torowhānui scheme and ACC. Any payments or services provided or facilitated by one should be taken into account by the other.	Needs further consideration	Not started	Requires further work	A response to recommendation 49 in He Purapura Ora will be possible after the Minister for ACC has considered advice on responding to the recommendations relating to ACC. This advice is due by the end of Quarter 3, 2025
59	The puretumu torowhānui scheme should publish a report at least yearly with statistics on: the number of claims made, the number of claims relating to each participating institution, and the types of abuse or neglect involved; a breakdown of its decisions on these claims; the average time for making a decision; the size and range of financial payments; the types and frequency of other entitlements made available; the age, iwi affiliation, ethnicity – including specific Pacific ethnicity, gender, and any disability of survivors who made the claims; the number of reviews sought and the decisions made on them.	Needs further consideration	Underway	Requires further work	The response to He Purapura Ora recommendation 59 will be considered as part of the design and implementation of common monitoring and performance measures for the redress system.
62	The Crown should have overall responsibility for funding the puretumu torowhānui scheme so survivors receive financial payments in a timely manner.	Needs further consideration	Not started	Requires further work	Further work is underway to consider the eligibility matters in recommendations 20 and 21 from He Purapura Ora. This includes considering whether survivors of abuse/neglect outside the core State care system, namely survivors of abuse in schools governed by school Boards, and therefore not covered by the Ministry of Education's process, or those in settings which Health New Zealand has responsibility for, can access the State redress system. It also includes considering whether survivors of faith-based or other non-government institutions will be integrated into the State system. Recommendations relating to the specific mechanisms of additional State and non-State institutional participation in redress will be progressed if Cabinet decides to proceed with an integrated redress pathway. This relates to recommendations 62, 63 and 64 from He Purapura Ora and recommendation 8 and 9 from Whanaketia. For now, these are recorded as needs further consideration.
63	Faith-based institutions and indirect State care providers should contribute to the scheme's funding.	Needs further consideration	Not started	Requires further work	Further work is underway to consider the eligibility matters in recommendations 20 and 21 from He Purapura Ora. This includes considering whether survivors of abuse/neglect outside the core State care system, namely survivors of abuse in schools governed by school Boards, and therefore not covered by the Ministry of Education's process, or those in settings which Health New Zealand has responsibility for, can access the State redress system. It also includes considering whether survivors of faith-based or other non-government institutions will be integrated into the State system. Recommendations relating to the specific mechanisms of additional State and non-State institutional participation in redress will be progressed if Cabinet decides to proceed with an integrated redress pathway. This relates to recommendations 62, 63 and 64 from He Purapura Ora and recommendation 8 and 9 from Whanaketia. For now, these are recorded as needs further consideration.
64	Those designing the puretumu torowhānui scheme should determine how the Crown or the scheme should collect financial payments awarded against individual faith-based institutions and indirect State care providers and how to apportion the scheme's costs including the costs of oranga services.	Needs further consideration	Underway	Requires further work	Further work is underway to consider the eligibility matters in recommendations 20 and 21 from He Purapura Ora. This includes considering whether survivors of abuse/neglect outside the core State care system, namely survivors of abuse in schools governed by school Boards, and therefore not covered by the Ministry of Education's process, or those in settings which Health New Zealand has responsibility for, can access the State redress system. It also includes considering whether survivors of faith-based or other non-government institutions will be integrated into the State system. Recommendations relating to the specific mechanisms of additional State and non-State institutional participation in redress will be progressed if Cabinet decides to proceed with an integrated redress pathway. This relates to recommendations 62, 63 and 64 from He Purapura Ora and recommendation 8 and 9 from Whanaketia. For now, these are recorded as needs further consideration.

65	The puretumu torowhānui scheme and any other funders should encourage the provision of support services locally by giving preference to collectives within communities in the design and delivery of support services, recognising the specific obligations under te Tiriti o Waitangi for Māori, while the Crown should properly resource local services, which may include: extra resourcing to service providers, such as holistic Whānau Ora health providers or iwi, to increase their capability and capacity; commissioning new support services, particularly where gaps have been identified.	Needs further consideration	Not started	Requires further work	The response to recommendations 23 - 25, 37 - 39, and 65 - 67 from He Purapura Ora relating to supports and services will be considered through the work on developing a common support services framework for survivors accessing State redress services. Cabinet has agreed the State redress system will move towards offering consistent supports and services to all survivors, regardless of which agency is responsible for their claim. These recommendations are recorded as needs further consideration because further work is required to determine the extent to which they can be accepted.
66	The Crown and the puretumu torowhānui scheme should ensure sufficiently skilled workforces are available to provide oranga services to survivors, and that all those who have contact with survivors, including scheme staff, advocates, navigators and lawyers, are trauma-informed and culturally responsive. This will require the Crown to have a transformative workforce change strategy and resourcing training and workforce skill development, including: providing incentives and additional and ongoing skills training to workforces; developing and making mandatory training for those entering relevant workforces; ensuring workforces receive awareness raising and training on the rights of disabled people, in particular: disabled people's rights to access to justice under article 13 of the United Nations Convention on the Rights of Persons with Disabilities – the inclusion of disabled people in the design and provision of this training; a strategy for developing relevant skills among survivors and Māori, Pacific and disabled people to help relevant workforces to relate appropriately to survivors.	Needs further consideration	Not started	Requires further work	The response to recommendations 23 - 25, 37 - 39, and 65 - 67 from He Purapura Ora relating to supports and services will be considered through the work on developing a common support services framework for survivors accessing State redress services. Cabinet has agreed the State redress system will move towards offering consistent supports and services to all survivors, regardless of which agency is responsible for their claim. These recommendations are recorded as needs further consideration because further work is required to determine the extent to which they can be accepted.
67	The Crown should immediately commission a stocktake of available oranga services for survivors, including counselling and other psychological care, educational services and vocational services.	Needs further consideration	Not started	Requires further work	The response to recommendations 23 - 25, 37 - 39, and 65 - 67 from He Purapura Ora relating to supports and services will be considered through the work on developing a common support services framework for survivors accessing State redress services. Cabinet has agreed the State redress system will move towards offering consistent supports and services to all survivors, regardless of which agency is responsible for their claim. These recommendations are recorded as needs further consideration because further work is required to determine the extent to which they can be accepted.
70	Each faith-based institution should establish or nominate an entity to provide a single point of contact with the puretumu torowhānui scheme and with other institutions in the scheme. The Crown should consider whether State agencies should each establish or nominate an entity for this purpose or whether one such entity should serve all State agencies.	Needs further consideration	Not started	Requires further work	Further work is underway to consider the eligibility matters in recommendations 20 and 21 from He Purapura Ora. This includes considering whether survivors outside the core State care system, such as survivors of abuse in schools not covered by the Ministry of Education's process, or those in settings which Health New Zealand has responsibility for, can access the State redress system. It also includes considering whether survivors of faith-based or other non-government institutions will be integrated into the State system. Recommendations 62 and 63 from He Purapura Ora can be responded to following Cabinet's decisions on integrating additional claims Recommendations relating to the specific mechanisms for non-State institutional participation in redress, such as He Purapura Ora recommendations 64, 65 and 70 will be progressed if Cabinet decides to proceed with an integrated redress pathway.
73	The Government should take active steps to raise awareness of abuse in care, what it is, its effects, what has been done in response, and how those abused can seek help. This should include widely disseminating this inquiry's interim report, this report and all subsequent inquiry reports.	Needs further consideration	Not started	Requires further work	The government is prioritising improvements to existing redress for survivors and work has not yet started on responding to He Purapura Ora recommendations 73 and 74.
74	The Government should fund an ongoing programme focused on supporting the delivery of independent Aotearoa New Zealand-specific research on the effects and causes of abuse in care, and social campaigns that seek to eliminate abuse in care and highlight the need to keep people safe from harm, and events acknowledging what has happened.	Needs further consideration	Not started	Requires further work	The government is prioritising improvements to redress services for survivors and work has not yet started on responding to He Purapura Ora recommendations 73 and 74.
82	The Crown should draw up a model litigant policy to replace the Attorney-General's civil litigation values, and the policy should be: consistent with the contents of this report; completed within 12 months of the Governor-General receiving this report.	Needs further consideration	Underway	Requires further work	The Crown Response Office, working with relevant agencies, is coordinating consideration of the need for a model litigant policy in response to recommendation 82 from He Purapura Ora. The Crown response to recommendation 83 from He Purapura Ora will follow this. A decision on recommendation 82 is contingent on significant policy choices for the Crown in relation to historical abuse litigation.
83	State agencies, indirect State care providers and faith-based institutions, along with their lawyers, should act consistently with the model litigant policy in responding to all abuse in care claims, whether lodged through the courts or the scheme.	Needs further consideration	Not started	Requires further work	The Crown Response Office, working with relevant agencies, is coordinating consideration of the need for a model litigant policy in response to recommendation 82 from He Purapura Ora. The Crown response to recommendation 83 from He Purapura Ora will follow this. A decision on recommendation 82 is contingent on significant policy choices for the Crown in relation to historical abuse litigation.
84	The Crown should draw up a set of principles to guide its conduct in responding to abuse in care claims, and indirect State care providers and faith-based institutions should draw up their own, too.	Needs further consideration	Not started	Requires further work	Recommendation 84 from He Purapura Ora requires further consideration. There is no proposal to change the Crown Resolution Strategy at present, but this may be reviewed pending advice on other justice recommendations
90	The Crown should ensure that any monitoring body or monitoring activities relating to children, young people and adults at risk in care: nurtures the trust of children, young people and adults at risk; is	Needs further consideration	Underway	Requires further work	As part of the Government's package of enhancements to the redress system, Cabinet agreed to introduce greater independence into claims processes by implementing an

	consistent with the Crown's te Tiriti o Waitangi obligations; is organised to reflect the Māori-Crown relationship; is independent of other oversight mechanisms and the organisation(s) being monitored; complies with all relevant human rights obligations; operates regularly, or is conducted regularly, using staff with appropriate skills and expertise.				independent review of claims if survivors are unhappy with the decision and redress payment being offered. This would enable an easier and more timely independent review process and allow survivors to challenge claim decisions in a timelier manner. Survivors will still be able to complain to the Ombudsman and litigation remains an option where a survivor has not agreed to a settlement offer. The response to redress recommendation 90 is recorded as needs further consideration because further work will be required to assess how this proposal will align with the specific parts of the Royal Commission's recommendation.
92	Institutions should, until our limitation reform recommendations are implemented, rely on limitation defences only in cases where they reasonably consider a fair trial will not be possible.	Needs further consideration	Underway	Requires further work	A response to this recommendation is pending the provision of advice on limitation reform to the Minister of Justice. Nonetheless, this recommendation is broadly consistent with the Crown Resolution Strategy and how agencies have approached resolving claims since the receipt of He Purapura Ora. Of note, since the publication of He Purapura Ora, no historical abuse claim has reached that stage of proceedings where the Crown has had to decide whether to rely on the limitation defence at trial.
Whanaketia: Through pain and trauma, from darkness to light					
8	The government should take all practicable steps, including incentives and, if necessary, compulsion, to ensure that faith-based institutions and indirect care providers join the puretumu torowhānui system and scheme once it is established.	Needs further consideration	Not started	Requires further work	Further work is underway to consider the eligibility matters in recommendations 20 and 21 from He Purapura Ora. This includes considering whether survivors of abuse/neglect outside the core State care system, namely survivors of abuse in schools governed by school Boards, and therefore not covered by the Ministry of Education's process, or those in settings which Health New Zealand has responsibility for, can access the State redress system. It also includes considering whether survivors of faith-based or other non-government institutions will be integrated into the State system. Recommendations relating to the specific mechanisms of additional State and non-State institutional participation in redress will be progressed if Cabinet decides to proceed with an integrated redress pathway. This relates to recommendations 62, 63 and 64 from He Purapura Ora and recommendation 8 and 9 from Whanaketia. For now, these are recorded as needs further consideration.
9	Representatives of faith-based institutions and indirect care providers should meet with relevant State representatives and agree on what steps they can take, whether separately or together, to ensure that survivors, their whānau and support networks are made aware of the puretumu torowhānui system and scheme and support options available to them.	Needs further consideration	Not started	Requires further work	Further work is underway to consider the eligibility matters in recommendations 20 and 21 from He Purapura Ora. This includes considering whether survivors of abuse/neglect outside the core State care system, namely survivors of abuse in schools governed by school Boards, and therefore not covered by the Ministry of Education's process, or those in settings which Health New Zealand has responsibility for, can access the State redress system. It also includes considering whether survivors of faith-based or other non-government institutions will be integrated into the State system. Recommendations relating to the specific mechanisms of additional State and non-State institutional participation in redress will be progressed if Cabinet decides to proceed with an integrated redress pathway. This relates to recommendations 62, 63 and 64 from He Purapura Ora and recommendation 8 and 9 from Whanaketia. For now, these are recorded as needs further consideration.
16	The government should establish performance indicators for the puretumu torowhānui system and scheme, based on New Zealand's domestic and international obligations including te Tiriti o Waitangi and taking into account guidance from the Office of the United Nations High Commissioner for Human Rights.	Needs further consideration	Underway	Requires further work	Recommendation 16 from Whanaketia will be considered as part of the design and implementation work delegated to joint Ministers by Cabinet. A response category for this recommendation will be determined following joint Ministers' and operational decisions on how the redress system's performance will be measured.
17	The government should regularly assess the puretumu torowhānui system and scheme against the performance indicators and publish annual reports on progress against the indicators.	Needs further consideration	Underway	Requires further work	Recommendation 17 from Whanaketia will be considered as part of the design and implementation work delegated to joint Ministers by Cabinet. A response category for this recommendation will be determined following joint Ministers' and operational decisions on how the redress system's performance will be measured.

Appendix Four: Redress recommendations which relate to the portfolio responsibilities of other Ministers

Number	Full recommendation	Ministerial portfolio(s)
He Purapura Ora, he Māra Tipu: From Redress to Pūretumu Torowhānui		
75	The Crown should create in legislation: a right to be free from abuse in care; a non-delegable duty to ensure all reasonably practicable steps are taken to protect this right, and direct liability for a failure to fulfil the duty; an exception to the ACC bar for abuse in care cases so survivors can seek compensation through the courts.	Justice, ACC
76	The Crown should, if it decides not to enact the changes in recommendation 75, consider: empowering the pūretumu torowhānui scheme to award compensation; reforming ACC so that it covers the same abuse the new pūretumu torowhānui scheme covers and provides fair compensation and other appropriate remedies for that abuse.	(Replaced by Whanaketia recommendation 11)
77	WorkSafe New Zealand should include abuse in care within its focus areas. This should include investigating and, where appropriate, prosecuting breaches by a care provider and its officers under the Health and Safety at Work Act 2015.	Workplace Relations and Safety
78	The Crown should amend the Limitation Act 1950 and Limitation Act 2010, with retrospective effect, so: any survivor who claims to have been abused or neglected in care while under 20 is not subject to the Acts' limitation provisions; any survivor who has settled such a claim that was barred under either Act may relitigate if a court considers it just and reasonable to do so; any survivor who has had a judgment on such a claim can relitigate if they were found to have been barred under either Act's limitation provisions, and the time bar prevented the survivor from getting redress; the court retains a discretion to decide that a case cannot go ahead if it considers a fair trial is not possible.	Justice
79	The Crown should: consider whether there should be any other conditions on a survivor's right to litigate or relitigate a case that has been settled or a judgment has been issued on, or whether a survivor should have any extra rights in these circumstances; direct the Law Commission to review other obstacles to civil litigation by survivors and recommend any corrective steps, a task the Law Commission should complete within 12 months of the Governor-General receiving this report.	Justice
80	The Crown should review and consider raising the rates available for abuse in care work.	Justice
81	The Ministry of Justice should: work with New Zealand Law Society to offer training to lawyers wanting to take on abuse in care cases, including training on how to ensure effective access to justice for disabled people; establish, maintain and publicise a list of lawyers who are competent and available to work on abuse in care cases.	(Replaced by Whanaketia recommendations 31 and 33)
Whanaketia: Through pain and trauma, from darkness to light		
11	If the government does not progress the Inquiry's recommended civil litigation reforms (Holistic Redress Recommendations 75 and 78 from the Inquiry's interim report, He Purapura Ora, he Māra Tipu: From Redress to Pūretumu Torowhānui): a. the government should reform the accident compensation (ACC) scheme to provide tailored compensation for survivors of abuse and neglect in care and other appropriate remedies; b. survivors should be fairly and meaningfully compensated for all direct and indirect losses flowing from the abuse and neglect they experienced in care and that are covered by the new pūretumu torowhānui system and scheme; c. the application process should be survivor-focused, trauma informed and delivered in a culturally and linguistically appropriate manner	ACC
31	The Ministry of Justice should establish a list of specialist lawyers available to provide legal advice to victims about seeking pūretumu torowhānui (holistic redress).	Justice

33	<p>The Ministry of Justice, Te Kura Kaiwhakawā Institute of Judicial Studies, NZ Police, the Crown Law Office, the New Zealand Law Society and other relevant legal professional bodies should ensure that investigators, prosecutors, lawyers, and judges receive education and training from relevant subject matter experts on: a. the Inquiry's findings, including on the nature and extent of abuse and neglect in care, the pathway from care to custody, and the particular impacts on survivors of abuse and neglect experienced in care; b. trauma-informed investigative and prosecution processes; c. all forms of discrimination; d. engaging with neurodivergent people; e. human rights concepts including the obligations under the Convention on the Rights of Persons with Disabilities, the Convention on the Rights of the Child, Convention on the Elimination of All Forms of Discrimination against Women, Convention on the Elimination of all forms of Racial Discrimination, and the United Nations Declaration on the Rights of Indigenous Peoples</p>	<p>Justice, NZ Police, Crown Law Office</p>
----	---	---

Proactive release - open and transparent government

Appendix Five: Definitions of the response and status categories

Response

Category	Meaning
Accept	The recommendation is accepted. It will be implemented as it was set out by the Royal Commission.
Partially accept	One or more sub-parts of the recommendation are accepted as set out by the Royal Commission. The recommendation is not accepted in full.
Accept intent	The intent of recommendation is accepted. It will be implemented in a different way than set out by the Royal Commission.
Needs further consideration	The recommendation, including one or sub-parts of the recommendation, requires further consideration before a response can be determined.
Decline	Following analysis and a decision making process, the Crown declines to implement this recommendation.

Work Status

Category	Meaning
Not started	Work on the analysis and / or implementation of the recommendation has not yet started.
Underway	Work has begun on the analysis and / or implementation of the recommendation.
Complete	Work on the recommendation has been completed consistent with the agreed project scope and decision making process.
Ongoing	The work to deliver upon the recommendation is ongoing as part of an ongoing programme of work or activity.