



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	Crown Response Office Annual report 2024 – 2025	Date to be published	17 December 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



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Crown Response to the Abuse in Care Inquiry

Crown Response Office Annual report 2024 - 2025			
Date:	1 October 2025	Security level:	
Priority:	Medium	Report number:	CRACI 25/114

Actions sought	
Hon Erica Stanford 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	Confirm the Annual Report on the Crown's response to the Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions, covering the period from June 2024 to 30 June 2025.

Contact for discussion			
Name	Position	Telephone	1 st contact
Rajesh Chhana	Chief Executive, Crown Response Office	9(2)(a)	
Sarah So	Acting General Manager, Enabling Services	9(2)(a)	✓

Agencies consulted
N/a

Minister's office to complete

<input type="checkbox"/> Noted <input type="checkbox"/> Seen <input type="checkbox"/> See Minister's notes <input type="checkbox"/> Needs change <input type="checkbox"/> Overtaken by events <input type="checkbox"/> Declined <input type="checkbox"/> Referred to (specify) _____	Comments
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Briefing



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Crown Response Office Annual report 2024 - 2025

For: Hon Erica Stanford, 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

Date: 1 October 2025

Security level:

Priority: Medium

Report number: CRACI 25/114

Purpose

1. This briefing provides an update on progress implementing the Crown Response Plan following the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions.

Recommendations

2. It is recommended that you:
 - a) **note** the Annual Report on the Crown's response to the Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions, covering the period from June 2024 to 30 June 2025;
 - b) **note** that the Annual Report provides a high-level overview of implementation progress across key areas, including redress, survivor engagement, system reform, and workforce development;
 - c) **note** that this is the first formal progress report, building on the baseline commitments outlined in the Crown Response Plan published in May 2025;
 - d) **note** that this first Annual Report will be accompanied by a Cabinet paper to support transparency and public accountability, in line with previous Cabinet decisions (ECO-25-MIN-0060 refers); and
 - e) **note** that future Annual Reports will be tabled in the House of Representatives in accordance with parliamentary practice, and will not require Cabinet consideration.

Rajesh Chhana
Chief Executive,
Crown Response Office

Hon Erica Stanford
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

Background

3. The Royal Commission released its final report in June 2024, titled *Whanaketia – Through pain and trauma, from darkness to light Whakairihia ki te tihi o Maungārongo*.
4. The Annual Report 2024–25 is the first formal report on progress and achievements under the Crown Response Plan. It contains highlights across the three objectives in the Crown Response Plan. The report reflects the Crown’s commitment to a coordinated, transparent, and survivor-informed response to the Royal Commission’s recommendations.
5. This update is being provided in line with previous Cabinet decisions (ECO-25-MIN-0060 refers).

Highlights from the Annual Report

6. The Annual Report outlines progress across the three strategic objectives of the Crown Response Plan. These include:

Objective One: Address the wrongs of the past – including redress and acknowledgement of survivor experiences

7. Following Budget 2025, the Crown increased average settlement payments for new claims and introduced a top-up process for previously closed claims, resulting in \$3 million paid to 248 survivors by 1 July. Alongside these immediate improvements, the Crown Response Office is leading a broader redress reform programme focused on building a consistent, accessible, and survivor-centred system.
8. A \$2 million fund was also launched to support NGOs and community groups, with 22 organisations and one local authority receiving funding by June 2025.

Objective Two: Make the current care system safe – through leadership, oversight, and safety-focused reforms

9. The Social Workers Registration Board released *Toitu te ara Tauwhiro 2025–2028*, the first cross-system workforce strategy, with Oranga Tamariki committed to its implementation. Budget 2025 allocated over \$112 million to support workforce safety and professionalisation, including in secure residences.
10. Agencies have advanced reforms such as digitised safety checks, physical restraint training, and a volunteer policy under review. The judiciary is implementing trauma-informed training, and Te Ao Mārama is being embedded to improve fairness for Māori and survivors. Oranga Tamariki continues to embed care standards, while Health New Zealand is planning safety upgrades in mental health units.

Objective Three: Empower those in care, their families, whānau and communities – by improving access to records, preventing entry into care, and listening to lived experiences.

11. Progress has been made to strengthen survivor and community voice across the system. Oranga Tamariki has established new advisory groups for youth, rainbow, disability, and Pacific peoples, with permanent appointments underway.
12. The Ministry of Social Development is improving complaints and incident management infrastructure, supported by targeted funding.

13. The Crown Response Office continues to promote transparency through regular pānui newsletters and has established a Ministerial Advisory Group to embed survivor perspectives in decision-making.
14. Whaikaha launched the *Whaimana | Support My Decisions* website to promote autonomy, which saw strong uptake with over 2,800 visits in its first month.

Next steps

15. A Cabinet paper and the Annual Report are attached for your consideration.
16. If agreed, we recommend lodging the Cabinet paper and Annual Report for the Social Outcomes Committee meeting on 22 October in line with previous Cabinet decisions.

Proactive release - open and transparent government