



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

Crown Response for the Abuse in Care Inquiry: Annual Report 2024/25

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Contact: Crown Response Office, Te Kawa Mataaho Public Service Commission, PO Box 329, Wellington 6140

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Support available

We acknowledge the courage of survivors, their whānau and supporters who have shared their experiences to inform this work. This report discusses sensitive subject matter, including references to abuse, systemic failings, and other difficult matters. Details of support services are provided below. These services are available to anyone who may need assistance.

Survivor Experiences Service

The Survivor Experiences Service is available for people who were abused in State, faith-based, or other forms of care, as well as for a survivor's whānau. It aims to provide a confidential and supportive space for survivors and their families to share their experiences of abuse.

Survivors and whānau can contact the Survivor Experiences Service to organise a time and place to share their experiences:

- call 0800 456 090
- text 8328
- email contact@survivorexperiences.govt.nz

To find out more about the Survivor Experiences Service, visit their home page on survivorexperiences.govt.nz

Telephone helplines, services and support

Below is a list of some of the telephone helplines or services that offer support, information and help. All services are free.

+ Alcohol and Drug Helpline

www.alcoholdrughelp.org.nz

0800 787 797 or online chat for people dealing with an alcohol or other drug problem; 10am to 10pm

+ Anxiety phone line

www.anxiety.org.nz

0800 269 4389 (0800 ANXIETY)

+ Are You OK

www.areyouok.org.nz

0800 456 450 for 24/7 specialist family violence support

+ Depression Helpline

www.depression.org.nz

0800 111 757 or free text 4202 (to talk to a trained counsellor about how you are feeling or to ask any questions)

+ Kōnae

www.konae.org.nz

A website hosted by the Citizens Advice Bureau as a guide to help people who have been in care access records created by organisations involved in decisions about guardianship or care

+ Lifeline

www.lifeline.org.nz

0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)

+ Male Survivors of Sexual Abuse Aotearoa New Zealand

www.malesurvivor.nz

Support services for male survivors of sexual abuse. Refer to website for the support organisation nearest to you or call: 0800 044 334, Text: 4334

+ Need to talk?

www.1737.org.nz

Free call or text 1737 any time for support from a trained counsellor

+ OUTline NZ

www.outline.org.nz

0800 688 5463 (OUTLINE) provides confidential telephone support for sexuality or gender identity issues; 9am to 9pm weekdays, and 6pm to 8pm weekends)

+ Safe to talk

www.safetotalk.nz

(Available 24/7) 0800 044 334, free txt 4334, email support@safetotalk.nz

Free and confidential information and support from trained counsellors for people affected by sexual harm in any way

+ Skylight

www.skylight.org.nz

0800 299 100 for trauma, loss and grief; 9am–5pm weekdays

+ SNAP Aotearoa New Zealand – Survivors Network of those Abused by Priests

www.snapnetwork.org/aotearoa_new_zealand

Providing peer support for women and men wounded by religious and institutional authorities (priests, ministers, bishops, deacons, nuns, coaches, teachers, and others)

+ Suicide Crisis

www.lifeline.org.nz/services/suicide-crisis-helpline

Helpline 0508 828 865 (0508 TAUTOKO)

+ Telehealth services

www.whakarongorau.nz/telehealth-services

Government-funded free to the public, 24x7 national telehealth services, run across seven digital channels

+ Victim Support

www.victimsupport.org.nz

This free service provides emotional and practical support, information, financial assistance, referral to other support services and advocacy for the rights of victims

+ Youthline

www.youthline.co.nz

0800 376 633, free text 234 or email talk@youthline.co.nz or online chat

Foreword

Tēnā koutou katoa,

It is my privilege to present this annual report on behalf of the Crown Response to the Abuse in Care Inquiry. This report outlines the progress made over the past year as the Crown continues to respond to the recommendations of the Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions (the Royal Commission).

Over the past 12 months, agencies across the public sector have worked together to advance the Crown's response. This joint effort represents a significant step forward, establishing the foundations for a coordinated and enduring system, supported by funding secured through Budget 2025. The Crown Response Office has provided a coordinating and facilitative role. Together, these actions draw on lessons from the past and signal the Crown's commitment to meaningful and lasting change.

During the year, the focus has been on building stronger cross-agency collaboration, improving transparency, and establishing the systems needed to deliver a sustained response. While progress has been achieved, the scale and complexity of the task ahead is clear. The Crown remains committed to approaching this work with care and integrity.

I acknowledge survivors, their whānau, communities, and advocates, whose experiences and advocacy continue to inform this response.

Ngā mihi nui,



Rajesh Chhana

Chief Executive, Crown Response Office

Introduction

The annual report provides a high-level overview of progress from July 2024, when the Royal Commission's final report, *Whanaketia – Through Pain and Trauma, From Darkness to Light: Whakairihia ki te tihī o Maungārongo*, was released through to 30 June 2025.

The foundations for this work are set out in the *Crown response to the Royal Commission into Historical Abuse in State Care and in the Care of Faith-based Institutions* (the Crown Response Plan), dated May 2025. The Crown Response Plan established a baseline of government commitments and early actions to address the Royal Commission's recommendations.

This report does not restate those commitments in full. Instead, it provides an update on the progress made against those commitments and the steps now underway. It also includes supplementary updates such as redress for survivors of torture at the Lake Alice Psychiatric Hospital Child and Adolescent Unit, to give a comprehensive picture of initiatives advanced during this period.

The purpose of this report is to provide transparency and accountability. Survivors, their whānau and the public should be able to see where progress has been made and where further work is required. Future monitoring and evaluation will build on this first report, offering deeper insights into outcomes and enabling the impact of the Crown's response to be measured over time.

For ease of reference, the full list of recommendations is presented at the end of this report in the same format as the Crown Response Plan.



Background and context

The Royal Commission is one of the most significant inquiries in Aotearoa New Zealand's history. It uncovered decades of systemic abuse and neglect of children, young people and adults in State and faith-based care, revealing deep institutional failures.

Two of the Royal Commission's reports – *He Purapura Ora, he Māra Tipu* (2021) and *Whanaketia – Through Pain and Trauma, From Darkness to Light* (2024) – provide a comprehensive account of survivor experiences and make more than 200 recommendations for systemic change and to prevent such harm from recurring.

In Budget 2025, the Government committed \$774 million to improve the state redress system and strengthen the care system, ensuring it can prevent, identify, and respond to abuse in the future. The Crown Response Office coordinated eight agencies to develop the Budget bid, enabling a whole-of-government approach to deliver lasting change.



Investments in the wider care system over the next four years include:

- Up to **\$71.5 million** to build a capable and safe care workforce for children and adults;
- Over **\$50 million** to make mental health inpatient units safer and improve privacy and dignity for patients;
- **\$25 million** towards funding initiatives with evidence of an ability to prevent the entry of children, young people and adults into care;
- **\$16 million** for Oranga Tamariki for improvements to safeguarding to reduce abuse and harm to children and young people in remand homes and in the care of individual caregivers;
- **\$9.4 million** to bolster oversight of compulsory mental health and addiction care by increasing the capacity, expertise, and availability of independent statutory roles including District Inspectors and Review Tribunals; and
- Almost **\$9 million** for Disability Support Services to strengthen processes that recognise and respond to instances of abuse in care, by introducing additional audits on the quality of services delivered by contracted care providers and improving the systems that support the management of critical incidents and complaints.

The Crown response is overseen by the Lead Coordination Minister, who works closely with a group of responsible Ministers to ensure a cohesive and accountable approach. Strategic oversight is provided by the Crown Response Chief Executives Group, chaired by the Public Service Commission. This group brings together senior leadership from relevant government agencies to guide and support the Crown's response to the Royal Commission.

In September 2024, the government announced the establishment of the Crown Response Office within the Public Service Commission. This Office is led by a functional chief executive, reporting to the Lead Coordination Minister, and received funding in 2025 to continue its time-bound work for a further two years.

The Royal Commission made clear the Crown's responsibility: to acknowledge past failures, act decisively on recommendations, and ensure abuse in care is never repeated. Leadership of the response is collective: Ministers bring responsibility within their portfolios, agencies lead delivery, while the Crown Response Office provides coordination and transparency across the system.

The reforms initiated through Budget 2025, and the collective efforts of agencies, demonstrate a clear commitment to lasting change. The Crown remains focused on restoring trust and building a care system that protects and supports those it serves.



The Office's role is to support agencies and Ministers by:

- Advising on policy, legislative change, and redress design, and working with the Treasury on investment advice;
- Engaging with stakeholders and survivors to support policy development, and providing secretariat support to relevant reference groups;
- Coordinating, monitoring, and reporting on the implementation of recommendations and Cabinet decisions across government; and
- Providing secretariat support for the group of responsible chief executives, with accountabilities set through the Crown Response Plan.

Approach to reporting

This report has been prepared at an early stage in the Crown's response to the Royal Commission. Much of the focus to date has been on developing the Crown response and progressing recommendations that provided tangible or immediate outcomes, such as delivering a public apology, acknowledging survivors, improving recordkeeping practices, enhancing redress for abuse and neglect in state care, and taking immediate action to strengthen care safety and improve the justice system. The next phase of the Crown response will focus on completing the design and implementation of redress system changes, identifying and implementing structural and other system-level changes to improve care safety, and continuing to build on early actions to strengthen care safety and improve the justice system.

For the purposes of this report, progress information has been gathered primarily through agency self-reporting. Agencies were asked to provide updates on the recommendations they are leading or supporting, including the current status and actions taken since the publication of the Crown Response Plan (May 2025).

At this stage, the information reflects agencies' own assessments of their progress and capacity. The Crown Response Office has collated these updates to provide a current snapshot and whole-of-Crown view. While this approach offers valuable initial insights, the introduction of a formal monitoring and evaluation framework will, over time, strengthen the consistency, independence, and transparency of reporting. This will provide a clearer picture of progress and outcomes and allow a better understanding of the impact of the Crown's response.

Timeline of the Crown response

24 July 2024

- Final report of the Royal Commission was tabled in Parliament.
- Government formally acknowledges torture at Lake Alice Psychiatric Hospital Child and Adolescent Unit.

13 August 2024

- Rapid payment scheme for terminally ill Lake Alice survivors established.

14 August 2024

- Records support service offered through the Survivor Experiences Service.

2 September 2024

- Cabinet agreed to establish the Crown Response Office within the Public Service Commission.

11 October 2024

- Government announces it broadly accepts Royal Commission findings.

30 October 2024

- Reimbursement of historic legal fees for some survivors of abuse at Lake Alice (known as Round One claimants).

12 November 2024

- Prime Minister, Leader of the Opposition, and seven public leaders issue public apology to survivors.
- \$32 million investment announced to increase state redress and claims system capacity (from ~1350 → 1550 claims per year).
- Survivor Support and Recognition Fund announced.
- Responding to Abuse in Care Legislation Amendment Bill introduced and has its first reading.

18 December 2024

- Torture redress for survivors of the Lake Alice Psychiatric Hospital Child and Adolescent Unit established.

3 February 2025

- Care Records website (Kōnae) launched with Citizens Advice Bureau to help care experienced people locate and access care records (27,000 visits in four months).

19 February 2025

- Dual-purpose fund established for NGOs to support survivors and local authorities for work on unmarked graves.

9 May 2025

- Budget 2025 announced.
- \$774 million committed to improve the state redress system and strengthen the care system.
- Top up payments for survivors of abuse in state care with closed claims opened.

12 May 2025

- Cabinet agrees to the establishment of a Ministerial Advisory Group to support the Crown response.

5 June 2025

- Crown publishes the first Response Plan – its formal response to the 207 Royal Commission recommendations addressed to the Crown.

OBJECTIVE ONE:

Address the wrongs of the past

Recommendations under objective one are intended to ensure the Crown provides fair, timely and survivor-focused redress. They seek to acknowledge harm, deliver meaningful apologies and recognition, and establish a more consistent state redress system that survivors can trust. Further work on non-state redress is being progressed in 2025/26.

OBJECTIVE ONE:
Address the wrongs of the past

OBJECTIVE TWO:
Make the current care system safe

OBJECTIVE THREE:
Empower those in care, their families, whānau and communities

Provide redress for abuse and neglect in care

Following Budget 2025, settlement offers from the Ministry for Social Development, Ministry of Education, Ministry of Health and Oranga Tamariki were adjusted to increase average payments for new claims from \$19,180 to \$30,000. Survivors with closed claims are also able to access top-up payments through a dedicated phone line and website, supported by a multi-agency processing team. Processes have been established to enable survivors in prison to access the scheme. As at 30 June 2025, 248 survivors had received top-up payments totalling \$3 million, at an average of \$12,184 each.

The Ministry of Education has advanced research for Campbell Park School, with standard findings now being prepared as the foundation for a rapid payment process. These findings will be developed using the new common payment framework.

These redress reforms are complemented by survivor-centred initiatives such as the Survivor Support and Recognition Fund and the Survivor Experiences Service (SES).

The SES is for people who were abused in state, faith-based, or other forms of care. Two services are offered for survivors and whānau: sharing experiences of abuse in care, and records support. A survivor-led Board sets the strategic direction of the SES and provides independent advice to the Lead Coordination Minister.

Between July 2024 and June 2025, 484 survivors registered with SES; 2,936 incoming and 2,440 outgoing calls were handled; 256 records requests were received with 107 records provided; and 356 private sessions and two written accounts were completed. Survey feedback indicates 93% of participants responded positively about their experience with SES.

In February 2025, the Government established a \$2 million fund to support initiatives for survivors of abuse in care. Administered by the Department of Internal Affairs in partnership with the Crown Response Office, the fund is designed to support non-government organisations and community groups to deliver initiatives for survivors. The fund also assists local authorities to identify, care for, or memorialise, unmarked graves.

By 30 June 2025:

- 22 non-government organisations had received funding for services including peer support, wellbeing and navigation supports, advocacy and awareness initiatives.
- One local authority had received funding for care of unmarked graves and memorialisation.

Acknowledge victim and survivor experiences

On 12 November 2024, the Prime Minister, the Leader of the Opposition and seven public sector leaders formally apologised to survivors of abuse and neglect in care. This was the first time the Crown had collectively and unreservedly acknowledged the scale of harm suffered by children, young people and vulnerable adults, particularly Māori, Pacific peoples, and Deaf and disabled people in care.

The public apology was delivered at Parliament and livestreamed to concurrent Government-led events in Auckland, Wellington and Christchurch, alongside a survivor-led, government-supported gathering at Pipitea Marae in Wellington.

To support survivor participation, the Crown Response Office coordinated a nationwide registration process, travel and accommodation assistance, and wellbeing services. Accessibility measures were also provided for Deaf and disabled attendees. In total, more than 1,500 people attended across the five locations.

OBJECTIVE ONE:

Address the wrongs of the past

OBJECTIVE TWO:

Make the current care system safe

OBJECTIVE THREE:

Empower those in care, their families, whānau and communities

To ensure the apology was respectful and grounded in tikanga, the Crown Response Office convened a Pūkenga Rōpū of recognised tikanga Māori experts to provide advice and guidance.

The previous Government had also commissioned taonga (treasures) to embody the spirit and intent of the public apology, symbolising healing and the wellbeing journeys of survivors. The taonga were developed through a survivor-led design and creation process. The sculpture and compendium of poetry were created by survivors selected through a tender process by a panel comprised of survivors. In addition, the compositions are heavily informed by the lived experiences of survivors.

The taonga are:

He Kākano i ruia mai i Rangiātea (sculpture) – a sculpture symbolising ancestral knowledge and resilience. Creator/artist: Charmaine Anaru.

Ngā Rākau Rikiriki (compendium of poetry) – a compendium of poetry capturing survivor voices and lived experiences. Creator/artist: Te Pare Meihana.

Poi karakia, karakia and karanga (compositions) – spiritual compositions composed by Te Ātiawa Taranaki Whānui, gifted the ownership to all survivors.

Composers: Kura Moeahu, NZOM, Dr Ruakere Hond, Dr Alisha Moeahu, NZOM, Te Ātiawa Taranaki Whānui.



Lake Alice Child and Adolescent Unit

In July 2024, the Government formally acknowledged that some children and young people at the Child and Adolescent Unit at Lake Alice Psychiatric Hospital (Lake Alice) were subjected to torture. In December 2024, the Government announced torture redress for eligible Lake Alice survivors.

Redress includes:

- A financial payment;
- A new written apology from the Prime Minister and the Minister of Mental Health, explicitly acknowledging survivors' experience of torture; and
- Access to wellbeing and rehabilitative services.

There were two options for payment reflecting the Government's commitment to offering survivors choice in how they engage with the redress process:

- An expedited pathway with a fixed payment of \$150,000; or
- An individualised payment pathway, with claims assessed by an independent arbiter

As of 26 June 2025:

- 135 total eligible registrations
- 84 expedited fixed payments had been processed totalling \$12.6 million
- 96 individuals had registered for the expedited pathway
- 39 individuals had registered for the individualised pathway.

In February 2025, the Government appointed Hon Paul Davison KC as an independent arbiter to determine financial redress for those who opted for the individualised pathway.

The Crown Response Office also worked with the Ministry of Health from August 2024 to support the implementation of an urgent payment of \$20,000 to eligible survivors of Lake Alice who are terminally ill to help provide end of life care and assist with funeral expenses. The Office also worked with the Ministry to implement a reimbursement of legal fees for eligible Lake Alice survivors to address historic inequities.

The Ministry of Social Development ensured that redress payments to survivors of Lake Alice are permanently exempt from being treated as income or cash assets when assessing entitlement to assistance it administers, with support from the Crown Response Office. The Inland Revenue has ensured that payments are not treated as income for tax purposes.

Progressing the Crown response

In the July – September quarter, the Crown will publish a redress implementation plan that provides the foundation for strengthening the redress system. It will set out the coordinated programme of reforms, and provide agencies with a clear framework for action. Over the next financial year, this will include the introduction of a common payment framework across agencies, streamlining assessment processes, increasing system capacity to deliver at least 1,550 settlement offers in 2025/26, and developing a consistent approach to survivor support offerings.

On 12 November 2025, a National Day of Reflection will be held to acknowledge and raise awareness of abuse and neglect in care. This day will provide an opportunity for survivors, their whānau, and communities to come together to remember, reflect and raise awareness of abuse and neglect in care. A fund will be made available for local and regional events.

OBJECTIVE TWO:

Make the current care system safe

Recommendations under objective two focus on strengthening safeguards across today's care system. The intention is to improve standards, workforce safety and capability, complaints processes, system cohesion, accountability, oversight, and monitoring, and to ensure allegations of harm are adequately investigated so that people in care are safe.

OBJECTIVE ONE:

Address the wrongs of the past

OBJECTIVE TWO:

Make the current care system safe

OBJECTIVE THREE:

Empower those in care, their families, whānau and communities

Provide care system leadership

Through their business unit Te Kāhui Kāhu, the Ministry of Social Development has updated provider accreditation guidance to align more closely with the Royal Commission’s recommendations. The revised guidance will take effect in February 2026, with providers assessed against it at their next scheduled review.

The Ministry of Justice has published a specialist list of legal aid lawyers experienced in abuse in care cases, improving survivors’ access to appropriate legal representation. The list will be regularly updated.

The Royal Commission found that the absence of collective leadership, a single regulatory framework, and clear accountability contributed to abuse in care. It recommended establishing a Care Safe Agency (recommendation 41).

The Public Service Commission and core care and population agencies¹, supported by the Crown Response Office, will continue work on this recommendation in 2025/26 by developing options for structural and system changes to improve care safety and creating a strategic framework to scope and prioritise further work.

Monitor, report and provide oversight

The Crown has taken steps to strengthen the safety and accountability of the care system. In November 2024, the Minister for Children announced the establishment of the Child Protection Investigation Unit (CPIU) in Oranga Tamariki, which became operational in early 2025. The CPIU’s role is to identify systemic failures in the care of children within Oranga Tamariki and to ensure systems, processes, and practices are improved to enhance safety.

The *Oversight of Oranga Tamariki System Legislation Amendment Act 2025* received Royal assent on 30 June 2025.

The Ministry of Health is building oversight capability, supported by additional Budget 2025 funding. Two additional District Inspectors have been appointed, bringing the total to 39 nationally. Recruitment is underway for new members of the Mental Health Review Tribunal. The Ministry has also updated regulatory guidelines for district inspectors and opioid substitution treatment.

Ensure safety-focused policies, processes and places

Oranga Tamariki continues to embed the National Care Standards with a focus on regular visits to tamariki and caregivers in line with their care plans, timely caregiver approvals, and ensuring tamariki are enrolled with and engaged in primary health services.

Caregiver training and recruitment remain an ongoing priority. Since May 2025, 277 Oranga Tamariki caregivers have completed training modules on the National Care Standards and adverse childhood experiences, with additional modules scheduled.

Implementation planning for the new Mental Health Bill is progressing alongside the Parliamentary process. Health New Zealand, supported by the Ministry of Health, has also begun planning work in related areas, including in-depth assessments of mental health inpatient units to identify and prioritise safety improvements.

Enable a safe and capable workforce

Workforce safety and capability is being strengthened through foundational work by Oranga Tamariki to inform the development of a Social Work and Professional Workforce Strategy. This has included a Time Used Study, completed by the Office of the Chief Social Worker, providing insight into social worker time and pressures, and focused analysis to better understand current and future workforce capacity needed to meet demand for Oranga Tamariki social workers.

¹ The Ministries of: Education, Health, Social Development and Oranga Tamariki, Whaikaha, and Te Puni Kōkiri

OBJECTIVE ONE:**Address the wrongs of the past****OBJECTIVE TWO:****Make the current care system safe****OBJECTIVE THREE:****Empower those in care, their families, whānau and communities**

Oranga Tamariki continues to embed practice tools and resources such as *Organising My Practice* and *Tiaki Oranga*, complemented by redeveloped practice models *Te Toka Tūmoana* and *Va'āifetū*. Drop-in sessions and resource kits have been rolled out nationally to support staff in using these approaches in their work with tamariki, rangatahi and whānau.

The Ministry of Education has digitised fit-and-proper checks for private school managers, progressed amendments to children's worker safety-checking legislation, and rolled out training materials on the safe use of physical restraint. A monitoring framework for restraint notifications is being finalised to support accountability and consistent follow-up.

The judiciary has committed to implementing Recommendation 33 of the Royal Commission. This calls for all judges and others in the justice system to receive training from subject matter experts on the Royal Commission's findings, the pathway from care to custody, trauma-informed practice, all forms of discrimination, engagement with neurodivergent people, and international human rights obligations.

The Chief Justice and Heads of Bench have resolved that all judges will receive education on the Royal Commission's recommendations, with particular emphasis on adopting a trauma-informed approach when engaging with survivors of abuse and neglect in State and faith-based care.

Te Kura Kaiwhakawā (the Institute of Judicial Studies) has developed and delivered new judicial education programmes in line with this commitment. Initial seminars for District and Youth Court judges have been held, with further sessions scheduled for 2025. Training is focused on trauma-informed practice, awareness of the impacts of abuse, discrimination, and human rights obligations. Judicial resources, including *Responding to Diversity and Vulnerabilities* and *Kia Mana te Tangata | Judging in Context*, are being revised to support this work.²

Te Ao Mārama is a judicially led District Court initiative focussed on ensuring all court participants, including victims and whānau, can understand and better take part in the cases that relate to them. It supports iwi and local communities in eight funded locations to design, develop and implement whānau wraparound therapeutic support services that meet each location's diverse needs.

This approach acknowledges the disproportionate representation of Māori in the justice system and seeks to reduce reoffending and decrease the number of victims, and in turn reducing the risk of revictimisation by providing a more solution-focused process. Progress to date reflects the commitment to ensuring services are grounded in genuine partnership with communities.³

Identify and respond effectively to abuse and neglect

In response to recommendation 26 an amendment to the Crimes Act 1961 has been introduced to Parliament through the Responding to Abuse in Care Legislation Amendment Bill, which will specifically include disability within the definition of a vulnerable adult.

Alongside this, the Ministry of Justice has taken steps to improve survivors' access to legal advice. A specialist list of lawyers who provide legal aid services and can offer advice to survivors of abuse in care has been published on their website.

² Chief Justice of New Zealand, *Annual Report 2024*, p. 31.

³ Chief Justice of New Zealand, *Annual Report 2024*, p. 64.

OBJECTIVE ONE:**Address the wrongs of the past****OBJECTIVE TWO:****Make the current care system safe****OBJECTIVE THREE:****Empower those in care, their families, whānau and communities**

Progressing the Crown response

Monitor, report and provide oversight

The Ministry of Social Development's Disability Support Services has begun implementing an enhanced audit programme, supported by \$6.0 million over four years and ongoing funding of \$1.5 million annually. A Request for Proposals was released in August 2025, and procurement is underway with a provider expected in place by December 2025.

Ensure safety-focused policies, processes and places

Oranga Tamariki is progressing the Integrated Care Response work programme, which is designed to strengthen the delivery of integrated care and ensure there is sufficient capacity to meet demand for placements, particularly in emergency situations where safe, appropriate options are most critical.

Budget 2025 has also provided funding to Oranga Tamariki for an infrastructure remediation programme which will address critical safety issues in secure residences, and fund appropriate remediation to ensure residences are compliant with building and infrastructure legislative and regulatory requirements.

Work is underway to strengthen Oranga Tamariki's feedback and complaints model so it better serves tamariki, rangatahi, whānau, caregivers and stakeholders, with a focus on equity and continuous improvement.

The Ministry of Business, Innovation and Employment is preparing advice to the Minister for Workplace Relations and Safety on WorkSafe's role in investigating and prosecuting breaches of health and safety duties in care settings. WorkSafe continues to respond to concerns and support interagency oversight in high-risk environments.

Enable a safe and capable workforce

Budget 2025 set aside \$70.9 million over four years in tagged contingency funding for the Making the Care System Safe – Building a Diverse, Capable and Safe Care Workforce initiative. Care agencies are working together to scope and design workforce safety and capability measures. Initiatives are subject to significant Budget 2025 spending decisions. This includes publishing additional reporting on departmental webpages and in Annual Reports.

Budget 2025 also provided \$41.251 million to Oranga Tamariki for professionalisation of the workforce to enhance safety and stability for tamariki and rangatahi in Oranga Tamariki residences. This work is aimed at strengthening professional leadership, uplifting capability, and ensuring the workforce has comprehensive skills, knowledge and experience.

Health New Zealand's volunteer policy is in the final stages of development. This policy will harmonise rules and guidelines for volunteers and is undergoing stakeholder review in September.

Identifying and responding effectively to abuse and neglect

As part of Budget 2025, Oranga Tamariki received \$16 million over four years for Recognising and Responding to Abuse of Children and Young People in Care. The funding supports training and development, monitoring and assurance, clearer escalation pathways, and improved response times and accountability processes. These measures aim to reduce abuse and harm in community and remand homes, and in individual caregiver placements. Work is underway to scope, develop, and implement this initiative.

OBJECTIVE THREE:

Empower those in care, their families, whānau and communities

Recommendations under objective three are intended to support and empower survivors, tamariki, whānau and communities to participate in decisions that affect them and access their own histories and records. The intention is to ensure their voices are heard and acted upon in the design and delivery of services. Improve recordkeeping and access to records.

OBJECTIVE ONE:

Address the wrongs of the past

OBJECTIVE TWO:

Make the current care system safe

OBJECTIVE THREE:

Empower those in care, their families, whānau and communities

Improve recordkeeping and access to records

Recordkeeping reforms support empowerment by ensuring survivors and their whānau can reconnect with their history. Archives New Zealand has advanced its disposal review and is developing new disposal authorities to ensure that records central to identity and whakapapa are preserved and accessible. The Ministry of Education has reviewed obligations across the education sector.

The Crown Response Office partnered with Citizens Advice Bureau New Zealand to design and maintain a website for people seeking information about accessing records from their time in state or non-state care. The website called Kōnae, went live in February 2025. Between February and June:

- 27,400 visits were recorded;
- 74,000 individual page views occurred; and
- 249 care record request forms were completed, resulting in 692 requests to care organisations

Alongside the website, the Care Records Framework was published in March 2025, setting out common standards to help care records holders look after records and ensure requests are handled consistently and with sensitivity. The Framework also addresses how new care records are created. Chief executives of agencies which create and manage care records have signed up to the Care Records Framework and Archives New Zealand is monitoring its implementation.

Archives New Zealand, the Ministry of Education, and the Ministry of Social Development's Disability Support Services (DSS) are collaborating on a cross-agency initiative to improve recordkeeping and access.

Following Budget 2025, DSS received a one-off allocation of \$500,000 to support this initiative. Between May and June 2025, a cross-agency working group was established, bringing together representatives from Archives New Zealand (Department of Internal Affairs), DSS, and the Ministry of Education. The group began developing standards and guidance to strengthen care recordkeeping and access.

A dedicated records support service was set up to help people safely and easily request and receive their records, and to connect them with other services that can provide support. The service offers an optional pathway for survivors who do not wish to approach records holders directly.

Together, these initiatives strengthen transparency and support survivors and their whānau to access the information they are entitled to.

Prevent entry into State care

In early 2025, the Ministry of Social Development, through DSS, consulted with the community and sector on assessment and allocation settings for flexible funding. Feedback from this engagement informed subsequent Cabinet decisions on reforms to strengthen choice and control for disabled people and their whānau. Until June 30, 2025, work continued to scope and design the changes.

Through Budget 2025, the Government invested in expanding learning support services. The Ministry of Education is using this funding to increase access to specialist services, reduce waiting times, and strengthen in-class support for children with additional learning needs, including disabled and neurodivergent learners. These initiatives aim to prevent harm by keeping children engaged in education and supported in their communities.

OBJECTIVE ONE:

Address the wrongs of the past

OBJECTIVE TWO:

Make the current care system safe

OBJECTIVE THREE:

Empower those in care, their families, whānau and communities

Listen to the voices of those in care

Oranga Tamariki continues to receive support from external advisory groups to ensure the voices of a range of communities and population groups are heard. A new membership for Oranga Tamariki's Youth Advisory Group was established in June 2025.

The Ministry of Social Development have initiated a system infrastructure improvement project to strengthen complaints and incident management. DSS is leading this work, supported by \$2.8 million over four years and \$150,000 ongoing. A provider-facing portal and enhanced back-end data tools are being developed, with recommendations on the technical solution due in October 2025.

In May 2025, the Cabinet approved the establishment of a Ministerial Advisory Group to provide independent advice and assurance to the Lead Coordination Minister and other relevant Ministers. The Group will provide advice on the Crown's approach and response to recommendations from the Royal Commission.

These forums ensure that survivor perspectives are considered in the decision-making process about redress, safety, and system reform.

Whaikaha – Ministry of Disabled People launched the *Whaimana | Support My Decisions* website in July 2025. By enabling people to participate more effectively in decisions that affect them, this initiative supports the broader work to review and strengthen legislation, policy and practice so that tamariki, rangatahi, adults in care and their communities have a stronger voice in decision-making. The website received more than 2,800 visits in its first month, demonstrating strong demand for resources that keep people at the centre of their decision making.

Progressing the Crown Response

Prevent entry into State care

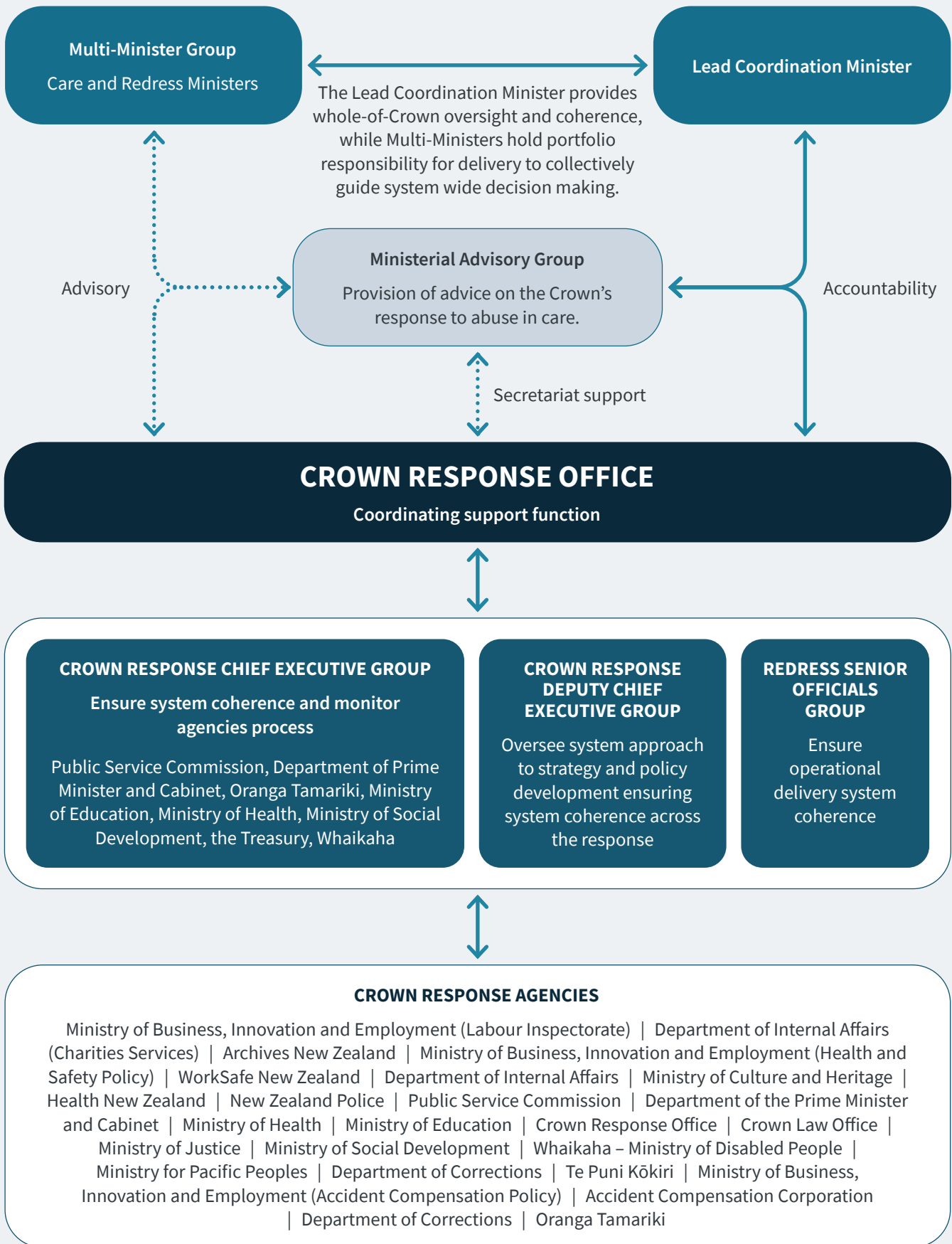
As part of Budget 2025, \$25 million over several years has been set aside in a tagged contingency to support initiatives for families, whānau, carers, and communities to prevent children and adults from entering care. This funding will be administered through the Social Investment Fund, with detailed programme design and approvals to follow.

Listen to the voices of those in care

Oranga Tamariki is enhancing feedback and grievance processes through the Integrated Voices programme. New tools, including advocacy and rights resources and VOYCE- Whakarongo Mai calling cards in all residences, are giving tamariki and rangatahi more accessible ways to raise issues and access support. Surveys with tamariki, rangatahi and whānau are gathering insights on whether they feel able to influence decisions that affect them, while the new Voices Insights Library and rights resources are helping to ensure that lived experience directly informs practice, policy and service design. This programme is ongoing and will continue to expand as part of Oranga Tamariki's commitment to continuous improvement.

The first permanent Oranga Tamariki Rainbow Advisory Group will be appointed in October 2025 and a new membership for the Oranga Tamariki Disability Advisory Group and Pacific Panel will be appointed later this year.

Crown Response Governance arrangements



How to read this document

The annual report describes progress against recommendations that have been grouped into actions areas under the following three objectives of the Crown Response Plan:

Objective one: Address the wrongs of the past














Objective two: Make the current care system safe

Objective three: Empower those in care, their families, whānau and communities

There is a commentary under each objective and tables can be found on pages 24 to 52 that provide an overview of the collective Crown response to the recommendations and status of that work.

The Crown’s response to each recommendation is recorded, for example, accept, partially accept, or needs further consideration and the current implementation status (such as ongoing, under way, or not started). The status will be updated in future reports as work progresses.

How to read the summary of response tables

Ministers and agencies involved:				
Recommendation:	Response:		May 25	June 25
He Purapura Ora, he Māra Tipu				
#	 ACCEPT	The current response will be listed here	 COMPLETE	 COMPLETE
#	 ACCEPT INTENT		 ONGOING	 ONGOING
#	 PARTIALLY ACCEPT		 UNDER WAY	 UNDER WAY
#	 NEEDS FURTHER CONSIDERATION		 NOT STARTED	 NOT STARTED
#	 DECLINE		-	
Whanaketia				
#				The current status will be listed here

Ministerial portfolios and agencies will be listed here

Recommendations will be numbered here, showing if they are from He Purapura Ora or Whanaketia

OBJECTIVE ONE:
Address the wrongs of the past

OBJECTIVE TWO:
Make the current care system safe

OBJECTIVE THREE:
Empower those in care, their families, whānau and communities

Objective one: Address the wrongs of the past

This objective includes the Royal Commission’s recommendations to address the wrongs of the past. It includes its recommendations to provide redress for abuse and neglect in care and to acknowledge and memorialise victim and survivor experiences, including through public apologies.

Provide redress for abuse and neglect in care

1. Purpose, functions and scope of a redress system

These are the Royal Commission’s recommendations relating to the purpose, functions and scope of its proposed new redress system. This includes He Purapura Ora recommendation 21, which is to extend an offer to faith-based institutions and other care providers to join the scheme. A connection exists between these principles, values and concepts and the Care Safety Principles at recommendation 39 from Whanaketia.

The recommendations related to developing a model litigant policy are also included here, because any such policy would likely be principles and values based. Connections exist between these recommendations and those in the criminal and civil justice legislation group, including the recommendations associated with amending the Limitation Act 1950 and Limitation Act 2010.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Crown Response Office | Crown Law Office | Ministry of Justice | Ministry of Social Development | Whaikaha – Ministry of Disabled People | Ministry for Pacific Peoples | Department of Corrections | Te Puni Kōkiri | Ministry of Business, Innovation and Employment (Accident Compensation Policy) | Accident Compensation Corporation | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
He Purapura Ora, he Māra Tipu			
16	PARTIALLY ACCEPT	ONGOING	ONGOING
18	PARTIALLY ACCEPT	ONGOING	ONGOING
19	PARTIALLY ACCEPT	ONGOING	ONGOING
20	NEEDS FURTHER CONSIDERATION	UNDER WAY	UNDER WAY
21	NEEDS FURTHER CONSIDERATION	NOT STARTED	NOT STARTED
42	ACCEPT	ONGOING	ONGOING
45	NEEDS FURTHER CONSIDERATION	UNDER WAY	UNDER WAY
47	PARTIALLY ACCEPT	ONGOING	ONGOING

OBJECTIVE ONE:

Address the wrongs of the past

OBJECTIVE TWO:

Make the current care system safe

OBJECTIVE THREE:

Empower those in care, their families, whānau and communities

48	<input checked="" type="radio"/> ACCEPT	<input type="radio"/> ONGOING	<input checked="" type="radio"/> ONGOING
49	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
62	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
63	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
82	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
83	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
84	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
92	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY

2. Redress system design

These are the Royal Commission’s recommendations relating to the design of its proposed new redress system and powers of the entity delivering the scheme. It also includes recommendations about how claims should be assessed, redress delivered and how information can be shared on the outcome of a claim.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Crown Response Office | Ministry of Social Development | Whaikaha – Ministry of Disabled People | Crown Law Office | Ministry of Justice | Ministry for Pacific Peoples | Department of Corrections | Te Puni Kōkiri | Ministry of Business, Innovation and Employment (Accident Compensation Policy) | Accident Compensation Corporation | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
He Purapura Ora, he Māra Tipu			
5	<input checked="" type="radio"/> ACCEPT INTENT	<input type="radio"/> COMPLETE	<input type="radio"/> COMPLETE
22	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
23	<input checked="" type="radio"/> ACCEPT	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
25	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
27	<input checked="" type="radio"/> ACCEPT	<input checked="" type="radio"/> ONGOING	<input checked="" type="radio"/> ONGOING
41	<input checked="" type="radio"/> PARTIALLY ACCEPT	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
43	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
46	<input checked="" type="radio"/> PARTIALLY ACCEPT	<input checked="" type="radio"/> ONGOING	<input checked="" type="radio"/> ONGOING

OBJECTIVE ONE:
Address the wrongs of the past

OBJECTIVE TWO:
Make the current care system safe

OBJECTIVE THREE:
Empower those in care, their families, whānau and communities

51	<input checked="" type="radio"/> ACCEPT	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
55	<input checked="" type="radio"/> ACCEPT	<input type="radio"/> ONGOING	<input type="radio"/> ONGOING
56	<input checked="" type="radio"/> ACCEPT	<input type="radio"/> ONGOING	<input type="radio"/> ONGOING
57	<input checked="" type="radio"/> ACCEPT	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
58	<input checked="" type="radio"/> ACCEPT	<input type="radio"/> ONGOING	<input type="radio"/> ONGOING
59	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
64	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
70	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
90	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
Whanaketia			
8	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
9	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED

3. Redress offerings

These are the Royal Commission's recommendations associated with the forms of redress that should be offered. This includes payments, support and services, personal apologies, and forms of redress to survivors, their families and whānau.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Crown Response Office | Ministry of Social Development | Whaikaha – Ministry of Disabled People | Crown Law Office | Ministry of Justice | Ministry for Pacific Peoples | Department of Corrections | Te Puni Kōkiri | Ministry of Business, Innovation and Employment (Accident Compensation Policy) | Accident Compensation Corporation | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
He Purapura Ora, he Māra Tipu			
24	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
26	<input checked="" type="radio"/> ACCEPT	<input type="radio"/> ONGOING	<input type="radio"/> ONGOING
32	<input checked="" type="radio"/> PARTIALLY ACCEPT	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
33	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
34	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY

OBJECTIVE ONE:
Address the wrongs of the past

OBJECTIVE TWO:
Make the current care system safe

OBJECTIVE THREE:
Empower those in care, their families, whānau and communities

35	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
36	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
37	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
38	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
39	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
40	<input checked="" type="radio"/> PARTIALLY ACCEPT	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
53	<input checked="" type="radio"/> ACCEPT INTENT	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
54	<input checked="" type="radio"/> PARTIALLY ACCEPT	<input checked="" type="radio"/> ONGOING	<input checked="" type="radio"/> ONGOING
65	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
66	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
67	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
93	<input checked="" type="radio"/> PARTIALLY ACCEPT	<input checked="" type="radio"/> ONGOING	<input checked="" type="radio"/> ONGOING
94	<input checked="" type="radio"/> ACCEPT	<input checked="" type="radio"/> COMPLETE	<input checked="" type="radio"/> COMPLETE
Whanaketia			
17	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
18	<input checked="" type="radio"/> PARTIALLY ACCEPT	<input checked="" type="radio"/> ONGOING	<input checked="" type="radio"/> ONGOING

OBJECTIVE ONE:
Address the wrongs of the past







OBJECTIVE TWO:
Make the current care system safe

OBJECTIVE THREE:
Empower those in care, their families, whānau and communities

4. Compensation systems

The Royal Commission's recommendations on access to compensation through the Accident Compensation Corporation (ACC) or the courts have been grouped here. Recommendation **11** from Whanaketia replaced recommendation **76** from He Purapura Ora. There are connections between these recommendations and those associated with amending the Limitation Act 1950 and Limitation Act 2010 in the group, Criminal and civil justice legislation.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Ministry of Justice | Ministry of Social Development | Department of Corrections | Ministry of Business, Innovation and Employment (Accident Compensation Policy) | Accident Compensation Corporation | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
He Purapura Ora, he Māra Tipu			
75(c)	 NEEDS FURTHER CONSIDERATION	 UNDER WAY	 UNDER WAY
Whanaketia			
11	 NEEDS FURTHER CONSIDERATION	 UNDER WAY	 UNDER WAY

OBJECTIVE ONE:
Address the wrongs of the past

OBJECTIVE TWO:
Make the current care system safe













OBJECTIVE THREE:
Empower those in care, their families, whānau and communities

Acknowledge victim and survivor experiences

5. Public apologies for historic abuse and neglect in care

The recommendations for public apologies to survivors of abuse and neglect in care have been grouped here.

Ministers and agencies involved: Department of the Prime Minister and Cabinet | Ministry of Health | Ministry of Education | Crown Response Office | Public Service Commission | Crown Law Office | Ministry of Social Development | New Zealand Police | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
He Purapura Ora, he Māra Tipu			
10	 PARTIALLY ACCEPT	 COMPLETE	 COMPLETE
11	 PARTIALLY ACCEPT	 COMPLETE	 COMPLETE
Whanaketia			
2	 PARTIALLY ACCEPT	 COMPLETE	 COMPLETE
3	 PARTIALLY ACCEPT	 COMPLETE	 COMPLETE

OBJECTIVE ONE:
Address the wrongs of the past

OBJECTIVE TWO:
Make the current care system safe
















OBJECTIVE THREE:
Empower those in care, their families, whānau and communities

6. Acknowledge victims and survivors of historic abuse and neglect

The Royal Commission's recommendations for actions to acknowledge and memorialise victims and survivors have been grouped here. This includes the recommendation to investigate potential unmarked graves and urupā (burial sites). This is because these sites should be acknowledged and those who rest in them remembered.

The Commission also recommended reviewing the appropriateness of any streets, public amenities, public honours or memorials named after, depicting, recognising or celebrating a proven perpetrator. Reminders of perpetrators are retraumatising for survivors.

Ministers and agencies involved: Ministry of Health | Health New Zealand | Ministry of Education | Crown Response Office | Ministry of Justice | Ministry of Social Development | Ministry of Culture and Heritage | New Zealand Police | Department of Corrections | Department of Internal Affairs | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
He Purapura Ora, he Māra Tipu			
71	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY
72	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY
Whanaketia			
5	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY
19	 NEEDS FURTHER CONSIDERATION	 UNDER WAY	 UNDER WAY
20	 PARTIALLY ACCEPT	 UNDER WAY	 UNDER WAY

OBJECTIVE ONE:

Address the wrongs of the past

OBJECTIVE TWO:

Make the current care system safe

OBJECTIVE THREE:

Empower those in care, their families, whānau and communities

Objective two: Make the current care system safe

This objective includes the Royal Commission’s recommendations to make the current care system safe. It includes recommendations for care system leadership, to monitor, report and provide oversight of the care system, and ensure:

- the care system has safeguards against abuse and neglect in care, and safety-focussed policies, procedures and places
- the care system has a workforce that is appropriately regulated and has the right capacity and capability
- that contemporary abuse and neglect in care are responded to appropriately.

Provide care system leadership

7. Functional review of the care system

These recommendations are grouped to understand more about the current care system and identify gaps, overlaps or inconsistencies that could be addressed through system-wide integration, alignment or coordination or other change. For this reason, the grouping includes the recommendation made by Commissioners Erueti and Gibson that a single centralised commissioning agency be part of a new, unified care system.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Crown Response Office | Ministry of Social Development | Public Service Commission | Ministry for Pacific Peoples | Whaikaha – Ministry of Disabled People | Te Puni Kōkiri | New Zealand Police | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
He Purapura Ora, he Māra Tipu			
9	● NEEDS FURTHER CONSIDERATION	◐ UNDER WAY	◐ UNDER WAY
Whanaketia			
40	● NEEDS FURTHER CONSIDERATION	◐ UNDER WAY	◐ UNDER WAY
41	● NEEDS FURTHER CONSIDERATION	◐ UNDER WAY	◐ UNDER WAY
43	● NEEDS FURTHER CONSIDERATION	◐ UNDER WAY	◐ UNDER WAY
46	● NEEDS FURTHER CONSIDERATION	◐ UNDER WAY	◐ UNDER WAY
116	● NEEDS FURTHER CONSIDERATION	○ NOT STARTED	○ NOT STARTED

OBJECTIVE ONE:
Address the wrongs of the past

OBJECTIVE TWO:
Make the current care system safe

OBJECTIVE THREE:
Empower those in care, their families, whānau and communities

8. Care System Office

The Royal Commission recommended the establishment of a new Care System Office in recommendation **44** from Whanaketia. Recommendations **123** and **124** from Whanaketia provide further guidance on the intent for the office. This is why these recommendations have been grouped.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Crown Response Office | Ministry of Social Development | Public Service Commission | Ministry for Pacific Peoples | Whaikaha – Ministry of Disabled People | Te Puni Kōkiri | New Zealand Police | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
Whanaketia			
44	<input checked="" type="radio"/> PARTIALLY ACCEPT	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
123	<input checked="" type="radio"/> PARTIALLY ACCEPT	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
124	<input checked="" type="radio"/> PARTIALLY ACCEPT	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY

9. Care safety Act and amendments to the Charities Act 2005

The Royal Commission recommended a new Care Safety Act be enacted. It also recommended changes to the Charities Act 2005, to ensure alignment with the new Care Safety Act. This is why these recommendations have been grouped.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Crown Response Office | Ministry of Social Development | Public Service Commission | Ministry for Pacific Peoples | Whaikaha – Ministry of Disabled People | Te Puni Kōkiri | New Zealand Police | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
Whanaketia			
45	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
49(a),(b),(d)	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED

OBJECTIVE ONE:

Address the wrongs of the past

OBJECTIVE TWO:

Make the current care system safe

OBJECTIVE THREE:

Empower those in care, their families, whānau and communities

10. Safeguarding in the care system

These are the Royal Commission’s recommendations relating to safeguarding to protect the health, wellbeing and human rights of those in care. They are included in this group because the Royal Commission stated that effective leadership is critical both for creating an organisational culture where safeguarding is embedded at all levels and a care system where children, young people and adults in care are valued.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Ministry of Social Development | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
Whanaketia			
50	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
51	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
53	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
54	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
55	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
56	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
63(c)	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED

OBJECTIVE ONE:
Address the wrongs of the past

OBJECTIVE TWO:
Make the current care system safe

OBJECTIVE THREE:
Empower those in care, their families, whānau and communities

11. Right to be free from abuse and neglect in care

These are the recommendations from He Purapura Ora and Whanaketia about the right to be free from abuse in care and the need to strengthen the human rights protections for those in care.

They are included in this care system leadership section because they would provide a strategic foundation for the delivery of care, along with the recommended Care Safety Principles.

Ministers and agencies involved: Ministry of Justice | Te Puni Kōkiri | Whaikaha – Ministry of Disabled People

Recommendation:	Response:	May 25	June 25
He Purapura Ora, he Māra Tipu			
75(a),(b)	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
Whanaketia			
119	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY

12. Care Safety Principles

These are the Royal Commission’s recommendations that all care system participants should be guided by their recommended care safety principles for preventing and responding to abuse and neglect in care. They are included in this care system leadership section because they would provide a strategic foundation for the delivery of care.

Ministers and agencies involved: Ministry of Justice | Te Puni Kōkiri | Whaikaha – Ministry of Disabled People

Recommendation:	Response:	May 25	June 25
Whanaketia			
39	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED

OBJECTIVE ONE:

Address the wrongs of the past

OBJECTIVE TWO:

Make the current care system safe

OBJECTIVE THREE:

Empower those in care, their families, whānau and communities

Monitor, report and provide oversight

13. Functions and powers of independent monitoring and oversight entities

These are the Royal Commission’s recommendations for independent oversight of redress systems, and the care system. The Royal Commission specifically recommended in **85(b)** that the existing care and protection and youth justice oversight and monitoring agencies should be consolidated into a single agency. This is why recommendation **85** has been broken into two sub-parts.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Ministry of Justice | Ministry of Social Development | Public Service Commission | New Zealand Police | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
Whanaketia			
85(a)	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
85(b)	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input checked="" type="radio"/> UNDER WAY	<input checked="" type="radio"/> UNDER WAY
86	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
87	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED

14. Human rights-focussed care system performance indicators

The Royal Commission’s recommendations associated with data and performance indicators have been grouped, because it makes sense to consider them as a package.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Ministry of Social Development | Te Puni Kōkiri | Whaikaha – Ministry of Disabled People | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
Whanaketia			
52	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
120	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED

OBJECTIVE ONE:
Address the wrongs of the past

OBJECTIVE TWO:
Make the current care system safe

OBJECTIVE THREE:
Empower those in care, their families, whānau and communities

Ensure safety-focussed policies, processes and places

15. Care standards and duties that are monitored and enforced

These are the Royal Commission’s recommendations that speak to the need for consistent care standards and duties that are monitored and enforced through an effective penalty regime. It includes the recommendation for the penalty regime to be aligned with the Charities Act 2004.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Ministry of Justice | Ministry of Social Development | Whaikaha – Ministry of Disabled People | Ministry of Business, Innovation and Employment (Health and Safety Policy) | WorkSafe New Zealand | Department of Internal Affairs | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
He Purapura Ora, he Māra Tipu			
77	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input checked="" type="radio"/> UNDER WAY	<input checked="" type="radio"/> UNDER WAY
Whanaketia			
47	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
49(c)	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED

16. Organisational accreditation

This is the Royal Commission’s recommendation that an accreditation system should be created for all care providers to ensure a consistent standard of care. It envisaged the proposed Care Safe Agency would be responsible for the accreditation scheme.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Ministry of Social Development | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
Whanaketia			
48	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED

OBJECTIVE ONE:

Address the wrongs of the past

OBJECTIVE TWO:

Make the current care system safe

OBJECTIVE THREE:

Empower those in care, their families, whānau and communities

17. Care facilities and their design features

These are the Royal Commission’s recommendations about care facilities and their design features. The Royal Commission wanted all care providers to review their physical buildings and make changes to improve safety.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Ministry of Social Development | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
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Whanaketia

75(a),(c)	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
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18. Close care and protection residences

This is the Royal Commission’s specific recommendation to close Oranga Tamariki care and protection residences. It is aligned with the Royal Commission’s intent that the Government work towards the deinstitutionalisation of all residential care. It acknowledged that changes in this area would take time.

Ministers and agencies involved: Oranga Tamariki

Recommendation:	Response:	May 25	June 25
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Whanaketia

75(a),(c)	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
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OBJECTIVE ONE:
Address the wrongs of the past

OBJECTIVE TWO:
Make the current care system safe

OBJECTIVE THREE:
Empower those in care, their families, whānau and communities

19. Restrictive practices

These are the Royal Commission’s recommendations on the use of pain compliance techniques, restrictive practices and solitary confinement to manage the behaviour of those in care.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Ministry of Social Development | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
Whanaketia			
72	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
73	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
74	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY

20. Care placements close to family, whānau and community

These are the Royal Commission’s recommendations associated with care placements, including the involuntary placement of children, young people or adults away from their families, whānau and communities in geographically isolated places.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Ministry of Social Development | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
Whanaketia			
75(b),(d)	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
79	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
80	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED

OBJECTIVE ONE:

Address the wrongs of the past

OBJECTIVE TWO:

Make the current care system safe

OBJECTIVE THREE:

Empower those in care, their families, whānau and communities

Enable a safe and capable workforce

21. Workforce strategy

The Royal Commission recommended that the Care Safe Agency, once established, develop a workforce strategy to help address the issues the Royal Commission identified for the care workforce. This included ensuring enough people are available with the right skills, experiences and values to meet the needs of people in care. Delivering against this recommendation will be a sizeable task, which is why it is the only recommendation in this group.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Ministry of Social Development | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
Whanaketia			
61	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED

22. Care worker registration, barring and pre-employment vetting

These are the Royal Commission’s recommendations related to individual care worker and volunteer registration, barring and pre-employment vetting. These recommendations are focussed on individuals rather than organisations.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Ministry of Social Development | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
Whanaketia			
57	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
58(a),(c)	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
64	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED

OBJECTIVE ONE:
Address the wrongs of the past

OBJECTIVE TWO:
Make the current care system safe

OBJECTIVE THREE:
Empower those in care, their families, whānau and communities

23. Children’s worker safety checking regime

The Royal Commission made a specific sub-recommendation that the Government ensure the regime for children’s worker safety checking remains fit for purpose. Based on the language used in Whanaketia, this is understood to be the workforce safety regime in the Children’s Act 2014.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Ministry of Social Development | Oranga Tamariki
















Recommendation:	Response:	May 25	June 25
Whanaketia			
58(b)	 ACCEPT	 UNDER WAY	 UNDER WAY

24. Employment practices, induction and training

These are the Royal Commission’s recommendations associated with employment practices, induction and training for care system participants. It includes the recommendation that those working in the Justice sector should be better trained to work with Deaf and disabled people, those who are neurodivergent, and those who are survivors of abuse and neglect.

Recommendation 63(c) from Whanaketia has been split from the other sub-part of recommendation 63 and included in the safeguarding grouping under system leadership. This is because it is a recommendation specifically about safeguarding.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Ministry of Justice | Ministry of Social Development | New Zealand Police | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
Whanaketia			
33	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY
59	 ACCEPT	 ONGOING	 ONGOING
60	 NEEDS FURTHER CONSIDERATION	 UNDER WAY	 UNDER WAY
62	 ACCEPT	 ONGOING	 ONGOING
63(a),(b),(d),(e)-(i)	 NEEDS FURTHER CONSIDERATION	 NOT STARTED	 NOT STARTED

OBJECTIVE ONE:

Address the wrongs of the past

OBJECTIVE TWO:

Make the current care system safe

OBJECTIVE THREE:

Empower those in care, their families, whānau and communities

Identify and respond effectively to abuse and neglect

25. Mandatory reporting

The Royal Commission has a single recommendation for a limited mandatory reporting regime with obligations on participants in the care system. It noted debate has been ongoing on this matter with no consensus reached.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Ministry of Social Development | New Zealand Police | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
Whanaketia			
69	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED

26. Prosecution guidelines

These are the Royal Commission’s recommendations to amend the Solicitor-General’s Prosecution Guidelines (SG Guidelines) and ensure that prosecutors are trained in their use. Included are recommendations associated with better enabling access to justice for Deaf and disabled people and people experiencing mental distress.

Ministers and agencies involved: Crown Law Office | Ministry of Justice | New Zealand Police

Recommendation:	Response:	May 25	June 25
Whanaketia			
22(a)	<input checked="" type="radio"/> ACCEPT INTENT	<input checked="" type="radio"/> COMPLETE	<input checked="" type="radio"/> COMPLETE
22(b),(d)	<input checked="" type="radio"/> ACCEPT	<input checked="" type="radio"/> COMPLETE	<input checked="" type="radio"/> COMPLETE
22(c),(e)	<input checked="" type="radio"/> PARTIALLY ACCEPT	<input checked="" type="radio"/> COMPLETE	<input checked="" type="radio"/> COMPLETE
23	<input checked="" type="radio"/> ACCEPT	<input checked="" type="radio"/> COMPLETE	<input checked="" type="radio"/> COMPLETE
24	<input checked="" type="radio"/> ACCEPT	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY

OBJECTIVE ONE:
Address the wrongs of the past




































OBJECTIVE TWO:
Make the current care system safe

OBJECTIVE THREE:
Empower those in care, their families, whānau and communities

27. Criminal and civil justice legislation

These are the Royal Commission’s recommendations to amend several pieces of legislation, the: Crimes Act 1961, Oranga Tamariki Act 1989, Sentencing Act 2002, Criminal Records (Clean Slate) Act 2004, Evidence Act 2006 and Legal Services Act 2011. This includes the Royal Commission’s recommendations associated with amending the Limitation Act 1950 and Limitation Act 2010, with retrospective effect, to be inclusive of survivors whose claims were, or may be, subject to a limitation defence under the Acts.

Ministers and agencies involved: Ministry of Justice | Ministry of Business, Innovation and Employment (Accident Compensation Policy) | Oranga Tamariki.

Recommendation:	Response:	May 25	June 25
He Purapura Ora, he Māra Tipu			
78	 NEEDS FURTHER CONSIDERATION	 UNDER WAY	 UNDER WAY
80	 ACCEPT INTENT	 COMPLETE	 COMPLETE
Whanaketia			
26	 ACCEPT	 UNDER WAY	 UNDER WAY
27(a)	 ACCEPT INTENT	 COMPLETE	 COMPLETE
27(b)	 ACCEPT	 COMPLETE	 COMPLETE
28	 NEEDS FURTHER CONSIDERATION	 NOT STARTED	 NOT STARTED
29	 NEEDS FURTHER CONSIDERATION	 NOT STARTED	 NOT STARTED
30	 NEEDS FURTHER CONSIDERATION	 NOT STARTED	 NOT STARTED
31	 ACCEPT	 UNDER WAY	 UNDER WAY
32	 NEEDS FURTHER CONSIDERATION	 NOT STARTED	 NOT STARTED
37	 NEEDS FURTHER CONSIDERATION	 UNDER WAY	 UNDER WAY
38	 NEEDS FURTHER CONSIDERATION	 NOT STARTED	 NOT STARTED

OBJECTIVE ONE:

Address the wrongs of the past

OBJECTIVE TWO:

Make the current care system safe

OBJECTIVE THREE:

Empower those in care, their families, whānau and communities


28. New Zealand Police Manual

This is the Royal Commission’s recommendation to review the New Zealand Police Manual (the Police Manual), to ensure it reflects and refers to Aotearoa New Zealand’s international obligations. This is to make sure Police are trained in those obligations and consider them during criminal investigations.

Ministers and agencies involved: New Zealand Police

Recommendation:	Response:	May 25	June 25
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Whanaketia

34	 ACCEPT	 UNDER WAY	 UNDER WAY
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29. Investigations into abuse and neglect, including torture

These are the Royal Commission’s recommendations relating to investigations into allegations of abuse and neglect, including allegations of torture. These recommendations are for all care system participants and any agency that may receive such allegations.

The response to recommendation **6** from Whanaketia has been recorded as “accept intent” because New Zealand Police (Police) investigations cannot be initiated without a complaint or allegation being made. Capacity constraints and current investigative demands mean Police will generally not be reopening previous investigations proactively.










Care system agencies and the Police accept the intent of recommendation **7** from Whanaketia, noting it has multiple, specific sub-parts. Any agency response to allegations of torture, cruel, inhumane or degrading treatment will be thorough and robust, but may not occur consistently with the specific sub-parts.

Police accepts the intent of recommendation **35** from Whanaketia and is confident it is meeting this intent through its current approach.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Ministry of Justice | Ministry of Social Development | New Zealand Police | Department of Corrections | Oranga Tamariki.

Recommendation:	Response:	May 25	June 25
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Whanaketia

6	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY
7	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY
35	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY

OBJECTIVE ONE:
Address the wrongs of the past

OBJECTIVE TWO:
Make the current care system safe

OBJECTIVE THREE:
Empower those in care, their families, whānau and communities

30. Judicial-led initiatives

The Royal Commission has a single recommendation to the Government in support of judicial-led initiatives such as Te Ao Mārama – Enhancing Justice for All.

Ministers and agencies involved: Ministry of Justice

Recommendation:	Response:	May 25	June 25
Whanaketia			
25	<input checked="" type="radio"/> ACCEPT	<input type="radio"/> ONGOING	<input type="radio"/> ONGOING

OBJECTIVE ONE:

Address the wrongs of the past

OBJECTIVE TWO:

Make the current care system safe

OBJECTIVE THREE:

Empower those in care, their families, whānau and communities

Objective three: Empower those in care, their families, whānau and communities






















This objective includes the Royal Commission’s recommendations to support and empower those in care, their families, whānau and communities. It includes recommendations to improve recordkeeping and access to records, prevent entry into State care, and to listen to the voices of those in care, their families, whānau and communities.

Improve recordkeeping and access to records

31. Recordkeeping and access to records

These are the Royal Commission’s recommendations to improve recordkeeping systems and processes, record access requests, and survivors’ experiences and outcomes when requesting their personal records.

Ministers and agencies involved: Ministry of Health | Health New Zealand | Ministry of Education | Crown Response Office | Ministry of Justice | Ministry of Social Development | New Zealand Police | Department of Corrections | Department of Internal Affairs | Archives New Zealand | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
He Purapura Ora, he Māra Tipu			
85	 ACCEPT INTENT	 ONGOING	 ONGOING
86	 ACCEPT INTENT	 ONGOING	 ONGOING
87	 ACCEPT INTENT	 COMPLETE	 COMPLETE
88	 ACCEPT INTENT	 COMPLETE	 COMPLETE
89	 ACCEPT INTENT	 ONGOING	 ONGOING
Whanaketia			
81	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY
82	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY

OBJECTIVE ONE:
Address the wrongs of the past

OBJECTIVE TWO:
Make the current care system safe

OBJECTIVE THREE:
Empower those in care, their families, whānau and communities

Prevent entry into State care

32. Contemporary and community models of care

These are the Royal Commission’s recommendations for the provision of care that responds to the needs and vulnerabilities of those in care, and protects and enhances the mana and mauri of Māori in care. This includes recommendations on contemporary care practices, including deinstitutionalisation and devolving care to communities.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Ministry of Social Development | Whaikaha – Ministry of Disabled People | Te Puni Kōkiri | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
Whanaketia			
71	<input checked="" type="radio"/> ACCEPT INTENT	<input type="radio"/> ONGOING	<input type="radio"/> ONGOING
78	<input checked="" type="radio"/> ACCEPT INTENT	<input type="radio"/> ONGOING	<input type="radio"/> ONGOING
115	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED

OBJECTIVE ONE:

Address the wrongs of the past

OBJECTIVE TWO:

Make the current care system safe

OBJECTIVE THREE:

Empower those in care, their families, whānau and communities

33. Social, educational and prevention campaigns and programmes

These are the Royal Commission’s recommendations for various social and educational campaigns, including those to:

- address discriminatory attitudes and behaviour, and enable people to better understand, recognise and respond to abuse and neglect
- help Aotearoa New Zealand better understand the impact of abuse and neglect on survivors to minimise shame, because they were not at fault.

The Royal Commission’s recommendations for prevention programmes, and specialist support for those people who exhibit harmful behaviour and may be at risk of abusing others, are included here. Also included is the recommendation for independent Aotearoa New Zealand-specific research on the effects and causes of abuse in care. Links exist between these recommendations and those for human rights-focused care system performance indicators

Ministers and agencies involved: Ministry of Health | Ministry of Education | Ministry of Justice | Ministry of Social Development | New Zealand Police | Accident Compensation Corporation | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
He Purapura Ora, he Māra Tipu			
73	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
74	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
Whanaketia			
111	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
112	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
121	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
122	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
128	<input checked="" type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED

OBJECTIVE ONE:
Address the wrongs of the past

OBJECTIVE TWO:
Make the current care system safe

OBJECTIVE THREE:
Empower those in care, their families, whānau and communities

34. Gloriavale

This is the Royal Commission’s recommendation that the Government take all practical steps to ensure the ongoing safety of children, young people and adults in care at Gloriavale.

Ministers and agencies involved: Ministry of Health | Health New Zealand, | Ministry of Education | Ministry of Social Development | New Zealand Police | Ministry of Business, Innovation and Employment (Labour Inspectorate) | Department of Internal Affairs (Charities Services) | WorkSafe New Zealand | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
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Whanaketia

88	<input checked="" type="radio"/> ACCEPT INTENT	<input type="radio"/> ONGOING	<input type="radio"/> ONGOING
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Listen to the voices of those in care

35. Those in care, family and whānau to participate in care decisions

These are the Royal Commission’s recommendations for those in care to have advocates, and for a pathway to being an advocate for those with care experience. It includes the Commission’s recommendation to accelerate work to enable those in care to participate in decisions about them.

Ministers and agencies involved: Ministry of Health | Ministry of Education | Ministry of Justice | Ministry of Social Development | Whaikaha – Ministry of Disabled People | Te Puni Kōkiri | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
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Whanaketia

76	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
77	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
114	<input checked="" type="radio"/> ACCEPT INTENT	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY

OBJECTIVE ONE:

Address the wrongs of the past

OBJECTIVE TWO:

Make the current care system safe

OBJECTIVE THREE:

Empower those in care, their families, whānau and communities

36. Complaints processes and information sharing

These are the Royal Commission’s recommendations associated with complaint processes and information sharing in response to complaints and allegations. The Commission’s recommendation 65 from Whanaketia detailed what it expects a complaint process to deliver. It also outlined a pathway for escalating complaints and allegations, and monitoring and reporting on them.

Ministers and agencies involved: Public Service Commission | Ministry of Health | Ministry of Education | Ministry of Social Development | Department of Corrections | Te Puni Kōkiri | Oranga Tamariki

Recommendation:	Response:	May 25	June 25
Whanaketia			
63(j)	<input checked="" type="radio"/> ACCEPT	<input type="radio"/> COMPLETE	<input type="radio"/> COMPLETE
65	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
66	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
67	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
68	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
83	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
84	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED










Implementation recommendations

Implement all recommendations, with cross party agreement

The recommendations in this group all relate to accepting and implementing the Royal Commission’s recommendations.
















The Royal Commission recommended cross-party agreement should be sought to implement the recommendations (recommendation **132** from Whanaketia). This recommendation is partially accepted. It may not be practical to engage across parties on every matter associated with the Crown response, given its complexity and size. Case-by-case decisions will be made. It is noted that each party will form its own view on the recommendations and the work to respond to them.

Because the response requires a multi-year, multi-agency programme of work, the implementation timeframe set out by the Royal Commission (at recommendation **135** from Whanaketia) has been declined. The Royal Commission itself noted, “[t]he changes needed to ensure care in Aotearoa New Zealand is safe are significant and will take time to be effectively implemented”.



















Recommendation:	Response:	May 25	June 25
Whanaketia			
1	 NEEDS FURTHER CONSIDERATION	 UNDER WAY	 UNDER WAY
125	 NEEDS FURTHER CONSIDERATION	 UNDER WAY	 UNDER WAY
132	 PARTIALLY ACCEPT	 UNDER WAY	 UNDER WAY

Partner with Māori and give effect to te Tiriti o Waitangi

These recommendations all relate to the response being delivered in partnership with Māori and consistently with te Tiriti o Waitangi. The intent of these recommendations has been accepted, as the Crown's commitment to te Tiriti o Waitangi will not be delivered in the specific ways detailed in the recommendations.

Recommendation:	Response:	May 25	June 25
He Purapura Ora, he Māra Tipu			
2	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY
13	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY
Whanaketia			
14	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY
117	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY
126	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY

Co-design the response with care system participants and stakeholders

Recommendation:	Response:	May 25	June 25
He Purapura Ora, he Māra Tipu			
6	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY
7	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY
8	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY
14	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY
Whanaketia			
127	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY
129	 ACCEPT INTENT	 UNDER WAY	 UNDER WAY

Give effect to human rights

Recommendation:	Response:	May 25	June 25
He Purapura Ora, he Māra Tipu			
3	<input checked="" type="radio"/> ACCEPT INTENT	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
Whanaketia			
15	<input checked="" type="radio"/> ACCEPT INTENT	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
118	<input checked="" type="radio"/> ACCEPT INTENT	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY

Publish the Crown response and report on it annually

Recommendation:	Response:	May 25	June 25
Whanaketia			
42	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
113	<input checked="" type="radio"/> ACCEPT	<input type="radio"/> COMPLETE	<input type="radio"/> COMPLETE
130	<input checked="" type="radio"/> PARTIALLY ACCEPT	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
131	<input checked="" type="radio"/> PARTIALLY ACCEPT	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY
133	<input checked="" type="radio"/> PARTIALLY ACCEPT	<input type="radio"/> UNDER WAY	<input type="radio"/> UNDER WAY

Undertake an independent review of the response

Recommendation:	Response:	May 25	June 25
He Purapura Ora, he Māra Tipu			
60	<input checked="" type="radio"/> PARTIALLY ACCEPT	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
Whanaketia			
136	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED
138	<input type="radio"/> NEEDS FURTHER CONSIDERATION	<input type="radio"/> NOT STARTED	<input type="radio"/> NOT STARTED



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