



5 March 2026

OIA 1156-26

Tēnā koe

I refer to your request received on 27 January 2026 and subsequently clarified on 2 February 2026. Your clarified request has been considered under the Official Information Act 1982 (OIA). For clarity, I have numbered the parts of your request as follows:

1. *Since 1 July 2025, copies of all finalised State redress operational policy documents created to support implementation. If no finalised version exists, a draft version of the document created or edited since 1 July 2025.*
2. *A list of all current and planned documents falling within the above description*

The timeframe for responding to your request was extended under section 15A(1)(b) of the OIA by four working days because consultation was required before a decision could be made. Following these consultations, I am now in a position to respond.

Response to part one of your request

The table below sets out the documents within the scope of your request as at 2 February 2026, along with my decision to release, refuse or withhold each document.

Item	Document Description	Decision
001	Authority to Act operating procedure	Released in full
002	Authority to Act draft form	Released in full
003	Interim process for managing presumption against serious violent and/or sexual offenders	Released in full
004	Internal guidance for meeting the identification requirements of the serious offenders checks	Released in full
005	Conflicts of Interest	Withheld in full under s 9(2)(g)(i)
006	Common Payment Framework	Refused under s 18(d) as already publicly available
007	Complaints	Withheld in full under s 9(2)(g)(i)
008	Discretionary Payment Guidelines	Withheld in full under s 9(2)(g)(i)
009	Eligibility and Prioritisation	Withheld in full under s 9(2)(g)(i)
010	Ex Gratia Payments	Withheld in full under s 9(2)(g)(i)
011	Payments to Estates (administration threshold)	Withheld in full under s 9(2)(g)(i)
012	Second Claims	Withheld in full under s 9(2)(g)(i)

In making these decisions, I have considered the public interest test in section 9(1) of the OIA. I do not consider that the public interest in release outweighs the need to withhold the information.

Additional information related to part one of your request

It is important to note that document 001, *Authority to Act operating procedure*; document 002, *Authority to Act draft form*; and document 004, *Internal guidance for meeting the identification requirements of the serious offenders checks*, are draft versions as at 2 February 2026. Their content is subject to change and should be treated as indicative only.

Document 003, *Interim process for managing presumption against serious violent and/or sexual offenders*, has not yet been publicly released and will also be published on the Redress NZ website in due course. Further information about the interim process is available [here](#).

Documents, 005, and 007-012 are withheld as they are in the very early stages of development and release of these documents limit our ability to provide free and frank advice.

Response to part two of your request

Operational policy documents that are planned for development are listed below:

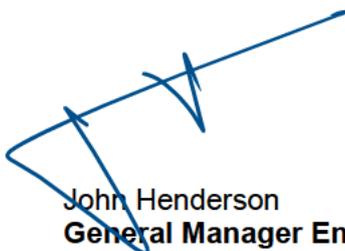
- Agency assessment processes
- Alleged torture
- Internal claims review
- Limitation
- Personal information requests
- Redress claims for deceased survivors
- Redress claims for under 18's
- Safety checking and referrals
- Statutory declarations

The final versions of all policies related to State redress will be published on the Redress NZ website, as part of a suite of documents designed to help survivors understand how redress decisions are made.

We may publish this response on www.abuseinquiryresponse.govt.nz (with your personal details removed). Publishing OIA responses increases the availability of information to the public to enable effective participation in the making and administration of laws and policies, and promotes the accountability of Ministers and officials.

You have the right to seek an investigation and review by the Ombudsman of this decision. Information about how to make a complaint is available at www.ombudsman.parliament.nz or by calling freephone: 0800 802 602.

Nāku noa, nā



John Henderson
General Manager Enabling Services



Common Policy: Operating procedures for engagement with agents via an authority to act

These procedures provide internal guidance for how Redress agencies should operate when a survivor wants to have someone act on their behalf (the agent) in relation to their claim for redress. How this occurs will differ case by case, but a survivor must fill out an Authority to act form for an agent to act on their behalf.

This document does not cover situations where the survivor is represented by a lawyer who holds a current practising certificate issued by the NZ Law Society. This is because a lawyer does not need to complete an authority to act to represent a survivor.

Who is an agent?

- Agents are people who can support, advocate for, and represent the survivor. They can have a personal relationship or a professional relationship with the survivor. Agents can include (but are not limited to) whānau, caregivers, Iwi, or advocacy groups.

What do agents do?

- Agents may be involved in various parts of the process. Some agents may initiate contact and then have the survivor continue the process on their own. The agent may then shift into a support person role. Other agents may act on behalf of the survivor throughout the entire process.
- Regardless of who is the primary contact, the needs of the survivor remain the central focus of assessments, recommendations, and outcomes.

Can an agent complete the Consent and Declaration form?

- Because of the nature of the Consent and Declaration form Survivors will still need to complete this form themselves (not including survivors with legal representation from a lawyer, refer to the *Consent and Declaration form for legal representatives*).

What if there are concerns about the behaviour of the agent?

- There are some risks inherent when engaging with agents. These include the existence of a conflict of interest, or where the survivor's views are different to that of the agent and are not reflected in the process or outcome. There is also a risk for the redress outcome to be abused.
- If there are any concerns about the behaviour of an agent, this should be escalated to a manager or team leader. The agency can then work through the best approach to managing the concerns to ensure an outcome that is in the best interests of the survivor.
- Before taking any action, redress agencies should consider how the well-being of the survivor could be impacted.

Are there any record keeping requirements in relation to agents?

- Anytime a survivor has completed an Authority to act form, it and any associated documentation need to be stored alongside documents associated with their claim. Anyone working through their claim will need to know the details of the authority to act so that they are working/communicating with the correct person.
- It is important to remember that this documentation will also need to be stored securely and in accordance with the Redress agencies' privacy, information management, and information security policies, as well as any other relevant policies.

Released under the Official Information Act 1982

DRAFT

Authority to Act on your behalf

When should I complete this form?

You should complete this form if you would like someone to act on your behalf to seek, or help you with seeking, redress from a relevant Government agency.

Sometimes people need help to work through this process. We are happy to work with you, and others, to help with this. We need to make sure that it is clear who you have authorised us to talk to about your claim and what you have authorised them to do for you. By making sure we are talking to the right people we ensure that you and your information are protected.

Who can act on my behalf or help me?

Some people have a trusted person to represent them (for example a parent, caregiver, family member or legal guardian). They are sometimes called an 'agent'. We need to know you are happy for us to talk to these people and share information about your claim with them. You are responsible for anything they do on your behalf, so it is important that you choose your nominated person/agent carefully.

Consider the following:

- How long you have known the person?
- Do you trust them to always act in your best interests?
- Will they keep you informed as to what they are doing for you?

You may have a legal representative acting on your behalf. This form does not need to be filled out if that is the case.

What if I change my mind?

You can stop the person from acting on your behalf or helping you at any time, you just need to let us know.

They can also decide to stop acting for you at any time. If this happens you will need to act for yourself or let us know if you want another person to help you or act on your behalf.

What if I just want a support person?

You don't need to complete this form if you just want a support person. A support person is someone who comes to meetings with you, helps you express your point of view and provides you with emotional support.

Is there anything they can't do on my behalf?

You cannot have someone enter into a settlement agreement with a redress agency on your behalf. They can help you with the particulars and support you to make a decision, but they cannot enter the settlement for you.

Can the person acting on my behalf accept a payment for me?

If you want your agent to accept financial redress on your behalf, please contact, or have your agent contact, the redress staff member you are working with to organise this.

Your details (survivor)

Full name: _____

Date of birth: _____

Email address: _____

Phone number: _____

Your nominated person/agent

Full name: _____

Date of birth: _____

Phone number: _____

Email address: _____

Postal address: _____

Relationship: _____

Organisation (if applicable): _____

I want this to continue: (tick one)

until my claim is closed.

until this date: _____

In relation to me and my claim, I authorise this person to have the power and authority to: (tick all that apply)

Receive information on my behalf

Provide information to redress agencies on my behalf

Convey my decisions and work through any particulars of these decisions (this does not include authorisation to enter into a settlement agreement)

Is there anything you do not want this person to be able to do?



Your (survivor) signature: _____

Date: _____

OR: authorisation was given by: phone email other (circle one)

- I authorise redress agencies to act on the instructions of my nominated person/agent as indicated by this form
- I understand that redress agencies are not responsible for any actions of my nominated person/agent using this authority
- I understand that this authority comes into effect from the date this form is received by the applicable redress agency
- I understand I can cancel this authority at any time by notifying the applicable redress agency.

Nominated person/agent signature: _____

Date: _____

- I agree to act on the instructions of the survivor specified in this form
- I understand that this authority comes into effect on and from the date this form is received by the applicable redress agency
- I understand I can cancel this authority at any time by notifying the applicable redress agency.

A record of this authorisation can be found: (redress agency to complete)

Released under the **DRIF** (Draft Release of Information Form) Act 1982



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



Ministry of Education
Te Tāhuhu o te Mātauranga



Interim process for managing presumption against serious violent and/or sexual offenders

Standard Operating Procedure for Redress Agency Staff:

Overview

- 1 On 9 May 2025, the Government announced changes to existing and new redress processes currently handled by the Ministry of Social Development, Oranga Tamariki, Ministry of Education, Ministry of Health, Department of Corrections and Te Puni Kōkiri (the redress agencies).
- 2 One of the changes applies to new claims from survivors with convictions for serious violent or sexual offences and who have been sentenced to five years or more in prison. This is to ensure the redress system is not brought into disrepute.
- 3 Survivors that fit within this category would not be able to access the financial part of redress.
- 4 An independent decision-maker will be appointed to review any appeals from survivors that meet the criteria and were unable to get a financial payment, following the enactment of new legislation in June.
- 5 Survivors who are terminally ill will be prioritised. Until legislation is in place, an interim process is in place for terminally ill survivors.

Purpose of the procedure

- 6 The following guidance provides a step-by-step guide for redress agency staff on how to manage presumption against serious violent and/or sexual offenders. This guidance has been developed in partnership with redress agencies to support consistent implementation.
- 7 This procedure will be updated once legislation is enacted and the independent decision-maker has been appointed (anticipated September 2026).

Applies to

- 8 This procedure applies to all redress agency staff responsible for managing new claims made since 9 May 2025 and is to be used to implement presumption against serious violent and/or sexual offenders.

Note: This procedure does not apply to claims made before 9 May 2025 or, in the rare circumstance, where a settlement offer is reopened for a claim made prior to 9 May 2025. In this situation, the claim would not fall within the definition of a new claim received after the 9 May 2025 and would not require consent and declaration forms to be completed.

- 9 Whilst this process has not been designed to support the work of the Specialised Assessment Unit, it is encouraged staff in the Unit are across this guidance for completeness.

Scope

- 10 All new claims from 9 May 2025 are in scope for this procedure as this is when Government agreed to introduce this new process.
- 11 This process will result in survivors who have been convicted of serious violent and sexual offences (as per Schedule 1AB of the Sentencing Act 2002) and have been sentenced to five or more years in prison not receiving financial redress payment as part of their settlement.
- 12 The Lead Coordination Minister is authorised to exempt a claimant from the presumption against redress where they have a terminal illness that is likely to end their life before the legislation is implemented.
- 13 Survivors under 18 years of age cannot receive financial redress until they turn 18. Like all other applicants they will need to fill out the declaration form and have the form processed by the Specialised Assessment Unit before they receive financial redress after they turn 18.

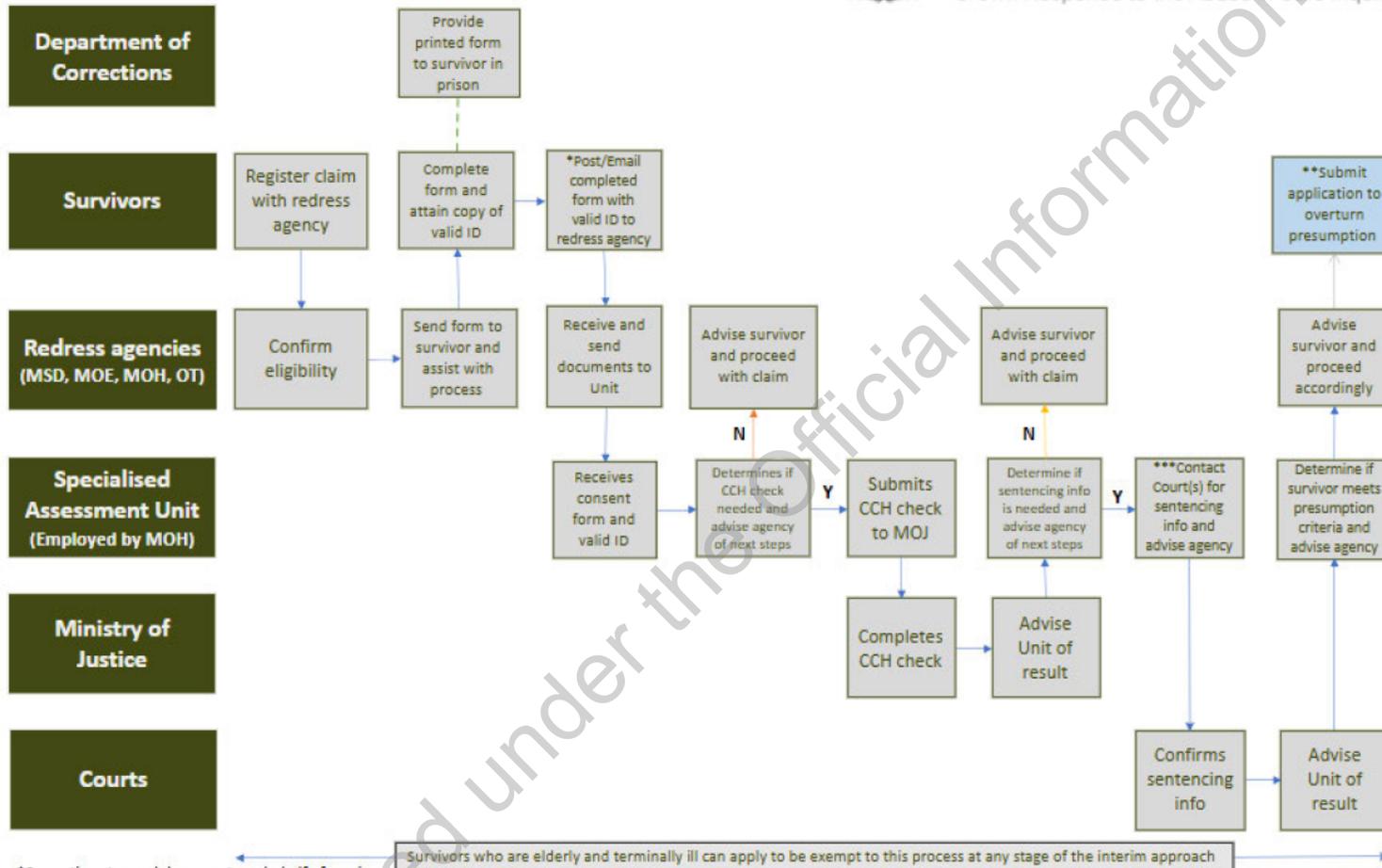
Released under the Official Information Act 1982

Procedure summary

Process flow for implementation of interim approach to serious offenders presumption as of 21 August 2025



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 Crown Response to the Abuse in Care Inquiry



*Corrections to send documents on behalf of survivor in prison.
 If survivor cannot provide ID, redress agency will work with them to verify identity with other documents.

Survivors who are elderly and terminally ill can apply to be exempt to this process at any stage of the interim approach

** If survivor meets the presumption criteria, once legislation is enacted and the independent decision-maker is appointed, survivor can submit an application to overturn decision to receive a financial payment

*** Unit to contact relevant Court(s) where survivor had been sentenced to confirm sentencing information and any appeals.

Released under the Official Information Act 1982

Redress Agency Procedure

1 Claim registered

- Survivor registers their claim with a redress agency.
- Confirm the survivor's eligibility for a redress claim.
 - Note: Continue to use your agency's existing processes to register and record a claim in your existing systems.

2 Advise survivor of new process

- Advise the survivor of the new process for new claims after 9 May 2025 that requires a criminal conviction history check before their financial redress claim can be assessed.
 - If required, use the script, talking points and FAQs to support with this conversation.
 - Only survivors seeking financial redress need to follow this process. If the survivor is not seeking financial redress, this process does not need to be followed.
 - If the survivor is under 18 but wishes to pursue financial redress once they turn 18 then they will be subject to this process at that time (see Additional Information: Approach for completing checks for survivors who are Under 18 for more information).
 - If the survivor has a terminal illness that is likely to end their life before the legislation is implemented the Lead Coordination Minister can exempt them from the presumption against redress.
- If the survivor advises that they are terminally ill
 - Confirm health status of survivor.
 - Survivor to provide details regarding their terminal illness with the agency
 - The information must include confirmation of a terminal diagnosis and prognosis from a medical professional.
 - Agency to prepare briefing to Lead Coordination Minister outlining the status of the survivor and requesting an exemption from the process.
 - If exempted, survivor can continue with financial redress.
 - If not exempted standard process should continue to be used.

3 Support survivor to complete forms

- Provide survivor with the consent and declaration form (via email or post) and ask them if they have filled out this form previously.
 - If they have filled out the declaration form previously, they only need to complete the personal details section (for matching purposes). The form should then be submitted to the Specialised Assessment Unit (the Unit) for checking against the Unit's records.
 - If the survivor has been convicted of a serious offence (as per Schedule 1AB of the Sentencing Act 2002) and has been sentenced to five or more years in prison since completing the previous form, they are responsible for informing any redress agencies they have open redress claims with.
- Work with the survivor if they need assistance with completing the consent and declaration form.

Please note, a RealMe verified identity is no longer a valid ID option for this process. Updated guidance is being finalised.

- Reiterate to the survivor to fill out all details as much as possible and not to worry if they cannot fill out all details such as providing all their past addresses.
- Make sure the survivor is aware that if they have a change to their criminal conviction history after submitting the form, they must notify the redress agency immediately. (See What to do when there are concerns about declarations in Additional Information for more information on this).
- Advise the survivor that a copy of a form of valid ID is required to verify their identity. Valid ID includes:
 - New Zealand or Overseas Passport (please include the first page with photo and details as well as the page with signature),
 - New Zealand driver's license (please provide a copy of both sides),
 - New Zealand firearms license,
 - A statutory declaration, or
 - A RealMe verified identity (verified by a third party such as MSD).
- If they do not have a valid form of ID, they can fill out a [statutory declaration](#) or [proof of identity](#) form.
- The declaration must be signed by an authorised person, such as a Justice of the Peace, Court Registrar or Solicitor.
- If the applicant provided you with a proof of identity form where someone else is vouching for their identity, the person who vouched for the applicant's identity:
 - must not be their relative
 - must not be living at the same address
 - must be 18 years of age or over, and
 - must have known the applicant for more than 12 months.
- If the survivor cannot provide a valid form of ID, redress agencies should contact the Crown Response Office for advice on how to progress the application.

4 Receive completed form and survivors' identity and send to the Specialised Assessment Unit

- Redress agency receives and collates the completed consent and declaration form and valid form of ID.
- Redress agency then emails all documentation to the Specialised Assessment Units email address.
- Due to the nature of information being sent between redress agencies and the Specialised Assessment Unit all correspondence should be via email. Information coming to the Specialised Assessment Unit should only come to (EMAIL ADDRESS) unless otherwise specified.
- Every email and document should be marked as SENSITIVE and must be internally tracked, including tracking of what documents have been sent.
- Redress agency to provide survivor's documentation even if the survivor declares 'no' they do not have an applicable criminal conviction.

5 Specialised Assessment Unit undertakes check

- The Special Assessment Unit progresses all necessary criminal conviction history checks with the Ministry of Justice and sentencing checks with the Courts. The Specialised Assessment Unit will then inform the redress agency via email of the outcome of the checks. (see Appendix 1 for more information)

6 Outcome of check advised by Specialised Assessment Unit

- Once the outcome of the Specialised Assessment Unit check has been received the Redress agency informs the survivor of outcome and notes on their system that this has been done. Agency can proceed with providing financial redress (if applicable).
- If the survivor meets the presumption, the redress agency can provide other redress offerings.
- The redress agency can advise the survivor that they will be able to apply to have the presumption overturned once legislation is enacted and the independent decision-maker has been appointed. The process to do this will not be available until the legislation is enacted.
- Each Redress agency will have processes in place for tracking any survivors who have been identified as being prevented for receiving financial redress so that further communications can be provided to these individuals about how to apply to have the presumption overturned once the independent decision maker is in place.
- Redress agencies are responsible for confirming that a survivor who has registered their claims after 9 May 2025 have completed the checking process and confirmation has been received from the Specialised Assessment Unit that the individual is able to receive financial redress prior to a settlement offer being made.

Additional Information

Approach for completing checks for survivors who are Under 18

- Survivors under 18 years of age cannot receive financial redress until after they turn 18. To receive financial redress (after they turn 18) they will need to fill out the declaration form and have the form processed by the Specialised Assessment Unit.
- There are no restrictions for those under 18 to fill out the declaration form but the person signing it must be capable of understanding the nature and significance of the declaration and be able to truthfully affirm the contents of the declaration.
- Because of this it is advisable for redress agencies to wait until survivors are 18 before getting them to fill out the declaration form if they wish to proceed with financial redress.

What to do when there are concerns about declarations

- If a redress agency is concerned about a survivor's declaration at the time of submission they should discuss this with the survivor. This will help to minimise any chances that survivors fill out the form incorrectly.
- If a survivor has disclosed information to the redress agency that is counter to the information provided in their declaration and consent form, the redress

agency must inform the Specialised Assessment Unit. The Specialised Assessment Unit will then decide if the survivor's declaration should be checked through the criminal conviction history checking process.

- Survivors must inform the redress agency if there is a change to their criminal conviction history. Wrongfully disclosing information when completing the form is currently a criminal offence as per section 111 and 241 of the Crimes Act 1961, with a maximum penalty of three years imprisonment.
- Redress agencies need to ensure that any survivor applying for financial redress understands what this means to minimise the chance that they fail to inform the redress agency of a change.
- If a redress agency staff member believes that a survivor's declaration has changed since initial declaration, this should be discussed with the survivor. If this does not resolve the issue the redress agency should inform the Specialised Assessment Unit via email. The redress agency must include a brief rationale for their suspicion and what the survivor has stated along with as much information as possible (including the survivors personal details) to help the Specialised Assessment Unit identify the survivor's records to investigate the matter.

Overseas convictions

- Currently, survivors do not need to declare convictions from overseas jurisdictions.
Important Note: this is an interim approach which is subject to change.

Key documentation

Title	Description
High level process flow	High level end-to-end process for the implementation of the interim approach for serious offenders presumption
Detailed Process Flow	Step-by-step guide for redress agency staff on managing the interim approach for serious offenders
Talking points for redress agencies to survivors	Key messages for redress agencies when discussing serious offenders presumption with survivors
FAQs	Responses to support redress agency staff with answering questions on serious offenders presumption. Also includes an email template for survivors with claims currently on hold due to the presumption process

Appendix 1: Assessment Unit Procedure

- Specialised Assessment Unit receives an application from a redress agency along with declaration form and survivors ID.

1 Survivor declares 'yes' or 'unsure' to applicable criminal conviction

- Criminal Conviction History Check to be progressed.
- Specialised Assessment Unit to submit request for criminal conviction history check to Ministry of Justice.
- Once check is complete Specialised Assessment Unit will inform redress agency of outcome.
- If applicable conviction is identified Specialised Assessment Unit to submit request for sentencing check to Ministry of Justice.
- Once check is complete Specialised Assessment Unit will inform redress agency of outcome.

2 Survivor declares 'no' to applicable criminal conviction

- Specialised Assessment Unit will put application through randomised checking process to determine if it is to progress through criminal conviction history check.
- If application is not selected to go through criminal conviction history check, Specialised Assessment Unit will inform the agency of outcome.
- Once check is complete the Specialised Assessment Unit will inform the redress agency whether they can proceed with providing financial redress (if applicable) or if sentencing information is needed.
- Specialised Assessment Unit to submit requests for sentencing information to Courts via the Ministry of Justice.
- Once sentencing check is complete the Specialised Assessment Unit will inform the redress agency of outcome.

Released under the Official Information Act 1982

Internal guidance for meeting the identification requirements of the serious offender checks

Standard Operating Procedure for Redress Agency Staff:

Executive Summary

Survivors with new claims lodged since 9 May 2025 are required to provide identification alongside of a completed consent and declaration form to support the completion of serious offender checks. Outlined below, in order of preference, are the three ways a survivor's identity can be confirmed.

- 1) Photo ID (passport, NZ firearms licence or NZ drivers' licence).
- 2) Valid ID requirement options (Statutory Declaration or Proof of Identity form¹).
- 3) Identification through the use of Care records.

Identification through the use of Care records should only occur when a survivor's identification cannot be confirmed using either of the alternative methods. Where identity is to be confirmed using care records, it is the redress agency that is responsible for confirming the survivor's identity, therefore agencies need to be confident that, in each case, the records correctly identify, and link to, the survivor.

Where care records are used for identification purposes, then the Specialised Assessment Unit will need to be informed of this using the attached form (Appendix 1).

Purpose of the procedure

1. This guidance provides a process for redress agencies to follow when a survivor cannot meet the Valid Identification requirements and needs to be identified by reference to care records.
2. The guidance aims to ensure that redress agencies are confident in the identification of survivors. This is because Redress agencies are responsible for the identification of the survivor and therefore bear the associated risks.
3. The detail provided in this document may appear familiar to Redress staff as it will be similar to how staff work with survivors to identify care records for broader redress purposes.

Background

4. A Specialised Assessment Unit has been established (in the Ministry of Health) to progress checks of survivor's criminal history via the Ministry of Justice criminal record checking process.
5. To do this the Ministry of Justice normally requires the agency asking for the check to verify the information provided against a Valid ID².

¹ This [form](#) requires a third party (who is not related to, or living with, the person) to identify the person and can be found on the Ministry of Justice website. The third party must provide a copy of their NZ Driver or Firearms licence or a copy of their passport.

² Passports, a New Zealand firearms licence, a New Zealand driver's licence, a Statutory Declaration form, or a Proof of Identity form.

6. In October 2025 the Ministry of Justice agreed to allow the Ministry of Health to identify a survivor by referencing the care records that are held by one or more of the redress agencies.

How to meet the Identification requirements

When to use care records to meet the identification requirements

7. The types of identification that survivors can use to meet the identification requirements are outlined below in order of preference.
- 1) Photo ID (passport, NZ firearms licence or NZ drivers' licence).
 - 2) Valid ID requirement options (Statutory Declaration or Proof of Identity form).
 - 3) Identification through the use of Care records.
8. Using care records to identify a survivor should **only** happen when the survivor cannot meet any of the above Valid ID requirements.
9. When using care records to confirm a person's identity it is the redress agency that is responsible for identification of the person. So, agencies need to be confident that, in each case, the records correctly identify, and link to, the survivor.

Finding care records to meet the identification requirements

10. Redress staff may be able to locate some care records from the information in a survivor's application for redress. If more records are needed, agencies will need to ask the survivor for more information.
11. Agencies should aim to find as many different care records as possible. More records will result in a greater level of confidence with identification.
12. The more distinctly different the records the better, as this helps to minimise risks around misidentification (for example, where there are two people with the same name).
13. While misidentification is rare when two or more data points are available (for example, name and date of birth) there have been instances where this has happened. The more care records identified and/or the more unique the information linked to the survivor the less likely misidentification will occur.

Linking the survivor to the records

14. Linking a survivor to care records will likely require having a discussion with them. If you need to ask the survivor for more information to locate their care records you should do this at the same time.
15. Discussions with survivors to identify links with records should be guided by specific questions. However, it is important that these questions are not leading. The important detail that links the person to the record should come from the survivor not the redress agency.
16. Redress agencies should do their best to link as much information in care records to the survivor. The more links found, the greater the confidence the agency can have that the survivor is the person referred to in the record. But agencies should not exhaustively comb through sensitive information unnecessarily.

17. The kind of information that you want to link a survivor to roughly falls into the who, when, and what categories. The list below is not exhaustive but it provides an idea of the kind of information you might use for this.

- Names of family members particularly parents, guardians and siblings.
- Names of non-family members related to care such as caregivers, doctors, teachers, or foster parents.
- Names of orphanages, schools, psychiatric institutions.
- Locations where the survivor grew up or where their family lived.
- Locations of orphanages, schools, psychiatric institutions.
- Time periods they spent in orphanages, schools, psychiatric institutions.
- Any specific events or routines.
- Any court involvement.

18. Some examples of questions that could be asked to identify links to care records are provided below.

- If a survivor's school records mention a teacher's name or you notice that a sibling was in the same class, you could ask if they remember any teachers or anyone that was in any of their classes.
- If a survivor remembers an institution that they were in but not when, you could ask if they remember any big events that happened during their time there. Big personal events may be recorded and big world events might help identify the time-period.
- If a survivor's record mentions a medical issue, you could ask them if they remember taking any medications.

What's the risk to misidentification

19. Using care records for identification carries the risk of linking the survivor to the wrong records. This could lead to them being mistakenly associated with a criminal conviction history that does not belong to them.

20. Using multiple care records and multiple links to those care records helps mitigate this risk. The more records and links per record the better the mitigation.

21. Asking survivors to try and remember specific information from a difficult time in their life could create a trauma response. Redress agencies should offer wellbeing support and advice before any conversation takes place and/or be ready to provide it once the conversation begins.

22. Before sending anything to the Specialised Assessment Unit agencies should ensure that decisions have been reviewed and sign out is clear.

Informing the Specialised Assessment Unit that care records will be used for identification

23. If a Valid ID is being used to identify the survivor, a copy of the ID (both sides) should be sent to the Specialised Assessment Unit along with survivor's declaration form.

24. If a Statutory declaration form or proof of identity form is being used to identify the survivor, a copy of the form should be sent to the Specialised Assessment Unit along with survivor's declaration form.

25. If care records are being used to identify the survivor, a signed statement should be sent to the Specialised Assessment Unit along with the survivor's declaration form. This statement should be signed by the person who identified the survivor via the care records and an approved manager (this can be a digital signature). A statement template is provided as Appendix 1.
26. Because Redress agencies bear the risks for the correct identification of a survivor, before notifying the Specialised Assessment Unit, they must be:
- satisfied with the number of separate care records found that relate to the survivor, and
 - confident they have linked the survivor with those care records.

Do not send care records and application forms to the Specialised Assessment Unit

27. Care records and survivors' application forms must not be sent to the Specialised Assessment Unit. The only documentation the Unit should receive are the Declaration form and, either a copy of the ID, or a statement confirming that care records are being used for ID requirements

Appendix 1

Notification that care records are being used to meet the serious offender identification requirements

Name of survivor _____

Date of birth of survivor _____

I confirm that the survivor cannot meet the Ministry of Justice Valid ID requirements with a photo ID (passport that includes the signature page, New Zealand firearms licence, New Zealand driver's licence), or with a Statutory Declaration or a Proof of Identity.

As per the amendment to the Memorandum of Understanding for Online Delivery of Criminal Conviction Histories care records are being relied upon to identify the survivor named above.

We are satisfied with the care records found that relate to the survivor, and are confident they link to the survivor.

Name of staff member who completed check _____

Date _____

Approved by (Manager or Team Leader) _____

Date _____