



19 February 2026

CRO OIA 1171-26

Tēnā koe

I refer to your request made under the Official Information Act 1982 (OIA) which was received on 27 January 2026 and subsequently clarified on 28 January 2026. You have requested the following information:

FAQs to assist staff when talking to survivors about the Framework and their options, draft messaging to support email communications with survivors about their options, and any additional documents developed to support implementation

We understand that your request is referring to the Common Payment Framework implemented on 27 January 2026.

Response to your request

I have decided to release all documents within scope of your request in full. Please find enclosed the following documents:

Item	Date	Document title	Decision
001	January 2026	Collaborative Ways of Working for the Common Payment Framework	Released in full
002	January 2026	Common Payment Framework Communications plan – update on timeframe for implementation	Released in full
003	January 2026	Common Payment Framework Communications package	Released in full
004	January 2026	Transitional Plan – Approach to claims where there are outstanding offers or assessments are underway	Released in full

We may publish this OIA response on www.abuseinquiryresponse.govt.nz (with your personal details having been removed). Publishing responses to OIA requests increases the availability of information to the public and is consistent with the purpose of the OIA to enable effective participation in the making and administration of law and policies, and to promote 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 via www.ombudsman.parliament.nz or freephone 0800 802 602.

Nāku noa, nā



John Henderson
General Manager Enabling Services

Released under the Official Information Act 1982

Collaborative Ways of Working for the Common Payment Framework

Guidance for cross-agency collaboration to support consistent and equitable application of the Common Payment Framework

Date: January 2026

About this guidance

A key deliverable for implementing the Common Payment Framework is ensuring consistent application across all agencies. This guidance sets out practical ways of working to achieve that goal while maintaining flexibility and respecting survivor privacy.

Audience

Redress agencies applying the Common Payment Framework. Corrections and TPK (who are not yet applying the common payment framework to their claims) are also invited to participate as practicable for visibility and shared learning.

Purpose

To support consistent and equitable application of the Common Payment Framework through collaboration, shared insights, and practical engagement channels.

Currently, claim assessments are managed within individual agencies using internal processes to ensure consistency within their own frameworks. However, these approaches do not extend across agencies. By engaging through the collaboration channels outlined in this guidance, agencies can build capability, promote equitable outcomes for survivors with similar experiences, and develop shared expertise. Active participation from all redress agencies will help achieve consistent application of the Common Payment Framework. Insights and learnings from these collaborative channels will also inform future updates to operational guidance, ensuring continuous improvement and alignment across agencies.

Channels of collaboration

A dedicated Microsoft Teams channel will be set up as the central hub for cross-agency collaboration.

This will function as a tool for quick clarification and maintaining connection between agencies. The purpose is not to teach agencies their own assessment processes, but to

ensure consistent application of the Common Payment Framework across all agencies by raising questions, seeking peer input, and resolving complex cases quickly. Agency-specific cases that highlight unique challenges can also be shared to build collective understanding and ensure alignment.

Examples of cases that may be raised include:

- situations involving multiple abuse types (e.g., sexual abuse and neglect)
- cases where severity and frequency are difficult to classify
- unusual types of abuse that does not clearly fit to frameworks existing definitions

Common Payment Framework collaboration meetings will complement the Teams channel.

Initially held weekly, these meetings will provide a forum for Redress agency staff to meet and share lessons learned, challenges faced by staff in applying the framework, and questions not answered by available FAQs. These sessions provide an opportunity to share insights and address challenges collectively. Feedback from these meetings will support further development operational tools and guidance to implementation of the framework.

Over time as staff capability and confidence develops the frequency and focus of these meetings is expected to shift to complex or non-straightforward cases where interpretation of the Common Payment Framework requires discussion and understanding and responding to findings from retrospective assurance checking.

Membership of the group will be reviewed and adjusted as required, ensuring that the staff best placed to support these discussions are involved as the process evolves.

Agencies not currently operating an agency-specific redress process or not applying the framework are invited to attend hui as practicable, to support insights and learnings for future application.

Shared Expectations for Collaboration

- Participate in the agreed channels to maintain alignment and resolution of complex cases.
- Engage early when uncertainty arises.
- Share relevant insights and precedents to support consistent application of the framework.
- Keep survivor privacy responsibilities front of mind in all communication.

Common payment framework communications plan

Update on timeframe for implementation

3 December 2025 and updated on 8 January 2026

Released under the Official Information Act 1982

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Messages – December 2025

Legal Stakeholders

We would like to update you on the implementation of the Common Payment Framework (Framework) as we were hoping to have it in place before the end of December.

We are still working through the Ministerial approval process before we can begin staff training. Given we are so close to the end of the year, once we have an approved Framework, staff training will likely happen in early 2026. We will let you know when we have received Ministerial approval of the Framework, and we can confirm an implementation date.

Survivors who have received a settlement offer

Kia ora

I am writing to update you about a change in the timeframe of a Common Payment Framework (the Framework) to guide payments for abuse in State care redress claims.

This is important for you to know as the settlement offer you received from us explained you had the option of waiting for the Framework to be implemented before deciding on whether to accept the settlement offer or to request an updated offer under the Framework (and updated rapid payment frameworks).

Work on the Framework is close to completion and is now waiting Ministerial approval and staff training. The Framework is likely to be implemented in early 2026, rather than late 2025 as noted in the settlement letter.

We will be in touch with you again early next year once the Framework has been approved and we can confirm an implementation date.

Ombudsman

We would like to update you on the implementation of the Common Payment Framework (Framework) as we were hoping to have it in place before the end of December.

We are still working through the Ministerial approval process before we can begin staff training. Given we are so close to the end of the year, once we have an approved Framework, staff training will likely happen in early 2026.

This has been communicated to all survivors who received a settlement letter and were informed they could wait for the Framework before deciding whether to accept the settlement offer or request an updated offer under the Framework.

We will let you know when the Framework has been approved and we have an updated implementation date.

Website

Work on the Common Payment Framework (the Framework) is close to implementation and is now pending Ministerial approval and staff training.

The Framework is likely to be implemented in early 2026.

Messages once Framework approved – From 9 January 2026

Survivors who have received a settlement offer

Kia ora

In December 2025 we let you know that the Common Payment Framework was close to completion and was waiting Ministerial approval and staff training.

We are pleased to advise that the Common Payment Framework and updated rapid payment frameworks have now been approved by Ministers and staff training is to occur over the next two weeks. The Frameworks will be live from Tuesday 27 January 2026 and available for you to view.

We will be in further contact with you from 27 January 2026 to provide you with details of where you can access the Framework and to discuss next steps.

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Legal Stakeholders

In December 2025 we let you know that the Common Payment Framework was close to completion and was waiting Ministerial approval and staff training.

We are pleased to advise that the Common Payment Framework and updated rapid payment frameworks have now been approved by Ministers and staff training is to occur over the next two weeks. The Frameworks will be live from Tuesday 27 January 2026 and available for you and your clients to view.

We will be in further contact with you on 27 January 2026 once the Frameworks have been published and to provide details of where you can access them.

Ombudsman

In December 2025 we let you know that the Common Payment Framework was close to completion and was waiting Ministerial approval and staff training.

We are pleased to advise that the Common Payment Framework and updated rapid payment frameworks have now been approved by Ministers and staff training is to occur over the next two weeks. The Frameworks will be live from Tuesday 27 January 2026 and will be available for survivors to view.

This has been communicated to all survivors (or their legal representative) with current settlement offers.

We will be in further contact with you on 27 January 2026 once the Frameworks have been published to provide you with further details including where you can access them.

Website

[Wording TBC]



Action plan

Cohorts that need contact	Action	By who	When
Claims that will have new offers prior to implementation	Settlement letter text is updated: From – “the common payment framework and updated rapid payment frameworks are due to be finalised later in 2025” To – “the common payment framework and updated rapid payment frameworks are due to be finalised in early 2026”	All redress agencies making offers	Monday 8 December 2025
Legal representatives who have clients with current offers	Email communication advising legal representative of change of date. See page 3.	CRO	Monday 8 December 2025
Ombudsman	Email communication advising of change of date. See page 4.	CRO	Monday 8 December 2025
Survivors with open offers – yet to be accepted	Email communication (or other method if more appropriate) advising survivor of change of date. See page 3.	All redress agencies with current offers that are being considered (MSD, MoE, MoH) (not apply to OT under 18s cohort)	From Monday 8 December 2025
Redress website audiences	Update Redress website. See page 4	CRO	Monday 8 December 2025

Updated 'go-live' timetable – as of 05/01/2026

These proposed timings are based on Ministers signing off on the Framework by Friday 9 January 2025.

Activity	By who	When
Email communication to survivors with current offers to let them know implementation date	Redress agencies	From 9 January 2026
Communication to legal representatives, Ombudsman	CRO	9 January 2026
Updated wording for claims that have new settlement offers prior to implementation From – “the common payment framework and updated rapid payment frameworks are due to be finalised later in 2025” To – “the common payment framework and updated rapid payment frameworks are due to be implemented and will be available to view from 27 January 2026”.	Redress agencies	From 9 January 2026
Redress website update (wording TBC)	CRO	12 January 2026
CRO induction training	CRO	13 and 14 January 2026
Agency specific training	Redress agencies	15 – 23 January 2026
Go-live date (including publishing frameworks online)	Redress agencies	Tuesday 27 January 2026 (NB. 26 Jan is Auckland Anniversary day)
Communications to legal representatives, Ombudsman	CRO	Tuesday 27 January 2026
Email communication to survivors with current offers (consistent with	Redress agencies	From Tuesday 27 January 2026

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messaging in communications package (page 20).)

Remove wording for claims that have new settlement offers: “the common payment framework and updated rapid payment frameworks are due to be implemented and will be available to view from 27 January 2026”

Ensure all letters are updated with approved text outlined in communications package (pp.23-24)

Redress agencies

From Tuesday 27 January 2026

Released under the Official Information Act 1982



Common Payment Framework Communications package

Released under the Official Information Act 1982



MINISTRY OF SOCIAL
DEVELOPMENT
TE HAKAŌTU WHAKAHIAŌ ORA



ORANGA
TAMARIKI
Ministry for Children



Ministry of Education
Te Tōhuhu o te Mōtuaranga



MINISTRY OF
HEALTH
MANATU HEAHORA



Te Puni Kōkiri
MINISTRY OF MAORI DEVELOPMENT



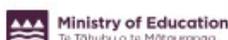
ARA POUTAMA AOTEAROA
DEPARTMENT OF CORRECTIONS



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

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Key Messages

Overall message

- Survivors seeking a settlement payment for abuse and/or neglect in State care will benefit from a clear, consistent, timely and fair approach that reflects the severity and frequency of the abuse and or neglect they experienced, irrespective of where they were in care or when the abuse or neglect occurred.

Supporting message – why this is needed

- The Abuse in Care Royal Commission of Inquiry highlighted survivors' criticisms that each government agency operated its own claims process independently, resulting in 'dramatic variances' in payment amounts for similar types of abuse. The process itself was 'opaque and inconsistent', with survivors frequently unaware of the rationale behind differing settlements.

Supporting message – what it is

- A Common Payment Framework (the Framework) has been developed and is being used by redress agencies following their completion of their assessment process of redress claims.
- The Framework replaces the previous practice of agencies using their own framework or ways of determining payments. This practice was heavily criticised by survivors for the differences in payment amounts for similar types of abuse and or neglect and the lack of transparency about why the amounts were different.
- The Framework considers the most serious of a survivor's experience of abuse and neglect, the period of time over which it occurred and who carried out the abuse or neglect to determine the level of payment. Each payment category builds upon the previous categories so in that way it acknowledges any less severe abuse that was experienced.
- To help streamline assessment processes and support timely responses to claims, Ministers agreed practice failures not linked with abuse or neglect should no longer be responded to and assessed as part of agency processes. This also ensures claims processes and redress are focused on abuse and neglect, which is what they were established to do.
- The Framework incorporates all aspects of a claim, including providing an effective remedy for potential breaches under the New Zealand Bill of Rights Act 1990 (BORA).
- Detention allegations are now specifically included as an example of abuse in the Framework meaning that separate provision is not needed.
- Individual agency rapid payment processes have been adjusted to align with the Framework, including having an average payment of \$30,000.



Supporting message – how it works

- There are two sections to the framework:
 1. Payment categories. The categories set out what payment will be offered for what kind of abuse and neglect.
 2. Definitions of abuse and neglect. The definitions explain key terms used in the payment categories.
- The Framework uses payment categories, which is a similar approach to existing agency payment frameworks, but the categories and related definitions of abuse and neglect have been simplified and adapted so they can be applied to all redress agencies.
- There are five categories that range from Less Severe (\$7,500 to \$20,000) to Extraordinary Severity (\$75,000 and over). Each category includes one or more payment steps which move up based on the seriousness of the abuse, whether the abuse or neglect involved a carer or non-carer / other young person, and its frequency.
- The Framework explains the key terms used in the payment categories that determine payment offers. These key terms are:
 - Abuse and neglect, including severity (less severe, more severe, significantly severe): what happened?
 - Carers and non-state carers or other young people: who carried it out?
 - Frequency (infrequent, frequent, or chronic): how long and how often did it occur? How often a survivor experienced abuse or neglect and how long that was experienced for are key factors in their care experience. They are part of determining a payment for abuse in care redress.
- How often a survivor experienced abuse or neglect and how long that was experienced for are key factors in their care experience. They are part of determining a payment for abuse in care redress.
- The Framework has a table that is applied by agencies to consider both how often and how long (duration) the abuse or neglect was experienced to identify the abuse or neglect frequency – infrequent, frequent or chronic – which then links to the Payment categories.
- Survivors with current offers have the choice to:
 - accept their current offer
 - request an updated offer under the Framework.
 - Redress agencies are talking through the options with survivors so they understand how their offer might be impacted by the Framework before they make a decision, because once an offer is requested under the Framework, the previous offer is no longer available for acceptance

Supporting message – when will it be applied

- The common payment framework will be in effect from 27 January 2026.



Website content

Explainer: The following content will be created on a new page that can be accessed from [Improve redress offerings, alignment and consistency across the system - Redress New Zealand](#)

Develop a common payment framework

A transparent framework is being developed to guide decision making on the amount for individual financial offers.

This work will be completed by December 2025 and the framework will be published on this website when it has been developed.

The above text will change to...

Common Payment Framework

A Common Payment Framework has been developed to guide decision making about what payment is offered to survivors of abuse in care who are accessing redress from government agencies.

The Framework came into effect on 27 January 2026.

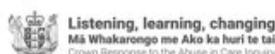
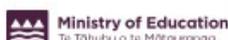
A summary is here ... [link to a new page – see page 6 – website content]

or:

View online [new page with the common payment framework]

Download a pdf [link to pdf of the document]

Redress agency rapid payment frameworks have also been updated. For more information see [redress agency links].



Common Payment Framework - Summary

Survivors seeking a payment for abuse and/or neglect in State care will benefit from a clear, consistent and fair approach that reflects the severity and frequency of the abuse and or neglect they experienced, irrespective of where they were in care or when the abuse or neglect occurred.

A Common Payment Framework (the Framework) has been developed and is being used by redress agencies following completion of their assessment process of redress claims.

The Framework replaces the previous practice of agencies using their own framework or ways of determining payments. This practice was heavily criticised by survivors for the differences in payment amounts for similar types of abuse and or neglect and the lack of transparency about why the amounts were different.

The Framework considers the most serious of a survivor's experience of abuse and neglect, the period of time over which it occurred and who carried out the abuse or neglect to determine the level of payment. Each payment category builds upon the previous categories so in that way it acknowledges any less severe abuse that was experienced.

About the Framework

There are two sections to the framework:

1. Payment categories. The categories set out what payment will be offered for what kind of abuse and neglect.
2. Definitions of abuse and neglect. The definitions explain key terms used in the payment categories.

The payment categories

The Framework uses payment categories, which is a similar approach to existing agency payment frameworks, but the categories and related definitions of abuse and neglect have been simplified and adapted so they can be applied to all redress agencies.

Each category includes one or more payment steps which move up based on the seriousness of the abuse, whether the abuse or neglect involved a carer or non-carer / other young person, and its frequency.

There are five categories:

- Less Severe (\$7,500 to \$20,000)
- More Severe (\$25,000 to \$35,000)
- Significant Severity (\$40,000 to \$50,000)
- Extreme Severity (\$55,000 to \$65,000)
- Extraordinary Severity (\$75,000 and over).

The categories incorporate the Government's decision to increase the average payment from approximately \$20,000 to \$30,000.



The categories enable the recognition of abuse and neglect by state carers and non-state carers who are not agents of the State (such as a survivor's parents), and by other young people who were in the same care, residential, education or health setting as the survivor. However, where the abuse is by a non-state carer or other young person, such abuse or neglect must arise from, or relate to, the acts or omissions of the State and have contributed to the abuse or neglect occurring or continuing. Any payment that is made for such abuse or neglect is to recognise the failure of the State.

Abuse and neglect definitions

This part of the Framework explains the key terms used in the payment categories that determine payment offers. These key terms are:

- Abuse and neglect, including severity (less severe, more severe, significantly severe): what happened?
- Carers and non-state carers or other young people: who carried it out?
- Frequency (infrequent, frequent, or chronic): how long and how often did it occur? How often a survivor experienced abuse or neglect and how long that was experienced for are key factors in their care experience. They are part of determining a payment for abuse in care redress.

For more information: [\[link to the Abuse and neglect definition pages on the website\]](#)

Practice failures are not included in the Framework

To help streamline assessment processes and support timely responses to claims, Ministers agreed practice failures not linked with abuse or neglect should no longer be responded to and assessed as part of agency processes. This also ensures claims processes and redress are focused on abuse and neglect, which is what they were established to do.

Incorporation of Bill of Rights Act

The Framework incorporates all aspects of a claim, including providing an effective remedy for potential breaches under the New Zealand Bill of Rights Act 1990 (BORA).

Detention allegations are now specifically included as an example of abuse in the Framework meaning that separate provision is not needed.

This approach of incorporating BORA and detention aligns with the Framework's intent to provide consistency for everyone, no matter when a survivor was in State care.

If a claim involves a serious breach of the BORA or unlawful detention and the Framework amount is not sufficient to provide an effective remedy, agencies can make a payment that is different from what the Framework has allowed for. To make sure these decisions are fair and consistent, Discretionary payment guidelines are being created for when and how to use this discretion.

Discretionary payment guidelines

Discretionary payment guidelines enable a payment to be approved for more than the amount assessed under the Common Payment Framework. This is reserved for rare situations where the category amount does not adequately reflect the abuse and includes all claims that fall into the top category of \$75,000 or more.

Alignment with rapid payments

Individual agency rapid payment processes have been adjusted to align with the Framework, including having an average payment of \$30,000.

The Ministry of Social Development's rapid payments involvement period is amended as follows:

From	To
Under 5 years = \$10,000	Under 3 years = \$15,000
5 – 15 years = \$20,000	3 – 14 years = \$30,000
Over 15 years = \$25,000	Over 14 years = \$40,000

Changes have also been made to some of the additional payments to align with the new Common Payment Framework.

Ministry of Education's rapid payments process for Waimokoia residential school will be amended by applying an increase of 50% to each of the existing standard payments, as follows:

Decade of attendance at Mt Wellington / Waimokoia	From	To
1960s	\$5,000	\$7,500
<i>Additional payment for attendance between Dec. 1960 – Jan 1961</i>	<i>\$10,000</i>	<i>\$15,000</i>
1970s	\$10,000	\$15,000
<i>Additional payment for attendance between June 1978- Sept 1978 and from 10 September 1979</i>	<i>\$10,000</i>	<i>\$15,000</i>
1980s	\$20,000	\$30,000
1990s	\$20,000	\$30,000
2000s	\$20,000	\$30,000

For more information about the Ministry of Social Development's rapid payments see: [insert link]

For more information about the Ministry of Education's rapid payment see: [insert link]

Survivors with current offers

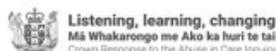


Survivors with current offers have the choice to:

- accept their current offer
- request an updated offer under the Framework.

Redress agencies are talking through the options with survivors so they understand how their offer might be impacted by the Framework before they make a decision, because once an offer is requested under the Framework, the previous offer is no longer available for acceptance.

Released under the Official Information Act 1982



Survivors FAQs: General Questions and Answers

How was this developed?

The Framework was tested against processed claims by the Ministries of Social Development and Education and Oranga Tamariki to ensure survivors, in most cases, received a similar payment to what they would have received under previous agency frameworks for their abuse, but with a 50% increase.

What are the payment categories for abuse and neglect?

There are five categories that range from Less Severe (\$7,500 to \$20,000) to Extraordinary Severity (\$75,000 and over). Each category includes one or more payment steps which move up based on the seriousness of the abuse, whether the abuse or neglect involved a carer or non-carer / other young person, and its frequency.

Why are there different steps when an allegation includes a State carer or a non-State carer (or a young person)?

The payment categories recognise the role State carers have on behalf of the State, where they have specific care and protection responsibilities towards the survivor. This can include caregivers who are staff of the agency (such as teachers, social workers, hospital staff) and caregivers who have been approved by the agency. Where a State carer has failed to meet these responsibilities by abusing or neglecting the survivor, it is important that the State is able to directly recognise this abuse.

The payment categories also identifies where a State-carer has acted (or omitted to act) in allegations relating to non-State carers (such as parents or other young people), which has contributed to abuse and neglect. This is because the State still had a role in preventing any abuse or neglect from happening, regardless of the actor. As the State's role in this abuse is different as it is responsible for the failure, rather than the abuse, the severity of the abuse is determined slightly differently.

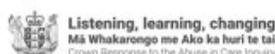
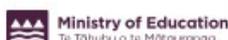
How did you determine the average settlement should be \$30,000?

In May 2025 the Government announced the average redress payment would be increased from \$20,000 to \$30,000.

Since May, survivors have received settlement offers that reflect this adjustment.

How did you determine the range from \$7,500 to the top payment of \$75,000?

The payment levels have been created using payments for existing resolved claims to ensure a similar distribution between resolved claims and current/future claims. We needed



to make sure that the average redress payment was as close to \$30,000 as possible, to reflect the Government's announcement. This meant that the most commonly applied categories would need to correspond with this payment amount.

The characteristics of the abuse described in the top category (\$75,000 plus) is reflective of the claims that have received the highest payments to date under existing claims processes. Most of these claims had serious abuse over 10 years or more.

When in the redress process will the common payment framework be used by agencies?

The Framework will be used after agencies have completed their assessment of the claim using their own individual assessment processes.

How will the Framework be applied?

To decide how much to offer as a redress payment for abuse or neglect, the following three factors will be considered:

- How **severe** was the abuse or neglect? (The Framework defines less severe, more severe, and significantly severe abuse and neglect.)
- **Who** carried out the abuse or neglect? Was it a carer acting for the State; or someone else, where the State contributed to it occurring and so is taking responsibility (e.g., another young person)?
- How **frequently** was the abuse or neglect experienced? (The Framework defines frequency by considering how often the abuse or neglect occurred and the time period over which it occurred.)

These three factors sit together to build the redress payment offer to recognise the survivor's experience. The amount selected from the Payment categories corresponds to the most serious abuse or neglect experienced.

How does the common payment framework apply to the rapid payments processes of the Ministry of Social Development and the Ministry of Education?

Individual agency rapid payment processes have been adjusted to align with the Framework, including having an average payment of \$30,000.

The involvement period under MSD's rapid payments is being amended as follows:

From	To
Under 5 years = \$10,000	Under 3 years = \$15,000
5 – 15 years = \$20,000	3 – 14 years = \$30,000
Over 15 years = \$25,000	Over 14 years = \$40,000

Changes have also been made to some of the additional payments to align with the new Common Payment Framework.

Ministry of Education’s rapid payments process for Waimokoia residential school will be amended by applying an increase of 50% to each of the existing standard payments.

Decade of attendance at Mt Wellington / Waimokoia	From	To
1960s	\$5,000	\$7,500
<i>Additional payment for attendance between Dec. 1960 – Jan 1961</i>	<i>\$10,000</i>	<i>\$15,000</i>
1970s	\$10,000	\$15,000
<i>Additional payment for attendance between June 1978- Sept 1978 and from 10 September 1979</i>	<i>\$10,000</i>	<i>\$15,000</i>
1980s	\$20,000	\$30,000
1990s	\$20,000	\$30,000
2000s	\$20,000	\$30,000

Does the framework adjust for inflation?

The Framework does not include any adjustment for inflation. Further advice will be provided to joint redress Ministers in the first half of 2026 on the Royal Commission’s recommendation to periodically review payments.

How does the payment acknowledge a survivor’s total care experience?

The payment level used for a survivor’s redress offer recognises the most serious abuse or neglect experienced by the survivor, but as each category builds upon the previous categories, the payment also acknowledges any less severe abuse that was experienced. This is how the Framework acknowledges a person’s total care experience.

Does the common payment framework consider torture?

This Framework does not provide redress for proven allegations of torture (as defined under the United Nations Convention Against Torture and the Crimes of Torture Act 1989). The consideration of any payment for proven torture sits outside this Framework.

Why does the Framework not include specific provision for breaches of the Bill of Rights Act 1990 like the previous MSD framework? Or for inappropriate detention?

The Framework incorporates all aspects of a claim, including providing an effective remedy for potential breaches under the New Zealand Bill of Rights Act 1990 (BORA).

Detention allegations are now specifically included as an example of abuse in the Framework meaning that separate provision is not needed.

Will this framework be applied to my claim with Corrections and Te Puni Kōkiri?

The Framework will be used by the Department of Corrections and Te Puni Kōkiri, where a non-rapid payment assessment approach applies. These two agencies are developing claims processes that will be integrated into the State redress system by the end of June 2026.

I have a closed claim – will you apply this common payment framework to my closed claim and provide me with a top-up?

The common payment framework does not need to be applied to closed claims, because everyone with an eligible closed (or resolved) claim is already eligible to receive a top-up payment to ensure equity with current and future claims.

Will this replace the assessment process for my claim?

No, the agency you lodged your claim with is still responsible for assessing your claim. The common payment framework will be applied consistently by all agencies, following the assessment process.

Will I receive more money under this framework?

The common payment framework reflects the Government's announcement to increase the average redress payment from \$20,000 to \$30,000 so payment levels are higher than previous payment frameworks.

When developing the Framework, there was extensive testing of previously resolved claims across MSD, MOE and Oranga Tamariki using the new Framework to ensure that survivors in most cases were receiving a similar payment to what they would have received under previous agency frameworks for their abuse, but with a 50% increase

Does the common payment framework also include a 50 percent adjustment?

No, the common payment framework has taken into account the 50 percent adjustment into the new payment categories.

Will I be able to find out how much financial redress I will receive?

The framework will help to standardise how a financial redress offer is reached by the agency you have lodged your claim with following assessment of your claim. As each



agency still operates an assessment process for individual claims, allegations included as part of your claim still need to be considered under that process before the framework is applied to determine a financial redress offer.

Why are the payment levels in the common payment framework so low compared to the Lake Alice survivors?

The Royal Commission investigated events at Lake Alice Child and Adolescent Unit and concluded that certain practices at Lake Alice met the definition of torture under the Convention Against Torture. The United Nations Committee against Torture also found New Zealand in breach of its obligations. Cabinet accepted this and have made special provision for those children and young persons that attended that unit between 1972 and 1978 to specifically acknowledge that they had been tortured.

The Common Payment Framework does not provide redress for proven allegations of torture. The consideration of any payment for proven torture sits outside this Framework.

How is the Common Payment Framework used if I have a claim that relates to more than one care setting?

The Crown is currently working on an enhanced redress system where the intention is that each survivor will have one redress claim with relevant redress agencies working collaboratively to assess and respond to the claim, which will include using the common payment framework to determine payment.

We are still working through how settlement payment offers will be determined where a survivor has a claim that relates to more than one care setting.

Why are the abuse definitions in the Common Payment Framework so detailed and blunt?

As the intent of the Framework is to ensure consistency across redress agencies when determining payment, it is important that each agency applies the Framework consistently. To do this, clear definitions are needed so that a survivor receives the same payment for the same abuse, no matter what care setting they were in.



Survivors FAQs: Survivors with current offers

What happens if I have an offer under the old framework?

If you have an outstanding offer, you can request an updated offer under the new common payment framework. It would mean the offer you have now is no longer valid, as it has been replaced by the new offer.

Before you make this decision, it is important that you understand how the new common payment framework impacts your claim. Staff from the redress agency will be in touch with survivors who have outstanding offers to talk through the options.

I have an offer already, will I receive more money under this framework?

The common payment framework reflects the Government's announcement to increase the average redress payment from \$20,000 to \$30,000 so payment levels are higher than previous payment frameworks.

When developing the Framework, there was extensive testing of previously resolved claims across MSD, MOE and Oranga Tamariki using the new Framework to ensure that survivors in most cases were receiving a similar payment to what they would have received under previous agency frameworks for their abuse but with a 50% increase. Although we anticipate that offers will be broadly similar to any offer a person has received after the 9 May Government redress announcements, there may be some differences at an individual level.

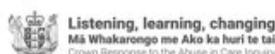
What if I requested a revised offer under the Common Payment Framework but I'm not happy with that?

If you have received a revised offer under the Common Payment Framework, your old offer is no longer valid. If you are unhappy with the offer under the common payment framework, you can request a review of the agency's decision.

Will I be able to find out how much financial redress I will receive?

The framework will help to standardise how a financial redress offer is reached by the agency you have lodged your claim with following assessment of your claim. As each agency still operates an assessment process for individual claims, allegations included as part of your claim still need to be considered under that process before the framework is applied to determine a financial redress offer.

Though if your claim has been assessed and the outcome and payment offer has been previously shared with you, you should be able to get a sense of what you will receive under the common payment framework by considering the nature, severity and frequency of the



abuse that has been taken into account by the redress agency, along with who abused you. The definitions and categories in the Framework will help you do this. Staff from the redress agency you are working with can also help you do this.

Released under the Official Information Act 1982



Staff FAQs: Questions and Answers to answer enquiries

Information here is supplementary to the FAQs above and the framework guidance for staff.

Why isn't the assessment process changing to support the common payment framework? Won't that create inequity across the redress agencies?

The scope of the common payment framework workstream was to develop an agreed set of abuse and neglect definitions and develop a framework that could measure different degrees of severity and frequency.

It was not within the remit of the work programme to develop a single assessment process. Agencies are still responsible for managing their own assessment processes that reflect their unique circumstances, context and responsibilities.

Why is 27 January the launch date?

The Government committed to launching the common payment framework in late 2025 but there were some short delays with getting the common payment framework finalised which impacted the launch date. This new launch date gives agencies the time to train staff, communicate out updates and prepare for 2026.

Who developed the Framework?

The Framework has been developed by the Crown Response Office and redress agencies, reviewed by respective legal teams, tested across settled claims, signed off by senior leaders and approved by the core Redress Ministers.

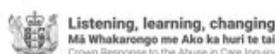
What information is being shared with survivors? When will this happen?

Information about the Framework will be available for survivors on the Redress New Zealand website from 15 December and the Crown Response Office will issue a pānui newsletter to its subscriber database.

Key audiences will also receive information in advance of the launch date to advise about the changes and what it means for survivors or their representatives.

What about settlement offers that are going out to survivors just before this launch date?

Agencies are proactively reaching out to survivors who currently have open offers. Staff are advising and reminding survivors about their available options, including the option to wait until the Common Payment Framework is announced. This ensures survivors have all the



necessary information to decide which option best suits their circumstances. The goal of this proactive engagement is to help survivors make fully informed decisions.

What happens if survivors who already have offers want to have their offer updated?

After the Framework has been published, agencies will contact survivors that have open offers to discuss their options and explain how the common payment framework may impact their claim. If the survivor chooses to then request an updated offer un the Framework, the offer will be updated and any previous offers will no longer be valid.

Survivors who have outstanding offers will be able to seek a revised offer. This offer will replace their current offer.

Will the guidance be updated?

The Crown Response Office is developing with agencies operational guidance on the Framework that can be used by all agencies. At the same time, individual agencies will align this with any agency-specific guidance that is still required. Other relevant agency documentation such as processes, templates and website content will also be updated.

How will we check if the Framework is working properly?

A monitoring and assurance plan is being developed to track the extent the Framework is meeting expectations.

What if there are incomplete records to indicate the level of occurrence of abuse/neglect?

Agencies will need to continue to use their current assessment process to determine whether an allegation should be included for the purpose of settlement. Please refer to your own agency's guidance to understand what steps you need to take before you apply the Framework.

Will stakeholders (legal firms) receive information about the changes?

Yes, information about the common payment framework will be distributed to key groups, including legal stakeholders at the time of the launch.

What training or guidance is available?

The Crown Response Office will develop guidance for agencies to use including operational guidance and induction material for staff. Each agency will then have their own process documents and training sessions to help with learning how to apply the Current Payment Framework to claims.



What will the discretionary guidance cover?

The guidance will cover off principles and a process for when it may be appropriate to make a payment for an amount that the claim would ordinarily receive under the common payment framework. Redress agencies will be required to consult with each other when proposing to make a discretionary payment to help ensure that similar claims are being treated alike.

Types of claims that may require a discretionary payment could include unusual claims which are not anticipated by the categories, claims where there are clear legal breaches that mean the category payment is not sufficient to remedy the breach or very serious claims where a payment of more than \$75,000 may be appropriate.

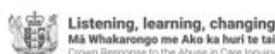
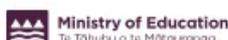
What are the practice failures being removed from claims processes?

These are alleged failings of practice which have not contributed to alleged abuse or neglect. They mainly come up in MSD claims. Removing them would focus claims processes and resources on allegations of abuse and neglect. MoE also sometimes receives and considers allegations of practice failure not linked to abuse or neglect (e.g., that a survivor received inadequate education).

Generally, these 'practice failures' are where the standard of care of a child/young person receives does not meet the standards of the time, which can be determined by reference to legislation, policy and practice guidelines. Examples include failing to file Family Group Conference documents within required timeframes or poor recording in care records. Agency consideration of practice failures can be time-consuming and they do not have a material impact on payment.

What will happen to the rapid payment documentation?

All rapid payment information on the website and subsequent guidance will be updated to reflect the changes as outlined in the Common Payment Framework.



Back pocket FAQs for staff engaging with survivors

If you have my claim can you tell me how much I will receive?

As an individual assessment claim, your claim will need to be assessed prior to the agency determining what redress payment you may receive. This is because each agency has a different assessment process to follow before the Framework can be applied.

If you are eligible for a rapid payment [for MOE Waimokoia Residential School and for MSD Rapid payments] then you will be able to use the already published guidance to see what you may receive.

There's more I want to share about my claim, will it affect my redress offer?

If you have an open claim you can get in touch with your agency, who will talk through the options regarding your claim. We are unable to say whether the information you share would affect the outcome of your claim.

I don't understand the offer I have received, how did you come to that payment amount?

You will have received a letter outlining a response to your claim, which may include an offer of financial redress. The letter will also explain how the payment amount is determined where it considers three factors:

- How severe was the abuse or neglect? (The Framework defines less severe, more severe, and significantly severe abuse and neglect.)
- Who carried out the abuse or neglect? Was it a carer acting for the State; or someone else, where the State contributed to it occurring and so is taking responsibility (e.g., another young person)?
- How frequently was the abuse or neglect experienced? (The Framework defines frequency by considering how often the abuse or neglect occurred and the time period over which it occurred.)

These three factors sit together to build the redress payment offer to recognise the survivor's experience. The amount selected from the Payment categories corresponds to the most serious abuse or neglect experienced.

Why are you defining abuse?

Agencies have been using similar but not the same definitions for various parts of their own existing redress frameworks. Through the work on the Framework, agencies came together to agree a set of definitions which will ensure that the Framework is applied in a consistent way.



Messaging for survivors that have current offers

Draft messaging for email to survivors after CPF has been signed off, but before implementation

Kia ora

I am writing to update you on a new Common Payment Framework (the Framework) that will be used by all abuse in care redress agencies to guide payments from 15 December.

The Framework will be published on 15 December 2025 here: www.redress.govt.nz. Agency rapid payment frameworks are also being updated.

This is important for you as you have received a settlement offer from us that is still available for acceptance. This letter explained you had the option of waiting for the implementation of the common payment framework before making a decision on whether to accept the settlement offer or to request an updated offer under the common payment framework.

We will be back in touch with you [add timeframe closer to time depending on what we know about go-live date] when it is implemented to confirm where you can access it and to discuss next steps.

In the meantime, if you would like to discuss this further, please feel free to contact us on xxxxx.

Email message for survivors within 1-3 days of implementation

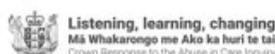
Kia ora

We recently let you know the Common Payment Framework (the Framework) was nearing implementation and would be available from 27 January 2026.

The Framework has now been published and can be found at: www.redress.govt.nz

You have the option to either accept the settlement offer that is currently with you for consideration or to request an updated offer under the common payment framework. It is important that you understand how the common payment framework may impact upon your claim before you make this decision.

We will be in touch with you to discuss your options. This is likely to be from [the second half of January 2026]. If you have any questions in the meantime, you are welcome to contact us on [insert details].



Options conversation

Key messages / talking points to guide communications

- The government has now introduced a common payment framework which is now being used by all abuse in care redress agencies when determining settlement offers. It enables agencies to provide comparable redress payments for similar experiences of abuse, no matter what setting the abuse occurred in.
- It reflects the Government's decision for the average redress payment to be \$30,000.
- Rapid Payment frameworks have also been updated to reflect the new \$30,000 average and decisions made around the common payment framework.
- Given your claim was assessed under [agency] previous [payment framework or way of determining payments], you have options about your settlement offer. Either you can accept the offer that you have received or you can request an updated offer under the common payment framework.
- Before you make this decision, it is important that you understand how the common payment framework impacts upon your claim as if you choose to receive an offer under the new framework, you are no longer able to accept the previous offer anymore.
- The Framework takes into account the most serious of a person's allegations, the period of time over which they occurred and who carried out the abuse or neglect to determine the level of payment. Each payment category builds upon the previous categories so in that way also acknowledges any less severe abuse that was experienced.

Talking points for those who have received an individualised assessment offer - Step survivor through the Framework and how it applies to their claim

(note that the below is reasonably detailed and may not necessarily be appropriate for every survivor)

- First, we look at how severe the abuse was that has been [taken into account or had a supported finding] in our assessment of your claim. The Framework defines less severe, more severe and significantly severe. We focus in on the most severe abuse when determining payment:
 - Your most serious allegation(s) is [discuss allegations]. This would likely be categorised as [xx severity] under the definitions.
- Second, we consider how often the abuse occurred and over what period of time:



- [Discuss matrix] - Your most serious allegations occurred over [length of time] and [occurred on one/multiple/every day] – meaning the abuse would be categorised as [level of frequency].
- Third, we look at who carried out the abuse:
 - This abuse was carried out by your [caregiver/staff member/another young person etc].
- We then take that information and align it with the categories.
 - Example - Bringing that together, for someone who has experienced more severe abuse by a carer over a frequent period of time, they would receive \$30,000.
- Now considering what you know about how your claim might be impacted by the common payment framework, you have a decision to make about whether you accept your current offer or you request an offer under the common payment framework. If you request an offer under the common payment framework, we will update the offer and your previous offer will no longer be available for acceptance.
- This decision does not need to be made today – you are welcome to take your time to consider.

For those who have received a rapid payment offer

- You have received a rapid payment settlement offer of \$xxx which was calculated under an interim approach that was in place from May 2025 until the implementation of the common payment framework and updated rapid payment frameworks.
- Now that the updated rapid payment framework has been finalised, you have the option of accepting the offer that you have received or alternatively requesting an updated offer under the new framework.
- Under the updated rapid payment framework, according to the framework, you are likely to receive an offer of \$xxx. This is [less than / more than / the same as] your current offer.

Things to note for staff

- If the survivor has specific questions, the FAQs document may be of assistance.
- As any offer under the common payment framework has not been approved, staff will need to take care that they do not suggest that an offer has been approved or that it will definitively be the amount discussed during the options conversation. The intent is to help the survivor work through the framework to figure out what they are likely to receive.
- Where you are engaging with a survivor on a rapid payment offer, it will be a lot clearer about whether they will be better or worse off.

Text for agencies to use in their settlement letters

[Standard text about the offer such as:

To acknowledge and settle your claim against the Ministry, but on the basis that the Ministry does not accept any legal liability, we would like to make the following offer to you in full and final settlement of your claim:

A letter from the [Senior leader title here] apologising to you, and

Payment of your reasonable legal costs (including any Legal Aid debt) associated with bringing this claim; and

A settlement payment of NZD \$XX,XXX.]

The settlement payment offer has been determined using the Common Payment Framework (the Framework). The Framework is used by all government agencies that address claims about abuse in state care, to help ensure that survivors who have similar care experiences receive a similar payment, regardless of which agency is responding to the claim. To determine the level of payment, the Framework takes into account the most serious of a person's allegations including the severity of the abuse, who carried out that abuse or neglect, how often it happened and the period of time over which is happened.

[Option 1 for agencies]

Having assessed your claim and all those allegations taken into account for the purpose of settlement, we applied the Framework to identify the most serious allegation we are recognising for settlement and have linked it to the corresponding payment category:

The most serious allegation we are recognising from your claim:	[State the allegation or cross-reference to relevant para/s in letter or appendix]	
The payment category where this allegation sits:	[Category/step and characteristics of the experience listed there]	
Payment amount:	[Category/step and amount]	

If you would like to talk through in more detail how this offer has been determined, please let us know.

[Option 2 for agencies]

For information about how the payment was determined through the Framework, please see the attached page/appendix.

On attached page insert

Having assessed your claim and all those allegations taken into account for the purpose of settlement, we applied the Framework to identify the most serious allegation we are recognising for settlement and have linked it to the corresponding payment category:

The most serious allegation we are recognising from your claim:	[State the allegation or cross-reference to relevant para/s in letter or appendix]	
The payment category where this allegation sits:	[Category/step and characteristics of the experience listed there]	
Payment amount:	[Category/step and amount]	

If you would like to talk through in more detail how this offer has been determined, please let us know.

Transitional Plan – Approach to claims where there are outstanding offers or assessments are underway

Groups of survivors	What do survivors need?	The plan	Products / outputs being prepared to support this task
Open Claims			
Open offer - yet to be accepted	<p>For those receiving/considering offers prior to implementation, they need to understand the common payment framework (CPF) and updated rapid payments will be implemented shortly as knowing this may impact decision-making.</p>	<p>Where MSD is making an offer or engaging with an unrepresented survivor on an offer prior to implementation, they are specifically highlighting the messages in the settlement letter that discusses their options and notes that the CPF will be implemented later in 2025.</p> <p>Within 1-3 days after Ministers have signed off on the CPF, a communication will be sent to all unrepresented survivors advising them of when the CPF will be implemented and that they will receive a further communication when implemented.</p> <p>Crown Response Office (CRO) will send an email to legal representatives (noting that further work is being done to consider which legal representatives they will communicate with vs who agencies may update).</p>	<p>Email message to provide survivors with current claims that CPF is nearing implementation. (CRO have drafted email to survivors and will draft an email to legal representatives)</p>
	<p>Once implemented, survivors need to understand their options including how the CPF affects their current offer to enable them to make a decision.</p> <p>The Ombudsman has been advised that survivors will be equipped to understand how the CPF affects their current offer so they can make an informed decision.</p>	<p>Each agency has developed a plan to engage with survivors with open offers post implementation and to update their offer under the CPF if the survivors chooses to receive an updated offer.</p> <p>MSD will undertake a proactive mail merge to all direct claimants (and any legal representatives agreed with CRO) with an open offer, once the announcement is made. This communication will let claimants know that someone will be in touch with them from the second half of January 2026 to discuss the announcement, what the common payment framework and/or updated rapid payment framework means for them, and next steps for progressing their claim. Staff will then contact each claimant, arrange a time to talk with them, and talk them through their options for progressing their claim and what these mean for them.</p> <p>MoE – prior to implementation, work will occur to prepare revised offers under the CPF. Once implemented, senior advisors will engage with direct claimants with outstanding offers, discuss their options and seek their decision. (December – January)</p> <p>Oranga Tamariki have no open offers for anyone aged 18 or more. See below section for information on those under 18.</p> <p>MoH – For any offer that have not been accepted, Health will engage with those survivors to let them know about the</p>	<p>Messaging for email communication to survivors with open offers to let them know about the commencement, where they can access the CPF and next steps. (CRO have drafted)</p> <p>Messaging for staff to enable them to discuss with survivors their options and help them work out how the person's offer might be impacted. (CRO have drafted)</p> <p>Agency plan on how they will engage with survivors post implementation.</p>

		<p>CPF and their option to request an updated payment under the CPF.</p> <p>CRO will send a separate communication to legal representatives with similar messaging. It will also note that any claimant specific queries/instructions, they are to liaise with the relevant agency. (note that further work is being done to consider which legal representatives CRO will communicate with vs who agencies may update)</p>	
Open offer – in review queue	Comms to understand their options including how the CPF may affect their current offer and whether a review may still be required. Rather than continuing to wait for a review, they may wish to receive an updated offer under the CPF.	The plan above about post-implementation engagement will include targeted communication with the survivor about whether they would like their offer first updated under the CPF before they progress with a review.	Messaging for staff to enable them to discuss with survivors their options and help them work out how the person's offer might be impacted.
Under 18s who have received an offer but where payment cannot be made	Comms to explain how CPF may impact their offer and next steps.	Oranga Tamariki will make contact with this small group of survivors (or their representatives) to let them know the CPF has been implemented and they have options about what offer they are to receive when they turn 18. Engagement method will depend on the individual.	Special messaging for this group to explain how CPF may impact their offer and next steps noting that there will be further engagement on this when they turn 18.
Open offer – lost contact with survivor (may not include interim 50% increase)		This group isn't being prioritised given contact has been lost. But agencies will circle back to this group in line with its general processes.	
Claims currently going through assessment			
Currently undergoing assessment		<p>MSD - Due to the significant number of claims MSD is working on at any given time, they will continue to progress claims through the approval process and make offers until at least the end of November 2025. During this conversation they will also provide claimants and legal representatives with context around the Government's upcoming announcement, the importance of taking the time to understand this before making a decision and be encouraged to seek legal advice if they are direct claimants.</p> <p>Oranga Tamariki are continuing to work on assessments and are attempting to progress a small number of current claims prior to 15 December. If these occur, the survivors will be fully informed that the CPF is being implemented shortly and their options will be discussed with them.</p> <p>MoH are waiting on implementation of the CPF before completing new offers.</p> <p>MoE are continuing to apply their current framework for claims currently in sign-out/approval and progress through sign out until 28 November 2025. For the first two weeks of December 2025, staff will be focused on training.</p>	Agency plan on how to manage claims that are currently being assessed and what messaging survivors to be given where an offer is being provided.