



4 May 2026

OIA 1291-26

[REDACTED]
Tēnā koe [REDACTED]

I refer to your request received on 8 April 2026, which has been considered under the Official Information Act 1982 (OIA). You requested the following information:

“Copies of any communications between the Crown Response Office / Crown Response Unit and the Open Home Foundation (“OHF”) regarding OHF providing redress to survivors of abuse in care. We also request notes of any meetings between the Crown Response Office / Crown Response Unit and OHF.”

Response to your request

The Crown Response Office (CRO) does not hold any communications with the Open Home Foundation (OHF) about OHF providing redress to survivors of abuse in care, accordingly, this part of your request is refused under s 18(e) of the OIA as the information does not exist.

Meeting notes were taken from a meeting between CRO and OHF in September 2025. These notes are being withheld in full under the following sections of the OIA:

- **Section 9(2)(ba)(i)** – to protect the supply of similar information in the future. OHF engaged with CRO on the basis that any views expressed during discussions would be treated in confidence, unless otherwise agreed. It is my view that it is not in the public interest to release this information if it means that OHF and other groups or individuals would no longer be willing to provide future insights, hindering the ability of CRO to provide fulsome policy analysis to Ministers.
- **Section 9(2)(g)(i)** – to maintain the effective conduct of public affairs through the free and frank expression of opinions. This includes opinions expressed to the CRO from OHF. In this instance, I believe that there is a need to protect the information given to officials in the early stages of work that contributes to developing advice to government. This work is essential to the quality of the advice that is ultimately tendered, and its disclosure will have a chilling effect on the provision of similar insights and negatively impact how advice is developed in future.

In the interests of transparency, and in consultation with the OHF, we have determined to provide a summary of the meeting referenced above in line with s 16(1)(e). This summary covers information already reasonably accessible to the public or information that can be released without impacting the future supply of information.

Alongside the meeting summary, we are also releasing the slides used to facilitate discussion during the meeting between the CRO and OHF. The slides were intended as discussion prompts rather than a formal agenda and are provided for contextual purposes.

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

Published by the Crown Response Office

Summary of meeting between the Open Home Foundation and the Crown Response Office

Virtual meeting held on 10 September 2025 between Crown Response Office officials and Don Irwin (CE) and supporting staff.

Crown Response Office officials met with the Open Home Foundation to discuss the issues facing their organisation when receiving claims for redress from survivors of abuse and neglect in care.

Record Management / Access to Records

The Open Home Foundation (OHF) has increasingly been approached by individuals seeking access to their personal records and opportunities to discuss their experiences. In managing, storing, and releasing care records, OHF adheres strictly to the Privacy Act, ensuring that records are provided to individuals in accessible formats, which can sometimes include a summary for clarity.

Engagement

To confirm if a person was previously in their care, OHF conducts thorough assessments of the records they hold. When engaging with individuals wishing to make a claim relating to their time under OHF's care, the organisation employs a restorative and trauma-informed approach. Typically, meetings with claimants are conducted face to face, with OHF encouraging claimants to bring a solicitor or a support person to ensure independent advocacy and support throughout the process.

In addition to addressing claims of abuse in care, OHF is committed to exploring ongoing avenues of support for survivors beyond settlement agreements to help support their future.

OHF reports to the Independent Children's Monitor with a large amount of information regarding care practices and engagement already publicly available: [Home | Aroturuki Tamariki | Independent Children's Monitor](#)

Funding

OHF expressed interest in whether funding for redress and top-ups was being considered for organisations such as the OHF.

Care Practices

OHF maintains a policy whereby foster families are permitted to foster only for OHF, ensuring consistency and quality of care. There have been instances where OHF has provided temporary care for individuals who were otherwise under the care of Oranga Tamariki.

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

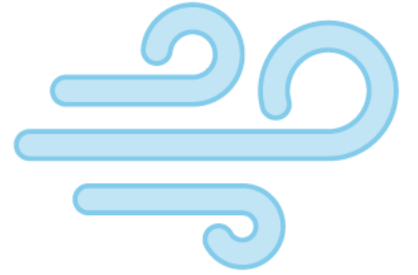


Faith and Non-State redress

Slideshow for the engagement sessions on Faith and Non-State redress

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Karakia timatanga



- Whakataka te hau ki te uru
 - Whakataka te hau ki te tonga
 - Kia mākinakina ki uta
 - Kia mātaratara ki tai
 - E hī ake ana te atākura
 - He tio, he huka, he hau hū
 - Tīhei mauri ora!
- Cease the winds from the west
 - Cease the winds from the south
 - Let the breeze blow over the land
 - Let the breeze blow over the ocean
 - Let the red-tipped dawn come with a sharpened air
 - A touch of frost, a promise of a glorious day.

Whakawhanaungatanga

- Introductions



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Kawa mō ngā hui - how we work together



- We are guided by our principles of manaakitanga, transparency, and being open and honest
- These are some of the ways we propose working with you - feel free to add anything further:
 - ✓ No surprises
 - ✓ We're clear with you about how your ideas may be used
 - ✓ Any conflicts of interest are declared
 - ✓ We acknowledge those participating in this engagement may need to feedback to their networks and we ask that this information stays confidential to those networks

Purpose of today's kōrero

In today's kōrero, we would like to:

- Share with you what options are currently in front of the Government regarding Faith and Non-State Redress to better enable redress for survivors
- Get your feedback on:
 - Your thoughts on the proposed options
 - Your thoughts on things not currently being considered

Context

- The Abuse in Care Royal Commission of Inquiry published its final report in July 2024
- This included a recommendation for a central government agency to coordinate, monitor and report on the government's response to the Royal Commission
- The Crown Response Office was established following this recommendation, and we work across different Government agencies to advise on the response to the Royal Commission's recommendations

Non-State Redress

- Earlier this year, the government made decisions on an approach to redress for core State agencies
- These included introducing a common payments framework across core State agencies, and introducing a single-entry point for survivors wanting to register new claims. Work is underway to put this in place
- The Crown Response Office will provide advice to Ministers later this year on options around non-State redress
- We're interested to hear from you about challenges and strengths with current non-State redress, and opportunities for the government to enable survivors of non-State institutions to receive redress

What's happening now?

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The NGO sector is diverse

- The NGO sector is large, and different NGOs are likely to respond to claims in different ways.
- NGOs and survivors have different connections with the State:
 - sometimes NGOs providing care have acted on behalf of the State or received State funding for their service delivery
 - sometime NGOs have provided care independently of the State.
- Because of these different connections, survivors may approach a State agency and then be referred to the NGO for all or part of their claim. This may result in a longer and more complex process for the survivor.

Resources and financial constraints

- NGOs often have a discrete purpose and can be small in scale
- This means that they often have limited assets and funding available to settle claims
- Consequently, redress may not be available for some survivors or may be available at lower levels than from State redress systems

What options are there to better enable redress for survivors?

Making redress simpler, more visible, and more consistent

- Make applying for redress simpler – e.g.:
 - publish information in one place on where to make a claim
 - provide help, from a single point, with navigating different redress systems
 - improve the way organisations co-ordinate, if part of their claim is with an NGO, and part with the State
- Support consistent practice – e.g.: the State provides guidance or minimum standards for redress systems
- A role for the State in supporting survivors, if NGOs have closed or cannot manage their liabilities
- Provide more information to the public about how redress systems are operating – e.g.: common data reporting between State and non-State redress

Questions

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Redress system experience

- How has it been for your organisation?
- What have been the challenges?
- What have survivors told you about what supports are needed?
- What do you see as the different elements of a redress system?
- Do you have challenges in being able to provide redress – e.g resources and capability?
- What have survivors said about navigating their redress journey?
- What examples of good practice from your redress work would you like to highlight?

OPTION - Survivors access to information

- How are survivors informed on what could be available to them through redress?
- Could there be benefits in providing accessible information about redress systems – State and Non-State – in one place?
- What would be most important if setting up a single location for State and non-State redress information, to ensure it will work well?

Time for a break?

???

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OPTION - Guidance and Support

- Do you think it could be helpful to have more consistency across State and Non-State redress organisations? What might be needed to enable this?
- What supports or resources would strengthen your ability to deliver redress?
- Could the government play a role in supporting organisations?

OPTION - Public data reporting

- What benefits could there be to all redress organisations report on shared outcomes? What types of things do you believe could or should be reported on?
- What might be needed to make this happen?

OPTION - Integration

- Who could – or should – take responsibility for Redress if not your organisation?
- Could a level of integration with State Redress processes and systems help your organisation? How? What are the risks?

OPTION - Moving forward

- How should we work together?

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Thank you

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