



15 July 2025

CRO OIA 418-25

Tēnā koe

I refer to your Official Information Act 1982 (the OIA) request dated 21 May 2025 which was refined to the following information on 28 May 2025:

Emails dated 21 April 2025 to 21 May 2025 regarding redress containing the keywords “50%”, “full and final” or “egregious” from the inboxes of the following individuals:

- *Delwyn Clement*
- *Rajesh Chhana*
- *Chief Advisor to the Chief Executive*
- *Deputy Chief Executive*
- *Val Sim*
- *Principal Advisor – Redress*

Response to your request

Please find attached **Appendix A** which contains all emails within scope of your request. Some information has been withheld under the following sections of the OIA:

- Section 9(2)(a) – to protect the privacy of natural persons.
- Section 9(2)(g)(i) – to maintain the effective conduct of public affairs through the free and frank expression of opinions.
- Section 9(2)(f)(iv) – to maintain the current constitutional conventions protecting the confidentiality of advice tendered by Ministers and officials.

Additionally, some information has been removed from **Appendix A** where it is not within scope of your request.

Information being withheld in full

A total of 59 emails have been withheld in full under section 9(2)(h) of the OIA – to protect legal professional privilege.

In making my decision, I have considered the public interest considerations in section 9(1) of the OIA. I do not consider that these considerations outweigh the need to withhold the information.



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

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 freephone 0800 802 602.

Yours sincerely

A handwritten signature in black ink, consisting of a large, sweeping loop followed by a smaller, more intricate flourish.

John Henderson
Head of Corporate Services and Programme Management
Crown Response Office

Published by the Crown Response Office

Appendix A

From: [Christy Corlett](#)
To: [Sholto Fanifau](#); [JennaFaith Allan](#); [Delwyn Clement](#); [Val Sim](#); [Phil Knipe](#); [Helen Cook](#); [Linda Hrstich-Meyer](#); [Matt Cus](#); [Peter Lowe](#); [Verity Treadwell](#); [Phaedra Fitzgerald](#)
Subject: RE: Current Claims
Date: Thursday, 15 May 2025 12:55:16 pm

Kia ora. Below is my write-up of the recommendation that we discussed yesterday. If anyone has any feedback on the recommendation, let us know. If not, Delwyn I anticipate it will be ready for you to discuss with Senior Officials at the meeting tomorrow.

- The agencies are preparing updated letters for claimants with open claims who will be made settlement offers under the interim approach (i.e. a 50% increase on existing agency payment framework amounts). Claimants will have the option of either accepting an interim approach offer (which will be full and final settlement) or waiting for the common payment framework to be introduced and to receive an offer under that.
- It is intended that the common payment framework will have the same average as the interim approach (\$30k) so broadly claimants should receive a similar amount under either option. However, it is possible that at an individual level a claimant could be slightly better or worse off under the common payment framework
- A query has arisen as to whether those who are offered an interim approach offer but choose to wait until the common payment framework is introduced (and receive an offer under that framework) are entitled to go back and accept the interim approach offer if it is more than the common payment offer they receive. If they are not entitled to go back and accept the earlier offer, this will need to be made clear in the settlement letters.
- Agencies recommend that:
 - Where a claimant is offered a settlement offer under the interim approach, they will be given the option to accept or reject the interim approach offer. If they reject it, their claim will be assessed under the common payment framework. There is no time limit for the person to make this decision. This means that claimants may wait until details of the common payment framework are announced before making their decision. But once they reject the interim approach offer and request to have their claim assessed under the common payment framework, the earlier interim approach offer is no longer available for them to accept.
- This approach has the benefit of:
 - ensuring that the policy intent of the interim approach remains with it being an interim approach only while the common payment framework is developed.
 - claimants can choose to wait to see what the common payment framework will look like before making their decision. This enables claimants to be adequately informed about their options before being required to make a decision.
 - reducing operational re-work – there may be less requests from those who receive an interim approach offer for a common payment framework offer if they are able to see what the common payment framework will likely award them.

As discussed, I have been working on some text for MSD letters on the options and will be keen to share this with the agencies and CRO for feedback once this decision has been made.

Out of scope



Released under the Official Information Act 1982

- Pages 23-24 and 27-36 removed as out of scope.
- Pages 25-26 withheld under s 9(2)(f)(iv) and s 9(2)(g)(i).