Redress Roadmap 2025/29

Initiatives	Deliverables		2025			20	2026			20	27		2028					2029		
		APRIL -	JUL -	OCT -	JAN -	APRIL -	JUL -	OCT -	JAN -	APRIL -	JUL -	OCT -	JAN -	APRIL -	JUL -	OCT -	JAN -	APRIL -		OCT -
OR IECTIVE ONE: Improve redress	offerings and increase alignment and consistency across the system	JUNE	SEP	DEC	MAR	JUNE	SEP	DEC												
Improve personal apologies	A common apologies policy for the State redress system which delivers on Cabinet's																			
	agreed purpose and explains how the personal apologies process is responsive to survivor needs																			
	 Apology legislative change to support redress agencies to make more meaningful personal apologies 																			
Increase settlement payments	Process in place to increase settlement payments to survivors to reflect the new system average of \$30,000																			
Common payment framework	A transparent framework to guide decision making on the amount of individual financial offers for all State redress agencies																			
	Provide assurance around consistent application of the framework across redress agencies																			
Top-up payments for survivors with closed claims	A process for survivors with closed claims to receive top-up payments																			
Consistent support offering	A consistent approach to support offerings for survivors engaging in the redress process offered by all redress agencies																			
	Incorporate survivor feedback, including feedback from the Ministerial Advisory Group and the Survivor Experiences Service, in the development and delivery of support offerings																			
OBJECTIVE TWO: Timely resolutio	n of Redress claims																			
Streamline assessment processes and remove practice failures	Changes to Ministries of Social Development and Education assessment processes to focus on allegations of abuse and neglect, including practice failures by staff that led to abuse or neglect occurring																			
	Discontinue assessment of allegations of failures by staff that did not lead to abuse or neglect																			
Increase in system capacity	Complete a minimum of 1550 settlement offers made in 2025/26																			
	Complete a minimum of 2000 settlement offers made in 2026/27																			
	Complete a minimum of 2150 settlement offers made in 2027/28																			
	Increase the capacity of the system to provide survivors with timely access to their care records																			
OBJECTIVE THREE: Improving acco	ess to navigation of redress services																			
Joined up Redress system with one set of common policies	A joined up and consistent approach to deliver redress, underpinned by a single set of policies																			
	Clear explanations that identify where differences remain and the rationale for these																			<u> </u>
Integrated operating model and single-entry point to State Redress system	Single redress system website for survivors accessing redress																			
	A single redress management system that supports a joined-up approach to responding to redress claims and monitoring the system whilst managing individuals' privacy																			
	Information sharing agreements to support delivering of a joined-up redress system whilst appropriately managing individuals' privacy																			
	A single team, with a single phoneline and email, to support survivors seeking to																			
	register a claim and answer questions about the redress process																			
Circula and institution and	New integrated operating model that supports joined-up service delivery																			
Simple application process Integration of Te Puni Kökiri and	Consistent tools and guidance to support survivors to register for redress Approach to assessing and responding to a small number of claims made to Te Puni																			
Corrections claims	Approach to assessing and responding to a small number of claims made to Te Puni Kökiri and Corrections																			
	Agency roles and responsibilities confirmed																			<u> </u>
One point of contact and one redress claim for each survivor	Processes for the identification and management of redress for survivors who have had care experiences involving multiple agencies, including clear roles and responsibilities																			
Common local framework	Agreed approach to develop settlement offers for claims involving multiple agencies																			
Common legal framework	A framework with clear and consistent parameters around what legal costs will be covered by the Crown																			
	nd confidence in the redress system								I				ı				l			
Independent review function for survivors who are unhappy with redress payments offered	 A new independent review function outside of redress agencies where survivors who are unhappy with the outcome of their claim can seek a review before accepting a settlement offer 																			
Common monitoring & reporting framework	A common performance and reporting framework, incorporating survivor insights on their experience seeking redress																			
Independent Redress Officer to consider redress for survivors with convictions for serious violence and sexual offences	A process to identify and prevent a financial payment for redress for abuse and neglect in State care to survivors with serious violent and sexual offences unless a decision is made by an independent decision maker that making such a payment would not bring the redress system into disrepute																			
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