What happens when I make a claim?

First contact

When you first contact us we will go through the claims process and answer any questions you have. We will also help you with support you may need while your claim is happening.

You can have a copy of your personal files from your time in care and we will arrange this for you.

Some information in your file may be blocked out as required under the Privacy Act 1993, for example private information about other people.

You can also talk to us if you have any questions about your file.

When you want to go ahead with your claim we will make a time to meet with you to start the claim process.

Criminal investigations

If your complaint is about criminal conduct then the Ministry may, after making sure we are legally able to, share information about the alleged offending with the Police. If you would like the Police to investigate what happened to you, we would encourage you to contact them. We will help connect you with someone there you can share your experience with.

Meeting to make a claim

This first meeting is for you to tell the Ministry about your experience, and is the same whether you make a claim with the Ministry or through your lawyer.

We'll listen to you about your experience; usually in person but sometimes by phone or video. Talking about difficult things that have happened in the past can be upsetting so please let us know how we can make that conversation as simple as possible for you.

The meeting will be held at a time and place which works for you, and will be respectful of your culture and values. You are welcome to have a support person with you. This could be, for example, your partner, friend, family or whānau member or counsellor. We will also give you an idea of how long the claim will take.

Results of review

If your offer is reviewed, we will go through our decision with you once the review is finished. There may also be further information found during the review of your files we can give you. As part of this meeting we may discuss with

you a payment offer.

This payment could be higher or lower than any original offer.

Again, you should take time to think about this offer and choose to either accept it or take your claim through the courts, or to an independent organisation such as the Ombudsman

The Assessment

The assessment confirms your involvement with State care, including if the State was legally responsible for you at the times your claim covers. As part of this assessment we always review your personal files. A full review of other relevant records is

not carried out for every concern you raise, however some concerns may require a more detailed assessment. seek legal advice.

> Our Chief Executive may also want to apologise to you.

Results

Offer accepted

If your offer included a payment, we will arrange for this to be made and close your claim.

An apology

Our Chief Executive may also want to apologise to you. There are different options for how you could receive this. We will talk to you about this at the time.

Offer not accepted

If you don't accept our offer we will talk to you about what other options are available, including asking for a review of the decision. We will talk with you about this and how long it may take. You may also choose to seek legal

advice.

When the assessment is finished we will give you general feedback gathered from reviewing your file and a timeline of your involvement in State care. At this meeting we may discuss with you a payment offer. You can take time to think about this offer and choose if you want to accept it or not. You may choose to