



20 April 2023

Tēnā koe

On 21 March 2023, you emailed the Ministry of Social Development (the Ministry) requesting, under the Official Information Act 1982 (the Act), the following information:

- *Please state how many "rapid" offers and/or payments have been made, and categorise the eligibility by serious illness, age, or longest time to get claims considered. Please separate the 16 survivors mentioned in the press statement. Please also state what other assistance has been offered as part of the redress scheme.*
- *I'd welcome any extra comment, attributable to a named spokesperson, giving further detail about redress and rapid payments.*

I will respond to your questions in turn.

- *Please state how many "rapid" offers and/or payments have been made, and categorise the eligibility by serious illness, age, or longest time to get claims considered. Please separate the 16 survivors mentioned in the press statement. Please also state what other assistance has been offered as part of the redress scheme.*

The Ministry began offering payments under the Rapid Payment Framework (RPF) at the end of 2022 to survivors who are seriously ill, aged 70 years or older, and those with the oldest claims. Rapid payments have been introduced following the Royal Commission of Inquiry into Abuse in State Care's call for advance payments to historic abuse survivors who may not be alive when the new redress system is developed and implemented.

When claimants are identified to be eligible for a rapid payment assessment, the Ministry will reach out to them to discuss their options. Once a claimant has chosen whether they wish to be assessed under this pathway, the Ministry will assess their claim and make a rapid payment offer. For people who choose this option, they will still have the opportunity to receive all other parts of the Ministry's historic claims process. This includes having the

opportunity to tell their story, receive their care files, be supported to access counselling and receive an apology for their experience.

If you would like to read further information about the process of making a claim with the Ministry, including details about different assessment processes, please refer to the following link: [www.msd.govt.nz/about-msd-and-our-work/work-programmes/historic-claims/index.html](http://www.msd.govt.nz/about-msd-and-our-work/work-programmes/historic-claims/index.html).

Please refer to the **Appendix** which contains the following tables:

- **Table One:** The number of claimants who have been offered the option of a rapid payment assessment and whether they have chosen to receive a rapid payment assessment as at 30 March 2023.
  - **Table Two:** The number of claimants who have received a rapid payment offer and whether payment has been made as at 30 March 2023.
  - **Table Three:** The number of claimants eligible for a rapid payment as at 30 March 2023, broken down by eligibility reason and claimant type.
- *I'd welcome any extra comment, attributable to a named spokesperson, giving further detail about redress and rapid payments.*

Please attribute these comments to me.

We are pleased with the success so far of rapid payments to support survivors by giving them additional pathways to resolve their claims.

To date, 80% of survivors who have confirmed their preferred assessment pathway have chosen the rapid payment assessment. Once a survivor has advised the Ministry that they would like a rapid payment, most offers are currently made within four weeks, which is less than the three month timeframe that we have committed to achieve for 95% of claimants.

The Ministry has received positive feedback from survivors who have chosen to receive a rapid payment. This feedback has highlighted the relief survivors have felt that they haven't had to share their personal experiences to make a claim and how important it has been to be able to make a choice about how their claim is assessed. Some claimants do not feel comfortable sharing their childhood experiences to make a claim, and the rapid payment path does not require the same level of detail.

We are focusing on continuing to increase the number of survivors we are engaging with to offer a rapid payment. The Ministry is now offering rapid payments to those survivors who have been waiting the longest to resolve

their claim with the Ministry, while continuing to prioritize those who are or becoming seriously ill.

The principles and purposes of the Official Information Act 1982 under which you made your request are:

- to create greater openness and transparency about the plans, work and activities of the Government,
- to increase the ability of the public to participate in the making and administration of our laws and policies and
- to lead to greater accountability in the conduct of public affairs.

This Ministry fully supports those principles and purposes. The Ministry therefore intends to make the information contained in this letter available to the wider public. The Ministry will do this by publishing this letter on the Ministry's website. Your personal details will be deleted, and the Ministry will not publish any information that would identify you as the person who requested the information.

If you wish to discuss this response with us, please feel free to contact [OIA\\_Requests@msd.govt.nz](mailto:OIA_Requests@msd.govt.nz).

If you are not satisfied with this response regarding rapid payments, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz) or 0800 802 602.

Ngā mihi nui

A handwritten signature in black ink, appearing to read 'L. Hrstich-Meyer', with a large, stylized flourish at the end.

Linda Hrstich-Meyer  
**General Manager**  
**Historic Claims**



## Appendix

**Table One:** The number of claimants who have been offered the option of a rapid payment assessment and whether they have chosen to receive a rapid payment assessment as at 30 March 2023

	<b>Offered the option of a rapid payment assessment</b>	<b>Confirmed their preferred assessment pathway</b>	<b>Chosen to receive a rapid payment assessment</b>
<b>Number of claimants</b>	235	150	121

**Table Two:** The number of claimants who have received a rapid payment offer and whether payment has been made as at 30 March 2023

	<b>Received a rapid payment offer</b>	<b>Received payment</b>
<b>Number of claimants</b>	69	50

**Table Three:** The number of claimants eligible for a rapid payment as at 30 March 2023, broken down by eligibility reason and claimant type

<b>Eligibility reason</b>	<b>Claimants referenced in Beehive statement</b>	<b>Claimants not referenced in Beehive statement</b>	<b>Total number of claimants</b>
Serious illness	12	15	27
Age	4	47	51
Oldest claims	0	228	228
<b>Total</b>	<b>16</b>	<b>290</b>	<b>306</b>

### Note for Table Three:

- You will note that 71 claimants eligible for a rapid payment have not yet received an offer to be assessed under this option. There are multiple reasons that a claimant may not have received an offer, this includes claims that have only recently been allocated, where contact details are not up to date, or where the Ministry is waiting on a response from the claimant or their support person.