



1 September 2025

Tēnā koe

Official Information Act request

On 4 July 2025, the Ministry of Social Development (the Ministry) received an email from you in which you requested information relating to redress for victims of abuse in state care. I understand part of your request will be responded to by Crown Response Office. This response will therefore only respond to questions 1-3 of your request.

Firstly, I would like to extend my apologies for the delay in responding to your request.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on each part of your request set out separately below.

- 1. How many people have received rapid payments for redress between June 2024 and June 2025? How much has been paid out, and how long is the wait?*

The below table sets out the number of Rapid Payment settlements and amount paid out in Rapid Settlements for the 2024/25 financial year (1 July 2024 to 30 June 2025). Settlement numbers for the 2023/24 financial year have also been included for the sake of comparison.

	FY 2023/24	FY2024/25
Rapid Payment settlements	849	970
Amount paid out	\$ 19,026,500	\$ 22,412,750

Once a claimant has opted for a rapid payment, 98% of claimants receive an offer within three months. We process claims in the order on which they were received.

As at 1 July 2025, we were allocating claims that were received in October 2023. At the time of the allocation, it is unknown whether a claimant will opt for a rapid payment or individualised assessment.

- 2. Currently how long is the backlog for historic claims payments - How many people are waiting for payments?*

As at the end of the last financial year (30 June 2025), Historic Claims has 3,757 claims which are in process. This number includes claims that are currently being worked on and claims that are awaiting allocation.

3. *How many individual payments (not rapid payments) have been paid out to victims between June 2024 and June 2025? How long is the wait for people who are not receiving a rapid payment?*

The below table sets out the number of Individualised Assessment settlements and amount paid out in Individualised Assessment settlements for the 2024/25 financial year. Settlement numbers for the 2023/24 financial year have also been included for the sake of comparison.

	FY 2023/24	FY2024/25
Individualised Assessment settlements	70	88
Amount paid out	\$ 1,644,500	\$ 1,999,250

As at 1 July 2025, we were allocating claims that were received in October 2023. At the time of allocation, it is unknown whether a claimant will opt for a rapid payment or individualised assessment.

For claimants who opt for an individualised assessment, the Ministry does not centrally record the length of time taken from allocation to receipt of offer. If held, this information would only be contained within individual client files, which would each require manual review to respond to your request. I am therefore refusing your request for the wait time for processing an individualised assessment under section 18(f) of the Act, as substantial manual collation would be required to collate this information. The greater public interest is in the effective and efficient administration of the public service.

I have considered whether the Ministry would be able to respond to your request given extra time, or the ability to charge for the information requested. I have concluded that, in either case, the Ministry's ability to undertake its work would still be prejudiced.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, 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 or 0800 802 602.

Ngā mihi nui

pp.



Anna Graham

General Manager

Ministerial and Executive Services