

Abuse in Care Royal Commission of Inquiry Response Report – April 2025 Update

Priority	Actions	Measures/indicators/comments	Who	Status
Implement Recommendations	Review all recommendations and categorise by responsible party	See separate spreadsheet for individual recommendations	CEO	Complete
	Work with national office to ensure consistent PS response	Response aligns nationally	CEO	In progress
	Review PSO policy and procedures against recommendations	Review complete by April 2025	<ul style="list-style-type: none"> Governance Committee Enliven Family Works 	Substantively completed and ongoing
	Review process for consistency with recommendations and document/communicate current process for new claims and update as national scheme is stood up	Immediate and ongoing		Ongoing
Rec 33, 34, 36, 71 (interim report/IR) 3, 10, 11 (final report/FR)	Process for drafting apology agreed by PSO Board	28/08/24	CEO	Completed
	Draft public apology first cut	26/08/24	CEO	Completed
	Te ao Maori lens applied and recommendations reviewed	27/08/24	CEO	Completed
	Survivor lens applied and suggestions incorporated including when and how the apology is made	30/08/24	CEO	Completed
	Media advisor review	27/08/24	CEO	Completed
	Insurer advised of intended apology release	Early September	CEO	Completed
	Apology published on our website	By Mid September	CEO	Completed
Rec 5	Review appropriateness of memorials naming or depicting a proven perpetrator or institution of abuse and neglect in care. Photo in Moray street foyer to be removed.	By November	CEO	Completed
Rec 15 (IR)	Phase out current claims process	Interim process agreed while awaiting establishment of purutumu scheme	CEO / Board	In progress
Rec 39 (IR)	Facilitate pastoral care if asked for	Included in process	CEO / Board	In progress
Rec 63 (IR)	Contribute to scheme's funding	Awaiting establishment of purutumu scheme	Board	Not started
Rec 83 (IR)	Act consistently with the model litigant policy in responding to claims	Awaiting crown establishment of model litigant policy. Values incorporated into Interim process	CEO / Board	Not started
Rec 84 (IR)	Establish set of principles to guide our conduct in responding to claims	Interim claims process to include guiding principles listed in recommendations end of September Our claims process will include principles when finalised (awaiting model litigant policy establishment)	CEO / Board	In progress
Rec 85 (IR)	Help survivors obtain records	Included in interim claims process	CEO	In progress

		New website live from Feb 3rd through the Citizen's Advice Bureau advising on how/where to access information.		
Rec 86 (IR)	Seek consent of individuals to release information from redacted records	Confirm no such records exist	CEO	Not started
Rec 91 (IR)	Attempt to resolve claims prior to establishment of puretumu torowhānui scheme	Interim claims process developed No currently active claims	CEO	In progress
Rec 92 (IR)	Institutions should only reply on limitation defences in cases where they reasonably consider a fair trial will not be possible	Include in interim claims process	CEO/ Board	In progress
Rec 9 (FR)	Help promote the scheme to survivors	Awaiting establishment of puretumu scheme	CEO	Not started
Rec 10 (FR)	Backdate eligibility for the scheme to December 2021	4 claims settled prior to this date 1 settled post this date (raised much earlier) – await establishment of scheme 1 new enquiry July 2024 no further contact	CEO /Board	Not started
Rec 20 (FR)	Establish a joint contestable fund with government and faith-based institutions that promote effective community healing	Awaiting details of independent fund to understand impact	CEO / Board / PSNZ	Not started
Rec 21 (FR)	Pay members of whānau who have been cared for by survivors \$10,000	No specific action required		
Rec 39 (FR)	Be guided by Care Safety Principles	Policy & process review conducted by April 2025	Enliven / Family Works	In progress
Recs 48-56 (FR)	Care providers are accredited and prioritise safeguarding Progress report to governance committee monthly and to Board February 2025	Policy & process review conducted by April 2025	Enliven / Family Works/ CEO	In progress
Recs 57-64 (FR)	Staff and care workers to be vetted, registered and well trained	Policy & process review conducted by February 2025	PCC / Enliven / Family Works	Complete
Recs 65-69 (FR)	Complaints are responded to effectively	Policy & process review conducted	CEO / Board	In progress
Rec 78, 80 (FR)	Have the best possible understanding of the culture, background, needs etc of the people we are helping	Policy & process review conducted by April 2025	Enliven / Family Works	In progress
Recs 81-83 (FR)	Best practice data collection, record keeping and information sharing. Establish central register for alleged abuse and neglect in care, retained for 75 years	Policy & process review conducted by March 2025 Awaiting central register	IT Manager with Enliven / Family Works	In progress
Rec 97 (FR)	Develop policy on conflicts of interest that may arise in relation to allegations of abuse and neglect in care	Policy updated or new policy in place by June 2025	CEO with GM Enliven	In progress (draft)
Rec 102 (FR)	Review of family and community engagement process for policies involved in prevention and response to abuse and neglect in care. Publish all relevant policies on website with opportunities for feedback	All relevant policies visible on website by April 2025	GM Enliven	In progress

Rec 103 (FR)	Complaints policy includes risk assessment to identify and minimise risk to people in care	Risk assessment process in place by March 2025	GM Enliven and HR Manager	In progress
Rec 118, 126, 127 (FR)	Design and implementation of recommendations to give effect to te Tiriti o Waitangi, UNDRIP and be co-designed with hapu and iwi	Policy & process review conducted by February 2025	SLT / Enliven / Family Works	In progress
Rec 128 (FR)	All public awareness, training and education programmes to identify and prevent abuse and neglect, and address prejudice and discrimination	Policy & process review conducted by February 2025	PCC / Enliven / Family Works	In progress
Rec 130, 131, 133, 134, 135, 138 (FR)	Include: public response to the report and confirm recommendations accepted in full publically, confirm our response to other recommendations (accepted in full or otherwise)	Confirmed response at 2 (immediate) and 4 months post report release to crown response unit (24/10/24) Report on implementation plan July 2025 (annually thereafter for 9 years)	Board	In progress