



**This session was a chance for the social sector to share the work already underway in response to Whanaketia – the final report of the Royal Commission of Inquiry into Historical Abuse in State Care and in the Care of Faith-based Institutions. It was an opportunity to identify the priorities for the coming years and learn more about how Te Pai Ora SSPA can help support the work of the sector in response to Whanaketia.**

There was a great response to the session. With 65 people registered for the session and 35 people attending over zoom. Attendees represented a broad section of our membership. Those contracted by Oranga Tamariki to provide services under section 396 of the Act, organisations supporting survivors, faith-based services, organisations providing supports, advocacy and services to tamariki and rangatahi in care, and those supporting communities, whānau and caregivers.

The session began with a karakia and welcome from Te Pai Ora SSPA Kaiwhakahaere Matua, Belinda Himiona. Belinda gave acknowledgement to the importance of the findings and recommendations of Whanaketia, the incredible respect the sector has for the courage of survivors who shared their stories and made this work as valuable as it is, as well as acknowledging the work the sector has already begun to deliver the on recommendations of the Inquiry.

### Overview

It was recognised that the recommendations of Whanaketia mark a point in time but we know abuse did not stop with the Inquiry, there are still unacceptable experiences and abuse in care happening today. How do we ensure that this changes, that the Inquiry results in lasting change and abuse in care stops happening? We are calling for a transformation of the care system. A system of care that does not harm and recognises and respects the role of whānau, family and community in care.

In her overview of the session Belinda spoke of the long-term project Te Pai Ora SSPA is initiating to work alongside the sector and in strategic partnership with others doing this work, to help amplify the work being done. She acknowledged how important it was that those providing care services and supports have the resourcing, ability and support to implement the recommendations. As well as ensuring there is accountability across Government and the sector for achieving this. It is important that the momentum from Whanaketia is maintained, that the sector continues to breathe life into the recommendations and be a collective voice for change.

### Breakout groups

Participants were split into three breakout groups and given the chance to share and engage across the rōpū. The groups had been sent the questions in advance and asked to share any information on:

- what their organisations already have underway and where there has been good progress in response to the recommendations,
- what the challenges are,
- what learnings there have been, and
- whether there has been any reach out from Government in relation to the work.

The sessions were diverse and robust in their conversations and quickly ran out of time for everyone to share in the time allowed – clearly more time for conversations and sharing needed in the future! Some organisations followed up with their responses after the session and these have been included with the summary of the sessions below.

It was clear from the conversations this is, and will continue to be, a challenging space to provide services and supports. It was observed by participants that change happened in parallel with the Inquiry, organisations didn't wait for the Inquiry to finish before acting. Some organisations began the work to review their policies and practice in advance of the recommendations as early reporting from the Inquiry had provided indications of what would be needed for change.

## What work do organisations already have underway and where is there good progress on recommendations?

Some organisations have given public apologies, provided a response to the findings and developed a programme of work around implementing the recommendations. Organisations are working to amended policies and processes and for some this includes providing a redress policy and guidance.

There has been work to improve data collection and documentation and connect with other organisations. Information and resources have been developed that look to improve service quality and the monitoring of care provisions.

There has been steps taken to connect with and capture survivor voice and engagement. One organisation had provided support to survivors with events, assistance and connections across the country.

Safeguarding has been a particular focus for some organisations. This has included taking and giving training and appointing dedicated safeguarding kaimahi.

## What are the challenges?

It was acknowledged that many social service providers are facing uncertainty around their ability to continue providing services. This on top of expectations to change, improve, add and continue to grow. Contract cuts and reduced funding are impacting on the ability of the social services sector to provide services that reduce harm, provide healing and repair. NGO's are often working with very limited resourcing which can make it difficult for organisations to provide the time, specialist knowledge and funds to do this work.

Organisations spoke of the limited resources and hardship experienced by whānau and the challenges this places on whānau, caregivers and those supporting them.

For one organisation not providing services in care but working with people who have a history of abuse in care, the challenge was around how they access support, training and learning so that they can ensure the work they do does not increase the trauma and experience of abuse.

Engaging with survivors was an area some organisations found challenging. Concern was engagement needed to be respectful, honour the survivor voice and be done in a meaningful way. Without lots of different organisations asking the same group of survivors for engagement, especially if the goal was co-design as is required under recommendation 127. How do we avoid creating unnecessary stress, burden and duplication, and work more collaboratively, for a consistent sector response where possible?

## What have the learnings been?

Engage with others and partners in the space as much as possible.

Some organisations talked of the importance of leadership support and the need to not just include service and practice staff but also communications and advocacy staff to ensure a collective and informed response. Appointing kaihautū and dedicated specialist staff to implement responses to Whanaketia was important.

For one organisation internal communication was an important part of their response, it brought the organisation on the journey together and acknowledged that many of their own kaimahi may be personally affected by this work and needed support too.

## Has the Government reached out in relation to this work?

There has been limited outreach from Government to date and this was from Minister Stanford with regards to progress on their apology.

## What does this mean for me and my organisation?

The final part of the session covered opportunities for combining our work and supporting each other, and how Te Pai Ora SSPA can best support this work.

There was agreement that regular opportunities for sharing our work and experiences would be very useful.

Te Pai Ora SSPA is working on a guiding one-pager that provides an overview of the different areas that need to be addressed, actioned and included by organisations responding to the recommendations. Information on where to go to get help, training and support.

As part of the next steps Te Pai Ora SSPA is setting up an Advisory Group appointed from sector membership with specific knowledge and connections relevant to this work. If you would like more information on this click [here](#). We will circulate an Expression of Interest shortly via our executive email and Te Whakahou.

It was identified there is a need for opportunities for training in safeguarding. Te Pai Ora SSPA will look at how we can connect trainers and provided opportunities for members for training as part of our learning and development work.

There will be more opportunities to engage with this mahi at Whakamanawa 2025 – the National Social Sector Services Conference in Rotorua 10 & 11 September 2025. Registrations for [Whakamanawa 2025](#) are open now.

In the coming weeks Te Pai Ora SSPA will meet with Government to discuss our joint efforts to deliver on the recommendations of Whanaketia.

The session ended with a reading of [He karakia from Whanaketia](#) by Waihoroi Paraone Hōterene.

To help us continue to build our understanding of where the sector is at in its work to respond to the recommendations of Whanaketia we would love it if you could please take part in this [one question poll](#).