

Royal Commission Response Update – Year 2

Over the past year we have continued to work through the recommendations relevant to Presbyterian Support Southland, with a particular focus on reviewing our safeguarding framework, policies, procedures, workforce practices and governance arrangements.

We have also continued to consider how best to strengthen cultural responsiveness, uphold our commitments under Te Tiriti o Waitangi and ensure our services reflect contemporary best practice in care and safeguarding.

Much of this work has involved reviewing existing systems, identifying opportunities for improvement and considering how the Royal Commission recommendations can be implemented in a practical and meaningful way within our organisation. We have also continued to monitor developments relating to the Government's response to the Royal Commission recommendations and the proposed Puretumu Torowhānui Scheme.

We have engaged with a number of survivors over the past year and remain committed to working alongside them in a way that respects their individual journeys, wishes and timeframes. We recognise the courage it takes for survivors to come forward and share their experiences, and we are committed to providing a caring, respectful and survivor-focused response.

A significant piece of work commenced this year is the digitisation of our historical records. This initiative is intended to provide an additional secure copy of historical documents, many of which are ageing and fragile. The original physical records continue to be retained, carefully indexed and securely stored. This would enable us to respond more efficiently to any requests from survivors while also providing confidence that important historical information will remain available for future service.

Looking Ahead

Over the next twelve months we will continue to engage with and support survivors who have already come forward, while ensuring any new survivors who contact us are welcomed, listened to and supported in a compassionate and professional manner.

We will continue to work through our implementation plan and, where practical and appropriate, action any gaps or opportunities for improvement identified through our reviews. Our focus will be on embedding meaningful improvements that strengthen our practice, enhance safeguarding, and improve the support we provide to survivors and their whānau.



Transparency

In keeping with our commitment to openness and accountability, this report will be published on our website and provided to the Crown Response Unit, which currently leads the Government's response to the Royal Commission recommendations. At the time of writing, the Care System Office and Care Safe Agency recommended by the Royal Commission have not yet been established.

Dated
24 July 2026