

OT-OIA-2026-0167

9 June 2026

s9(2)(a)

Tēnā koe s9(2)(a)

Thank you for your email, received on 18 May 2026, to Oranga Tamariki—Ministry for Children (Oranga Tamariki) requesting information on expenditure on consultants for the Crown Response Unit. Your request has been considered under the Official Information Act 1982 (the Act).

You have requested:

I'm getting in touch to please get a statement as to why Oranga Tamariki spent \$2.4 million on consultants at PwC on "support for Crown Response Unit" as seen in the attached OIA.

Separately, OT spent \$525k to EY to support the design of the redress system Crown response unit.

Are you please able to confirm why this is, what the money specifically went towards, and why this was not able to be done in-house?

Oranga Tamariki engages consultants to provide specialist or professional advice, or to deliver defined pieces of work requiring specific expertise. Consultants are typically engaged where specialist capability is not available internally, where an independent perspective is required, or to support the delivery of particular outputs.

The engagement of PricewaterhouseCoopers (PwC) occurred during a period when the Crown Response Unit was in its early stages and operating at a relatively small scale. During this time, the Unit was transitioning from a secretariat function supporting the Royal Commission of Inquiry into Abuse in Care to a larger-scale programme oriented role with support and survivor facing functions focused on implementing recommendations from the Commission's interim report and preparing for the Crown's response to the final report.

PwC was engaged to support the development of policy, operational capability, and organisational capacity within the Crown Response Unit to assist in delivering its

mandate. The scope of the engagement included strategic and operational support across the following areas:

- support for the design of redress approaches
- provision of programme management and policy development support as the Unit built its internal capability
- strategy and planning for a phase of sustained delivery following the Royal Commission's final report
- organisational design and operating model developments to align capabilities and support delivery
- support for the design and delivery of specific projects, including the transition of the Interim Listening Service.

Ernst & Young (EY) was engaged to support aspects of the design of a potential redress system in New Zealand. This work included:

- development of a strategic roadmap and its translation into reporting tools
- development of specialist actuarial and financial modelling, including benefits and metrics, and provision of related strategic advice
- analysis of relevant international experience, including the Australian National Redress Scheme
- review of aspects of the proposed scheme.

Oranga Tamariki may make the information contained in this letter available to the public by publishing this on our website with your personal details removed.

I trust you find this information useful. If you wish to discuss this response with us, please feel free to contact OIA_Requests@ot.govt.nz. Alternatively, you are advised of your right to also raise any concerns with the Office of the Ombudsman. Information about this is available at www.ombudsman.parliament.nz or by contacting them on 0800 802 602.

Nāku noa, nā



Nicholas Pole
Deputy Chief Executive
People Culture and Enabling Services