

**Claims Resolution Quarterly Data Report  
for  
Claims Received 1 January 2004 to 31 March 2018**

	Direct to Ministry		Filed in Court		
	Received	Closed	Received	Resolved Out of Court	Resolved - Directed by Court
<b>2004</b>	0	0	8	0	0
<b>2005</b>	0	0	25	0	0
<b>2006</b>	1	0	89	1	0
<b>2007</b>	25	15	71	1	0
<b>2008</b>	26	9	120	12	0
<b>2009</b>	69	24	32	16	0
<b>2010</b>	103	35	50	25	0
<b>2011</b>	184	55	53	42	0
<b>2012</b>	194	76	42	37	0
<b>2013</b>	221	98	18	31	0
<b>2014</b>	236	71	10	18	0
<b>2015</b>	294	438	71	22	0
<b>2016</b>	248	234	22	148	0
<b>2017</b>	407	151	24	72	0
<b>2018 (to 31 March)</b>	90	30	4	4	0
<b>TOTAL</b>	<b>2098</b>	<b>1236</b>	<b>639</b>	<b>429</b>	<b>0</b>

	<b>Direct to Ministry</b>	<b>Filed in Court</b>	<b>Total</b>
<b>No. of Payments Made to Acknowledge Failings</b>	972	369	1341
<b>Average Payment to Acknowledge Failings</b>	\$18,786	\$19,775	Overall average \$19,058
<b>Total Amount Paid to claimants</b>	\$18,260,034	\$7,297,150	Overall Total \$25,557,184
<b>Contribution to claimants legal costs</b>	\$311,321	\$3,856,809	Overall Total \$4,168,130

**Total number of claims on hand (as at 31 March 2018)**

	<b>Direct to Ministry</b>	<b>Filed in Court</b>
<b>Number of claims that have been assessed and settlement offers made</b>	50	39
<b>Number of claims waiting assessment</b>	812	171
<b>Total number of open claims</b>	<b>862</b>	<b>210</b>
<b>Oldest open claim</b>	<b>6 years 10 months</b>	<b>13 years 11 months</b>