



9 June 2026

Tēnā koe

Official Information Act request

Thank you for your email 14 May 2026 requesting information about the number of historic claims that have been discontinued.

I have considered your request under the Official Information Act 1982 (the Act). Please find my decision on your request set out below.

I have also included some general information about inactive historic claims

- *The number of historic claims for abuse in care against MSD, since 2000, which have been "discontinued";*
- *Whether any of those claims have been re-opened, and if so whether the claims were processed from the original registration date, or a new registration date; and*
- *Any documents or policies relating to when a claim is treated as being discontinued, rather than placed on hold.*

I am refusing your request under section 18(g) of the Act as the information you had requested is not held by the Ministry and I have no grounds to believe that the information is either held by or closely connected to the functions of another department, Minister of the Crown or organisation.

General information about inactive historic claims

In Historic Claims, a claim is assessed as either eligible or ineligible. Where a claim is assessed as ineligible, this decision is recorded in the system, and the claim status is marked as "closed". The claimant is advised of this decision in writing.

For eligible claims, a relevant status in the context of your request is "inactive". An inactive status is used where there is no current activity on a claim. For example, this may occur where:

- the claimant cannot be contacted
- the claimant chooses not to proceed at that time
- the claimant requests that the claim be placed on hold
- the claim is on hold for other administrative reasons

Inactive claims remain recorded in the system and are not treated as discontinued or closed. Inactive claims remain open. A claim would only move to "closed" where

there is a clear trigger, such as confirmation that the claimant does not wish to proceed.

An inactive claim can be reactivated at any point at the claimant's request and progressed from its prior status in the claim process. A reactivated claim always retains its original registration date.

The **Appendix** is a copy of the Ministry of Social Development document 'Guide to Understanding Claim Statuses – Historic Claims'. See page 15, section 4.2 of the document for information on inactive claims.

I will be publishing this decision letter, with your personal details deleted, on the Ministry's website in due course.

If you wish to discuss this response with us, please feel free to contact OIA_Requests@msd.govt.nz.

If you are not satisfied with my decision on your request, you have the right to seek an investigation and review by the Ombudsman. Information about how to make a complaint is available at www.ombudsman.parliament.nz or 0800 802 602.

Ngā mihi nui

pp.



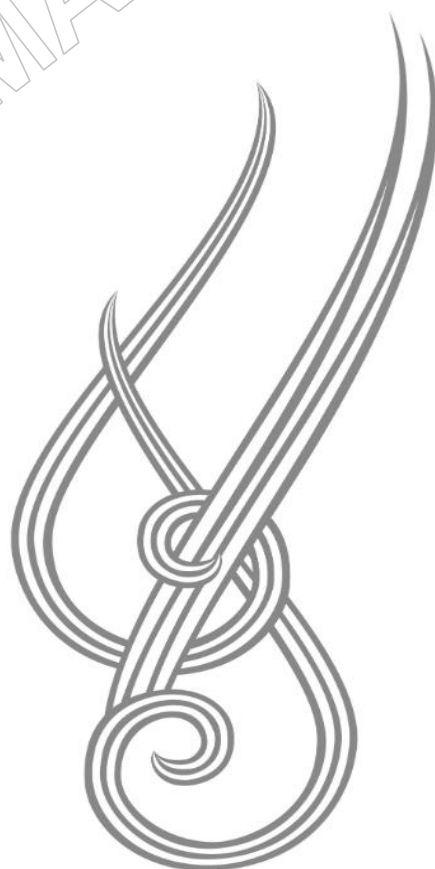
Anna Graham
General Manager
Ministerial and Executive Services



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA

Guide to Understanding Claim Statuses

Historic Claims



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About the Guide

This user guide is about the overall claim status categories and how a claim progresses through our process. This guide will assist you with what you need to know when navigating through the Historic Claims Application (the Application).

Knowing what stage a claim (and claimant) is at in our claims process provides us with operational and strategic oversight. Locating claimants and identifying where delays or pressure points are in the claims process also provides us with an opportunity to direct resources. Statuses interact with 'next steps' which are the events that happen next for a claim in order to move that claim automatically to the next status.

There are several 'status' fields in the Application that relate to the status of activity in parts of Historic Claims, for example with PIR requests or legal advice requests.

There are 12 defined claim statuses:

- Registering claim
- Gathering details of claim
- Ready for assessment
- Assessment in progress
- Pending approval
- Ready for feedback
- Waiting on response
- Ready for redress
- Ready for review
- All offers rejected
- Inactive
- Claim closed

"Registering claim" is an initial status that is only valid before eligibility is confirmed. "Creating", another initial status, has not been defined here because it is intended only to handle error conditions. You are very unlikely to encounter "Creating" in the course of your usual activities.

1. Operational definitions of claim statuses

Registering claim – the claimant has come to us but we have not yet confirmed that their claim is registered

- Starts when: we are contacted about a claim and the claimant is entered into our system.
- Finishes when: eligibility or ineligibility is confirmed and entered into the Application.

Gathering details of claim – a claim is registered but we do not yet have all the information about the claimant's allegations

- Starts when: eligibility is confirmed.
- Finishes when: all allegation information to be considered in the assessment is received from the claimant.
 - If a claimant informs us they have further information, or they become represented by Cooper Legal, a claim may move back to this stage to indicate it is not/no longer ready for assessment.

Ready for assessment – the claimant has provided us with information about all of the allegations they want addressed (for example, an interview has been completed/letter of offer has been received)

- Starts when: all allegation information to be considered in the assessment is received from the claimant.
 - This usually means after pre-assessment interview for direct claimant or receipt of a letter of offer for represented claimants, but a claimant might have individual circumstances.
 - Note that this does not necessarily mean the claim is ready for allocation. For example, personal and family files may not yet have been requested.
- Finishes when: assessment is allocated and the assessor begins work.

Assessment in progress – an assessment is currently being prepared

- Starts when: the assessment is allocated and the assessor begins work.
- Finishes when: the assessor completes their assessment and is ready to submit it to Consistency Panel.

Pending approval – an assessment has been completed but not yet cleared all the approvals to progress to offer

- Starts when: the assessor completes their assessment.
- Finishes when: DCE approval is completed for the endorsed payment amount.
 - This status has two steps within it: *Endorsed by Consistency Panel* and *DCE approval*. A claim stays in Pending Approval until both are completed.

Note that currently claims requiring review also appear as "Pending Approval" once "review required" has been clicked (there is no review assessment step).

Ready for feedback – an offer has been approved and can be communicated to the claimant

- Starts when: DCE approval is completed and recorded.
- Finishes when: an offer has been made to the claimant.

Waiting on response – an offer has been made and we await the claimant's decision on how to progress

- Starts when: an offer has been made to the claimant.
- Finishes when: the claimant has accepted or rejected the offer.

Ready for redress – the claimant has accepted an offer and the agreed redress can be provided

- Starts when: the claimant has accepted an offer.
- Finishes when: all agreed redress steps have been completed.
 - This will usually require a payment and an apology to be provided; a notice of discontinuance may also be required for filed claims

Ready for review – the claimant has rejected an offer and next steps need to be considered

- Starts when: the claimant has rejected an offer.
 - When a rejection of offer is recorded, the claim status changes to "Ready for review" automatically in the Application
- Finishes when: a course of action has been selected in the Application.
 - As previously noted, selecting *Review required* currently shifts the status automatically to Pending Approval

All offers rejected – the claim has been through assessment and review and is now considered 'stuck' (and will need special attention to progress)

Inactive – for claims where Historic Claims cannot take steps to progress the claim but the process has not been completed

- Some reasons for an inactive status mean we cannot take further action until someone external contacts us – e.g. not being able to contact the claimant with available contact details, or a claimant passing away with no known party to handle their estate.
- Sometimes inactive instead means we cannot or should not take further action on the claim for a given period (e.g. until the Royal Commission concludes) at claimant request.
- Claims which were closed in the past (usually because contact was lost before an offer was made) would be made inactive now.
- Making a claim inactive requires approval. This decision is to be made by the Manager of Claimant Support and Assessment with approval from the General Manager.

Closed – for claims where the process has been completed.

2. Updating statuses - who does what and when

It is important for staff to know which users click each 'next steps' button to ensure that the claim status is correct. The following section outlines for each status what it means, the preceding and 'next step' events, and who should update. This section does not outline process, as that is detailed in the *Historic Claims Handbook*.

2.1 Registering claim

The first status is to register a claim, with the 'next step' to confirm eligibility or ineligibility to make a claim. See *Historic Claims Handbook* for details on who confirms eligibility and how this is done.



A Claims Administrator selects *Eligibility confirmed or Ineligibility confirmed*.

Next step

Eligibility confirmed Ineligibility confirmed

When the button is selected the option is to default to today's date or use the calendar to record the correct date, and then to save those changes. Date of claim and date of eligibility will be recorded in the claim details automatically based on this step.

2.2 Gathering details of claim

The next status is where the claimant waits for us to gather the details of their claim. While on this status the claim will automatically be positioned on the Interview queue (chronologically by their date of claim) if they are a direct claimant or a legally represented claimant who has requested an interview.



A Claims Administrator selects *Allegation details confirmed* for when a Letter of Offer is received from legal counsel, or when they receive an email from a Claimant Support Specialist informing that an interview has been held.

Next step

Allegation details confirmed

2.3 Ready for assessment

The next status is for claims that have the required information and are ready to be assessed. Both direct and legally represented claimants are then positioned on the assessment queue according to their date of claim. If their claim is prioritised (for example due to terminal illness) it will be pushed to the top of this queue, again according to the date of claim.



A Team Leader Claims Assessment or a Claims Assessor adds a new assessment and selects *Assessment started*

Next step

Assessment started

2.4 Assessment in Progress

The next status identifies claims where an assessment is currently in progress.



A Team Leader Claims Assessment or a Claims Assessor selects *Assessment completed* when the peer review and QA is completed for that assessment, and the assessment is ready for consideration by the Consistency Panel.

Next step

Assessment completed

2.5 Pending approval

There are two steps (events) under this status and from this point in the process it is the Claims Administrators who are responsible for recording 'next steps' as they are completed.



A Claims Administrator creates a Redress record and then selects *Endorsed by consistency panel* (date of panel) and *Approved by DCE* (date of signed memo).

Next step

Endorsed by consistency panel

Next step

Endorsed by consistency panel

Next step

Endorsed by consistency panel

Approved by DCE

2.6 Ready for feedback

Once an offer is approved it must be provided to the claimant. Direct claimants have options to receive feedback about their assessment. Legally represented claimants will receive a letter of offer.



A Claims Administrator selects *Feedback/offer provided* when they are notified by Claimant Support that feedback has been provided, or when the letter of offer has been sent to legal counsel.

Next step

Feedback / offer provided

2.7 Waiting on response

This status identifies claims where an offer has been provided to the claimant but we do not yet have their response.

 **A Claims Administrator will select the appropriate 'next step' once they are informed by the business that the outcome of the offer has been received (directly or indirectly by way of legal counsel).**

For offers rejected, the status will become Ready for Review and they will be placed on the Review Queue.

Next step

No offer made Offer rejected Offer accepted

2.8 Ready for Redress

Redress occurs after a claimant has accepted their offer. One, some or all of these options may be selected depending on the circumstances of the claim.

 **A Claims Administrator records when the next events occur for redress.**

Next step

Apology provided Notice of discontinuance received Payment made

2.9 Ready for Review

Where a claimant has rejected their offer there are two options to progress the claim. The claim may be reviewed, in which case the "Review required" button is to be selected. In some cases, when a further review is not considered appropriate or necessary, the "All offers rejected" button may be selected. The decision to select "All offers rejected" is to be made by the Manager of Claimant Support and Assessment with approval from the General Manager.

 **A Claims Administrator records the next steps for Review once this is decided.**

Next step

Detailed assessment required Review required All offers rejected

Please note that "Detailed assessment required" is an obsolete button and should not be used. If a Review is required, the claim will be looped back into the Endorsement and Approval part of the process.

2.10 Closed

When a decision is made to close a claim, we have concluded our involvement with the claim.



A Claims Administrator records when a claim is closed. Some claims may have already been closed if a person was ineligible to make a claim.

2.11 Claims on holding statuses

- All offers rejected
- Inactive statuses



A Claims Administrator manages these holding statuses on instruction from the Team Leader Administration.

3. Editing events

If you happen to make a mistake in the date for any given event, this can be edited by clicking on the Edit icon beside the relevant Event in the *History* section of the Claim progress card. Note that dates must remain sequential, so if you try to save a date that is earlier than the prior event an error message will be displayed.

If you happen to select the wrong 'next step' altogether, the latest event can be deleted by clicking on the rubbish bin icon beside the event in the *History* section. Note that if you do so, these details cannot be retrieved and no history of the deletion is recorded, so proceed with caution. If the event you deleted required you to create an Assessment or Redress record, that record may also need to be deleted for the 'next steps' to display again as expected.

4. Statuses and events – in screenshots

The claim status informs us as to the progress of a claim. The Application displays the current claim status as a badge next to the Claim progress header (see below: Registering claim) with the next events / steps in the claim process displayed as buttons.

In the example below the status is dynamic (meaning the claimant is waiting for some part of our process) and the blue *button* under 'Next step' is an event that should occur next. Once this button is selected a modal window pops up with the date defaulted to today, but this can be changed via the calendar icon as required.

SCREEN SHOTS

The following screen shots take you through each status and event for an end-to-end experience.

The claim status at the top cannot be manually changed; it is automatically set when a 'next step' button is selected. In the example below the two possible 'next steps' are given as options and require the user to select the appropriate step.

The screenshot shows the 'Claim progress' header with a blue badge labeled 'Registering claim'. Below the header, the text 'Claim created' is displayed. Under the 'Next step' section, there are two blue buttons: 'Eligibility confirmed' and 'Ineligibility confirmed'. Below these buttons are two more sections: 'Inactivate' and 'History', each with a dropdown arrow.

- ✓ When **Ineligibility confirmed** button is selected the claim status changes to **Closed** as in the example below. No further work will occur on this claim.

The screenshot shows the 'Claim progress' header with a red badge labeled 'Closed'. Below the header, the text 'Claim created — Ineligibility confirmed' is displayed. Under the 'History' section, there is a dropdown arrow.

- ✓ Or when **Eligibility confirmed** button is selected the status changes to **Gathering details of claim**, and a new next step is now an option. The history of events that have already occurred for this claim is shown above the 'Next steps' section.

The screenshot shows the 'Claim progress' header with a blue badge labeled 'Gathering details of claim'. Below the header, the text 'Claim created — Eligibility confirmed' is displayed. Under the 'Next step' section, there is a blue button labeled 'Allegation details confirmed'. Below this button are two more sections: 'Inactivate' and 'History', each with a dropdown arrow.

- ✓ When the ***Allegation details confirmed*** button is selected the claim status changes to **Ready for Assessment**. The next step available while on this status is that an assessment has been started. Note that 'Allegation details confirmed' becomes the latest event, indicating the progress being made.

Claim progress **Ready for assessment**

Claim created → Eligibility confirmed → Allegation details confirmed

Next step

Assessment started

Inactivate

History

- ✓ The ***Assessment started*** button can only be selected once an Assessment record has been created for this claim. When it is selected the claim status changes to **Assessment in progress**. The 'next step' is for the assessment to be completed.

Claim progress **Assessment in progress**

Claim created → Eligibility confirmed → Allegation details confirmed → Assessment started

Next step

Assessment completed

Inactivate

History

- ✓ When the ***Assessment completed*** button is selected the claim status changes to **Pending approval**. The 'next step' is for the assessment findings and redress recommendation to be endorsed by the consistency panel.

Claim progress **Pending approval**

Claim created → Eligibility confirmed → Allegation details confirmed → Assessment started → Assessment completed

Next step

Endorsed by consistency panel

Inactivate

History

- ✓ The ***Endorsed by consistency panel*** button can only be selected once a Redress record has been added to the Assessment. When it is selected the claim status stays at

Pending approval as DCE approval is still required, but the endorsement event will be seen in the chain of events that have taken place.

The screenshot shows the 'Claim progress' section for a claim with the status 'Pending approval'. At the top, a progress bar lists the steps: Claim created → Eligibility confirmed → Allegation details confirmed → Assessment started → Assessment completed → Endorsed by consistency panel. Below this, the 'Next step' dropdown is expanded, showing two buttons: 'Endorsed by consistency panel' (disabled) and 'Approved by DCE' (active). At the bottom, there are two more dropdown menus: 'Inactivate' and 'History'.

- ✓ When the **Approved by DCE** button is selected the claim status changes to **Ready for feedback**. The 'next step' is that feedback occurs and/or an offer is provided to the claimant (recorded for both direct and legally represented claims).

The screenshot shows the 'Claim progress' section for a claim with the status 'Ready for feedback'. The progress bar now includes an additional step: Claim created → Eligibility confirmed → Allegation details confirmed → Assessment started → Assessment completed → Endorsed by consistency panel → Approved by DCE. The 'Next step' dropdown is expanded, showing a single button: 'Feedback / offer provided'. The 'Inactivate' and 'History' dropdowns are also visible at the bottom.

- ✓ When the **Feedback/offer provided** button is selected the claim status changes to **Waiting on response**. There are three button options available at this point:

The screenshot shows the 'Claim progress' section for a claim with the status 'Waiting on response'. The progress bar includes further steps: Claim created → Eligibility confirmed → Allegation details confirmed → Assessment started → Assessment completed → On hold (other) → Reactivated → Endorsed by consistency panel → Approved by DCE → Feedback / offer provided. The 'Next step' dropdown is expanded, showing three buttons: 'No offer made', 'Offer rejected', and 'Offer accepted'. The 'Inactivate' and 'History' dropdowns are also visible at the bottom. Above the main interface, there is a header for 'Claim HC-W8CGMB' with an 'Edit' button.

- ✓ If no offer is made to the claimant, the **No offer made** button is selected and the claim status automatically changes to **Closed**.

Claim progress Closed

Claim created → Eligibility confirmed → Allegation details confirmed → Assessment started → Assessment completed → Endorsed by consistency panel → Approved by DCE → Feedback / offer provided → No offer made

History

- ✓ If a claimant rejects the offer that was provided to them, the **Offer rejected** button is selected and the claim status changes to **Ready for review** while a decision is made as to whether a review is required to settle this claim. From a rejection of offer there are two options:
 - Review (which loops the claim back to the *Pending Approval* status); or
 - All offers rejected (for where we have exhausted all settlement options; the claim can remain on an *All offers rejected* status, only becoming 'Closed – unresolved' where there is no possibility of settlement).

See below the options after an offer is rejected. For more information about these options see *Guide to when an Offer is rejected*.

Claim HC-W8CGMB Edit

Claim progress Ready for review

Claim created → Eligibility confirmed → Allegation details confirmed → Assessment started → Assessment completed → On hold (other) → Reactivated → Endorsed by consistency panel → Approved by DCE → Feedback / offer provided → Offer rejected

Next step

Detailed assessment required Review required All offers rejected

Inactivate

History

- ✓ The following screenshot shows where all offers are rejected (although most claims will have a longer chain of events before getting to this stage):

Claim progress All offers rejected

Claim created → Eligibility confirmed → Allegation details confirmed → Assessment started → Assessment completed → Endorsed by consistency panel → Approved by DCE → Feedback / offer provided → All offers rejected

Next step

Unresolved

Inactivate

History

- ✓ The third option is that the offer is accepted by the claimant, in which case the **Offer accepted** button is selected and the claim status changes to **Ready for redress**.

Claim progress Ready for redress

Claim created → Eligibility confirmed → Allegation details confirmed → Assessment started → Assessment completed → Endorsed by consistency panel → Approved by DCE → Feedback / offer provided → **Offer accepted**

Next step

Apology provided Notice of discontinuance received Payment made

Inactivate

History

- ✓ There are three buttons available as 'next steps' in providing redress – but not all are required, and the order is not important. If an apology is given, then the **Apology provided** button is selected. If no apology is given, this step can be ignored.

Note below that the status does not change, but there is now a new 'next step' option available – '**Closed**'. If you select **Closed**, then all other button options are removed, and the claim is **closed**.

Claim progress Ready for redress

Claim created → Eligibility confirmed → Allegation details confirmed → Assessment started → Assessment completed → Endorsed by consistency panel → Approved by DCE → Feedback / offer provided → Offer accepted → **Apology provided**

Next step

Notice of discontinuance received Payment made Closed

Inactivate

History

- ✓ Once payment is made, the **Payment made** step should be selected. This appears in the claim progress stream as below, and the date is automatically recorded in the relevant redress record. If no payment is made, this step can be ignored.

Claim progress Ready for redress

Claim created → Eligibility confirmed → Allegation details confirmed → Assessment started → Assessment completed → Endorsed by consistency panel → Approved by DCE → Feedback / offer provided → Offer accepted → Apology provided → **Payment made**

Next step

Notice of discontinuance received Closed

Inactivate

History

- ✓ A notice of discontinuance is only required for claims that have been filed in court. Again, the overall claim status does not change when the **Notice of discontinuance received** button is selected.

Claim progress Ready for redress

Claim created → Eligibility confirmed → Allegation details confirmed → Assessment started → Assessment completed → Endorsed by consistency panel → Approved by DCE → Feedback / offer provided → Offer accepted → Apology provided → Payment made → **Notice of discontinuance received**

Next step

Closed

Inactivate

History

- ✓ Once the **Closed** button is selected, the claim status changes to **Closed** and the claim status badge is now displayed in red to signal the conclusion of the claim.

Claim progress Closed ▼

Claim created → Eligibility confirmed → Allegation details confirmed → Assessment started → Assessment completed → Endorsed by consistency panel → Approved by DCE → Feedback / offer provided → Offer accepted → Apology provided → Payment made → Notice of discontinuance received → Closed

History ▼

4.1 Notes when recording events

- Each button that is pressed records the system date (or the date that is set manually by using the calendar) in the *Claim progress* section and displays that date on various screens. These dates allow us to track the progress of a claim and are used for reference in managing a claim. Please ensure you pay attention to the date of each step as you are recording it
- When a claim status is changed because a 'next step' button is pressed, you will get a teal banner across the top of the screen confirming this automatic change, as shown below:

Claim status changed to Ready for feedback

- There are two occasions where the 'next step' button is disabled; *Assessment started* and *Endorsed by consistency panel* (see below). This is because you need to create an Assessment record (Assessment started) or a Redress record (Endorsed by consistency panel) in order to record that event. These prompts are shown when you hover your cursor over the step. Once those objects are created, then the button will turn blue ready for selecting.

Next step ▼

Assessment started

Next step ▼

Endorsed by consistency panel

4.2 Inactive claims

A small proportion of claims need to be set to Inactive. This status is manually set by going to the 'Inactivate' section of the Claim progress card and selecting the appropriate reason for the claim becoming inactive. See below the on-screen advice on setting this status:

Claim progress Ready for assessment

Claim created — Eligibility confirmed — Allegation details confirmed

Next step

Assessment started

Inactivate

✦ To set a claim to inactive, first ensure it meets the policy guidance criteria in the Historic Claims Handbook.

Cannot contact claimant Claimant not proceeding On hold for inquiry On hold (other)

History

When one of the 'inactive' reasons is selected (e.g. *Claimant not proceeding*) the claim status changes to Inactive and the badge is displayed as orange. The available next steps are to close or to reactivate the claim. Inactive claims should not be closed unless permission is given from the Manager Information Coordination and Administration.

Claim progress Inactive

Claim created — Eligibility confirmed — Allegation details confirmed — Claimant not proceeding

Next step

Closed Reactivated

History

To reactivate the claim, select the **Reactivated** button and the claim returns to the most recent status before it was made inactive, ready for the next step in the process. The claim progress card shows that there has been a reactivation.

Claim progress Ready for assessment

Claim created — Eligibility confirmed — Allegation details confirmed — Claimant not proceeding — Reactivated

Next step

Assessment started

Inactivate

History

5. Claim progress card – explaining the navigation

The claim progress card will be displayed prominently on three screens, so that you are not constantly needing to navigate back to the claim screen to update for new steps. This card can be found at the top of a claimant's Claim, Assessment and Redress screens. It can be displayed as a single banner, which is also the collapsed view:

 Claim HC-T843W9  

Claim progress **Ready for assessment** 

To expand the status information, select the chevron (down arrow – see below) and you will be presented with an expanded view for the claim progress, 'next steps' and history. It also allows us to set a claim status to inactive as already discussed, and to edit dates under 'History' as necessary.

 Claim HC-T843W9  

Claim progress **Ready for assessment** 

Claim created → Eligibility confirmed → Allegation details confirmed

Next step 

Inactivate 

History 

See a fully expanded view below:

 Claim HC-T843W9  

Claim progress **Ready for assessment** 

Claim created → Eligibility confirmed → Allegation details confirmed

Next step 

Assessment started

Inactivate 

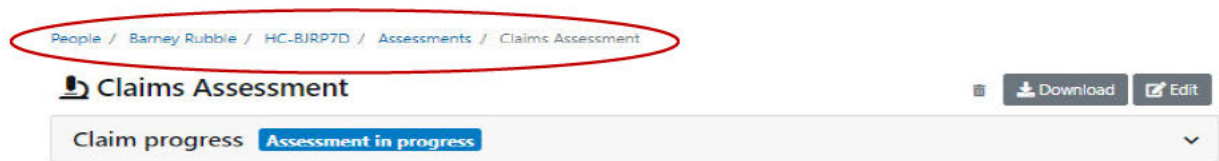
 To set a claim to inactive, first ensure it meets the policy guidance criteria in the Historic Claims Handbook.

Cannot contact claimant **Claimant not proceeding** **On hold for inquiry** **On hold (other)**

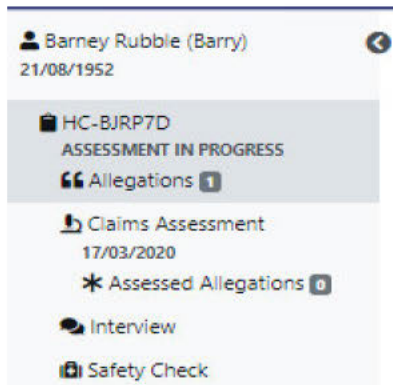
History 

Event	New status	Date
Claim created	Registering claim	06/06/2018 
Eligibility confirmed	Gathering details of claim	06/06/2018 
Allegation details confirmed	Ready for assessment	06/06/2018 

You can navigate via the *breadcrumbs* across the top of the screen:



or via the left-hand navigation bar that also shows the current claim status (e.g. Assessment in Progress):



6. Claim status – using the search function



Select Claims on the navigation bar menu and then a claims list and display page will be shown.

The claim status is shown on this display for listed claims:

Claims List

Filter ALL RECORDS

Displaying items 1-50 of 312 in total [Display all](#) [Download as CSV](#)

Claim ID ↓	Full name ↑↓	Date of claim ↓	Date of eligibility ↓	Status	Referral type	Region
HC-W8CGMB	Adam Black	20/11/2019	20/11/2019	Pending approval	Direct / Self	Waikato

Click the chevron next to 'Filter' to expand and see the fields that can be used to filter the Claims List. Claims can be filtered by a specific claim status by selecting the 'Specific statuses' button (see below) and then choosing the status of interest from the drop-down list. Multiple statuses can be selected if required, and then click 'Filter' to apply the selection. Alternatively, you can click on the 'In progress' button to display in the list all claims that are not closed. In the example below there are six claims on the claim status **Ready for feedback**.

Claims List

Filter 1 ATTRIBUTE

Name

Claim ID

Claim status
In progress **Specific statuses**

Ready for feedback

Referral type
Select...

Region
Select...

Assessment allocated to
Select...

Legal action status
Select...

Date of claim from to

Date of eligibility from to

Updated from to

Tags
Select...

Latest event
Select...

Clear

Filter

Displaying 6 items

[Download as CSV](#)

Claim ID ↓	Full name ↑↓	Date of claim ↓	Date of eligibility ↓	Status	Referral type	Region
HC-RGX4N	Christy Christy	31/10/2019	31/10/2019	Ready for feedback	Direct / Self	Wellington
HC-HRNYPT	David Bowie	05/11/2019	05/11/2019	Ready for feedback	Direct / Self	Wellington
HC-JHW94R	Orinoco Womble	05/11/2019	05/11/2019	Ready for feedback	Legally represented	Wellington
HC-TCQDMP	Roger Rabbit	29/10/2019	29/10/2019	Ready for feedback	CLAS	Gisborne
HC-DPSJXW	Ryan Reynolds	05/11/2019	05/11/2019	Ready for feedback	Direct / Self	Wellington
HC-CJWRMY	Wait-Ten Test	13/11/2019	13/11/2019	Ready for feedback	Direct / Self	None recorded

You can set further parameters using the filter fields. If required, you can download this information as a CSV file.