



Listening, learning, changing
Mā Whakarongo me Ako ka huri te tai
Crown Response to the Abuse in Care Inquiry



Agreement for people who are working with the Crown Response Unit



Published: September 2023

Before you start



This is a long document.



It can be hard for some people to read a document this long.



Some things you can do to make it easier are:

- read it a few pages at a time
- set aside some quiet time to look at it
- have someone read it with you to support you to understand it.



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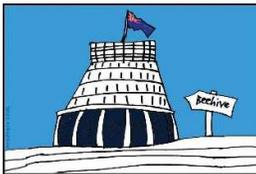
What is this document about?



This document is for people who are working with the **Crown Response Unit to the Abuse in Care Inquiry**.



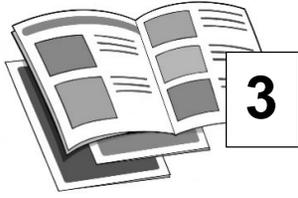
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Crown Response to the Abuse in Care Inquiry



The **Crown Response Unit to the Abuse in Care Inquiry** is the group that is running the government response to the Abuse in Care Inquiry.

It is sometimes called:

- the Crown Response Unit
- the CRU.



There are 3 parts to this document.

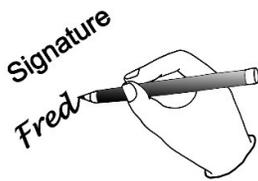
These 3 parts are:



- Part 1: Engagement
- Part 2: Confidentiality
- Part 3: The CRU Privacy Statement.



The next 3 sections of this document will say what each part is about.



Each part has a page you sign to agree to what has been said in that part of the document.

Part 1: Engagement



Part 1 is about our **engagement approach**.



An **engagement approach** tells you:

- how we will work / engage with you
- what our **principles** are.



Principles are the beliefs that guide us in how we work with:

- each other
- other people.



When we engage with you we will:

- listen to you
- treat you with **respect**
- support you to stay safe at all times.



Treating someone with **respect** means doing things like:

- being kind to them
- listening to them
- being polite to them
- valuing them as a person.





The principles that guide our engagement approach are:

- being open / honest
- learning
- working together
- **transparency**
- **manaakitanga**
- doing what we need to do to follow **Te Tiriti o Waitangi**.

Transparency means that the CRU will make sure that what we do is:

- open for people to see our work
- easy to understand.



Manaakitanga is a Māori word that means:

- being kind
- being welcoming
- caring for other people
- treating everyone with respect.

Te Tiriti o Waitangi / The Treaty of Waitangi is an important agreement between Māori and the British Crown.

We are happy for you to tell us about other ideas that would support you engaging with us.

How we work



We will be in contact with you a lot during your engagement with us.



We can contact you by:

- phone
- email
- meeting online
- meeting in person.



You can also contact us to tell us about anything you think we need to know about.



You can find out how to contact us on **page 56** of this document.



If you want to stop engaging with us
you can tell us by:

- phone
- email
- post
- meeting in person.



Conflict of interest



We will send out information on things to be talked about during an engagement with us.



We will ask if you have any **financial conflicts of interest** to do with this information.



A **financial conflict of interest** means that something else you are part of could change how you work with the information we send you because:

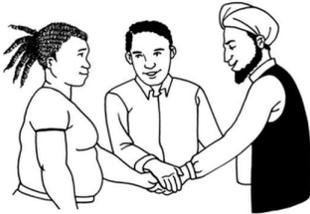


- you will get money
- someone else you know will get money.



You agree you will tell us about any:

- conflicts of interest
- things that could be a conflict of interest.



We will assist you in finding any conflicts of interest.

Solving problems



If you have any problems with how we engage with you then we will work with you by:



- talking about how we will engage with you

- making it easy for you to find out more information



- saying you can bring a support person to meetings to talk about any problems



- agreeing how to solve the problem

- making sure everyone is respectful of each other.



If the problem cannot be fixed then we will provide **private mediation** to:

- you

and

- the other person.



Private mediation is where you sit down to talk with:

- the other person who is part of the problem
- a **mediator**.





A **mediator** is someone who:

- is not part of the CRU
- does not know either of you
- supports both of you to solve the problem.

We will make sure we use **principles of natural justice** as part of any problem.

Principles of natural justice are basic rules to make sure:

- everything is fair
- your **legal rights** are protected.

Legal rights are things that make sure you are kept safe under the New Zealand law.



The 2 main principles of natural justice are that:

- everyone gets to tell their side of the story so that everyone is heard



- someone who is not part of the problem will:

- listen to all sides of the story
- talk with everyone to decide what will happen next.



Engagement approach agreement



You must fill out this part of the document to agree to what you read in Part 1: Engagement.



Please tick your answers below.



Do you understand what you have read in Part 1: Engagement?

Yes

No



Please tick your answers below.



Do you agree to what is written in
Part 1: Engagement?

Yes

No



Please tick your answers below.



Do you agree to tell the CRU about any:

- financial conflicts of interest
- possible conflicts of interest?

Yes

No



The people below need to choose 1 way to agree to Part 1: Engagement:

- by writing their names on the lines below

or

- by email

or

- over the phone.



Your name:

.....

.....



Your support person:

.....

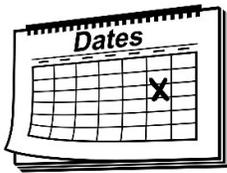
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Crown Response Unit person:

.....

.....



Date signed:

.....

Part 2: Confidentiality



Confidentiality is how we keep information safe.



This part talks about how:



- we will keep your information safe
- we will keep information about other people safe
- you need to keep information about other people safe
- you need to keep our information safe.



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Your information



We will not share your information with anyone who did not take part in your engagement with the CRU.

Information about other people



If you are part of engagement with other people then you might hear some things about them.

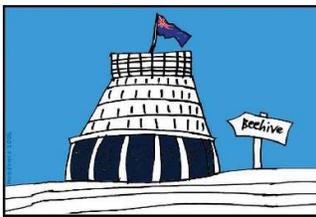


When you sign this document you agree that you will not talk about what you have heard about other people during the engagement.



This does not stop you talking about things that are already public like information on a website.

Our information



We will share information with you that belongs to the Government.



This information might still be being worked on.



This means that it might not be what the Government is doing now.



This information cannot be shared with:

- anyone who is not part of your support network
- anyone from the media like journalists.



If you share any of our information with people in your support network you need to ask them to not tell anyone else.

Confidentiality agreement



You must fill out this part of the document to agree to what you read in Part 2: Confidentiality.



Please tick your answers below.



Do you understand what you have read in Part 2: Confidentiality?

Yes

No



Please tick your answers below.



Do you agree to what is written in
Part 2: Confidentiality?

Yes

No



The people below need to choose 1 way to agree to Part 2:

Confidentiality:

- by writing their names on the lines below

or

- by email

or

- over the phone.



Your name:



.....

.....



Your support person:

.....

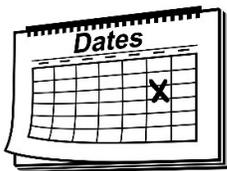
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Crown Response Unit person:

.....

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Date signed:

.....

Part 3: The CRU Privacy Statement



Part 3 talks about how we take care of any personal information you share with us during your engagement with the CRU.



We follow a law called the **Privacy Act**.



The **Privacy Act** makes sure that your personal information is:

- not shared with anyone without asking you first
- kept safe.



Support from Oranga Tamariki



Because the CRU is part of Oranga Tamariki we use some of their systems like:



- computer systems
- legal support
- financial support.





The way that we use these systems means that information shared with the CRU:



- is kept away from Oranga Tamariki files



- cannot be shared with people who are not part of the CRU



- can only be shared with Oranga Tamariki staff if the CRU thinks a child might not be safe.

How we use your information



We talk to people who have been abused in care to ask what they think about things.



Some people choose to share personal stories as part of telling us what they think.



We will not ask anyone to tell us their personal stories.



You can choose if you want to:

- tell us what you think
- stop telling us what you think at any time.





We will only use the information you give us for the reasons we say we are collecting it.



We will keep the information safe on computers.



When we store your information it will be:

- mixed in with other information we have collected from your group
- made **anonymous**.



Anonymous means that no one will be able to find out it was you who shared this information with us.



You need to tell us as soon as you can if you do not want us to use your information.



We cannot stop using your information once it is mixed in with other information for the project.



This is because it will have been made anonymous already.



We have to keep any information we collect because of a law called a **moratorium**.



A **moratorium** is a rule that says we cannot get rid of any information we collect until something we have agreed on happens.



We can look at how we manage information once the moratorium is over.

Recording our talks with you



We might ask if we can record audio or a video of our talks with you.



The audio or video will be used to make sure what we have written down matches what you have told us.



We will delete the audio or video once you have said that the written record is correct.

How we will take care of your information



We have rules about how to take care of your information.



When we collect information we sometimes:



- write down information
- record audio or videos.



We will send you what we have written during our talks.



You will need to:

- check that the information is right
- tell us if we have made any mistakes
- let us know when everything is right.



We might look at other information you have shared that was part of the public hearings run by the Royal Commission.



We will send you the records we have found so you can tell us if they are right.



You can tell us if there is anything extra you would like to tell us about your story.



We will then make the information anonymous by taking away any details like:



- your name
- your address
- photographs
- anything that could tell someone this is your record.



You can ask to see your information before we store a final copy.



It is then put together with information from other people in your **identified community group**.



An **identified community group** has people who are part of the same groups as you like:

- Māori
- Pacific
- rangatahi / young people
- Deaf
- disabled
- survivors of non-state care
- survivors of faith-based care.



All the information we collect will be used in a **theming workshop**.



A **theming workshop** is where we create:

- advice for Ministers to help them make decisions
- recommendations to suggest things to Ministers.



Theming workshops are taken care of by staff from the CRU who have been part of engagements.



We might use your anonymous ideas in:



- talks with other agencies about the design of services.

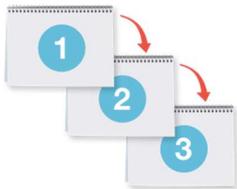


- supporting new staff to understand our work



- talks with organisations that we are working with to explain:

- why things are being done
- how things are being done
- how to make things better for more people
- why things are designed the way they are.





There are times where we might want to use **direct quotes** from people.



A **direct quote** is something someone has said that is written down using the same words they did.



We will always check that it is ok with whoever said it before we use a direct quote.



If using a direct quote from you could risk people being able to tell who said it then you need to tell us as soon as you can.



We will always make sure you have agreed if we want to use your personal information:

- in a different way to what you agreed
- for a different reason than what we collected it for.



When we cannot be confidential



In most cases we will keep all your information:

- private
- anonymous.



But there are 3 reasons why we might have to share your information.



Reason 1 is if you tell us that there is a big risk to the health and safety of:

- yourself
- another person.





For reason 1 we will need to contact the right service to help like:

- mental health services
- the police.



Reason 2 is if something you tell us makes us think that there is a risk to the wellbeing of a:

- child
- young person.



For reason 2 we will need to make a **Report of Concern** to Oranga Tamariki.



A **Report of Concern** is when someone tells Oranga Tamariki that they are worried about the:

- health of a child
- safety of a child.



Oranga Tamariki then makes sure the child gets the support they might need to be safe.



Reason 3 is if you tell us about serious ways that people are breaking the law that are:

- happening now
- planned to happen in the future.



For reason 3 we will need to contact the police.

Seeing what information the CRU has about you



You can ask to see your personal information for as long as:

- the CRU has the information
- the information has not been made anonymous.



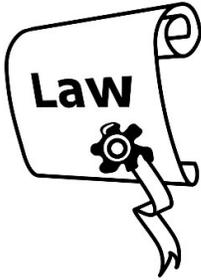
This means you can still see your information anytime if it has not been made anonymous.



You can see your information by sending an email asking for the information to the CRU at:

contact@abuseinquiryresponse.govt.nz

Privacy Principles and the Health Information Privacy Code



Part 3 has been made using the:

- Privacy Act
- the Health Information Privacy Code.



These are called **Privacy Principles**.



Privacy Principles are designed to support organisations to make the right choices about how they:

- collect information
- store information
- use information
- tell information to other groups.





Privacy Principles are also about health information.



You can find out more about the Privacy Principles on the Office of the Privacy Commissioner website at:

<http://tinyurl.com/j75nk656>



You can find out more about the Health Information Privacy Principles on the Office of the Privacy Commissioner website at:

<http://tinyurl.com/ycc75dwr>



These websites are not in Easy Read.

Privacy Statement agreement



You must fill out this part of the document to agree to what you read in Part 3: The CRU Privacy Statement.



Please tick your answers below.



Do you understand what you have read in Part 3: The CRU Privacy Statement?

Yes

No



Please tick your answers below.



Do you understand how the CRU will protect your privacy?

Yes

No



Do you agree to what is written in Part 3: The CRU Privacy Statement?

Yes

No



The people below need to choose 1 way agree to Part 3: The CRU Privacy Statement:

- by writing their names on the lines below

or

- by email

or

- over the phone.





Your name:

.....

.....



Your support person:

.....

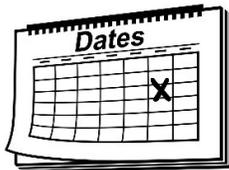
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Crown Response Unit person:

.....

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Date signed:

.....

More information



If you have any questions then you can contact the CRU by email at:

contact@abuseinquiryresponse.govt.nz



You can find more alternate format information on our website at:

<https://shorturl.at/tGMOS>



You can find out more about us on our website at:

<https://tinyurl.com/mw443s5r>



You can find more information about what we are doing on our website at:

<https://tinyurl.com/CRUResources>



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This information has been written by the Crown Response to the Abuse in Care Inquiry



Make it Easy
Kia Māmā Mai

It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



People First NZ
Ngā Tāngata Tuatahi

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