



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

**Crown Response to the**  
**Abuse in Care Inquiry:**  
**Pānui / Newsletter:**  
**Survivor Experiences Service**



**July 2023**



## About this pānui / newsletter



This Easy Read pānui / newsletter is from the Crown Response Unit called the **CRU** for short.



The **CRU** is a group of people who work for the government who look after:

- contact between the Government and the **Royal Commission of Inquiry – Abuse in Care**
- the Government **response** to what the Royal Commission finds out.

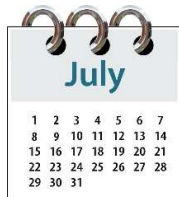




The **Royal Commission of Inquiry – Abuse in Care** is explained in on **pages 4 to 6** of this document.



The **response** is what the Government will do because of what the Royal Commission finds out.



This Pānui / newsletter is from July 2023.

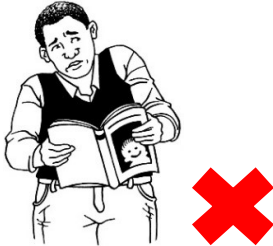


You can find more Easy Read pānui / newsletters from other months at this **website**:

**<https://shorturl.at/tGMOS>**



Some of the information in this pānui / newsletter may upset people when they read it.



This information is not meant to upset anyone.



If you do not feel safe right now call the police on **111**.



If you are worried or concerned after reading this you can talk about it with:

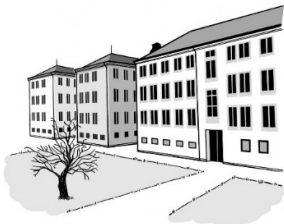
- your family / friends
- your support workers.



# What is the Royal Commission of Inquiry into Abuse in Care?



The **Royal Commission of Inquiry into Abuse in Care** is looking into abuse that happened to people **in care**.



In this document being **in care** means that the Government or a **faith-based institution** were in charge of your care.

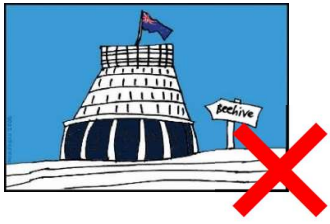


**Faith-based institutions** are run by religious groups like churches.



## Abuse can be:

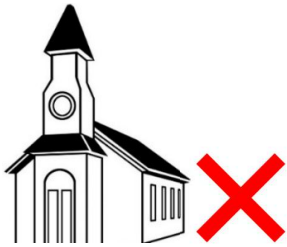
- **physical** – a person kicking or hitting you
- **sexual** – when someone does sexual things to you that you do not want them to like:
  - touching your body or private parts
  - kissing you
  - making you have sex with them – this is called rape
- **emotional** – yelling or saying things to you that are not nice
- **neglect** – not giving you the things or care you need.



The Royal Commission is **not** part of the Government.



The Government cannot tell the Royal Commission what to do.



The Royal Commission is not part of any faith-based organisations like churches.



The Royal Commission calls people who have been through abuse in care **survivors.**

# Survivor Experiences Service



The Government started the **Survivor Experiences Services** in response to a recommendation from the Royal Commission.

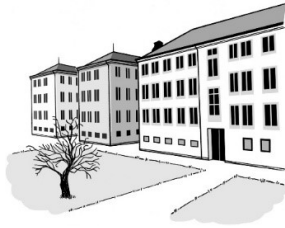


The Royal Commission recommended that survivors need to share their experiences in a place that is:

- safe
- supportive
- confidential - which means they do not tell other people what you say.







The Survivor Experiences Service is now available for:

- people who were abused in
  - faith based care
  - state care
  - other forms of care
- whānau / family of survivors.



**Te Tari Taiwhenua**  
**Internal Affairs**

The Survivor Experiences Service is hosted by **Te Tari Taiwhenua Department of Internal Affairs.**



This service will be guided by an **independent board.**



More information about the **independent board** will be available soon.



This service will be available until a new **redress** system is confirmed.



**Redress** means someone:

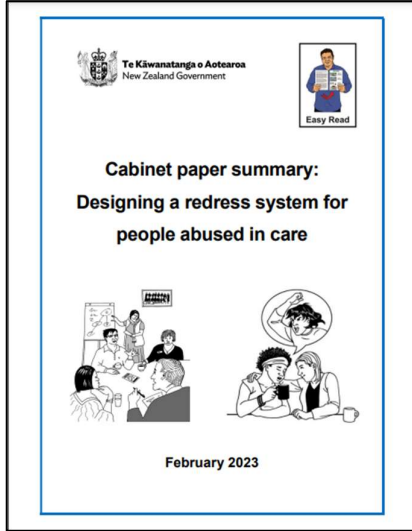
- agrees that something bad has happened
- does something to try to:
  - put things right
  - make up for any harm that has been done.



Redress can be things like:

- saying sorry
- giving money as a way of saying sorry
- giving other kinds of support like counselling.





There is an Easy Read document with more information about the redress system called:

**Cabinet paper summary:  
Designing a redress system for  
people abused in care.**



You can find this document at this **website**:

**<https://shorturl.at/tGMOS>**

# How to contact the Survivor Experiences Service

The Survivor Experiences Service  
can be contacted by:



- calling:

**0800 456 090**



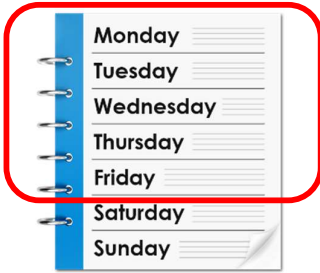
- emailing:

**[contact@survivorexperiences.govt.nz](mailto:contact@survivorexperiences.govt.nz)**



- sending a text message to this  
number:

**8328**



Survivor Experiences Service is open:

- Monday to Friday
- 8.30 am in the morning
- to
- 4.30 pm in the afternoon.

To share their experiences survivors can contact the Survivor Experiences Services to organise a:

- time
- place.



More information is available at this website:

**[www.survivorexperiences.govt.nz](http://www.survivorexperiences.govt.nz)**



The information on this website may not be in Easy Read.

## Where to find more information



If you have any questions about this pānui / newsletter please **email**:

**[contact@abuseinquiryresponse.govt.nz](mailto:contact@abuseinquiryresponse.govt.nz)**



Alternate formats are available on the CRU **website**:

**<https://shorturl.at/tGMOS>**



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This information has been written by the Crown Response Unit.



**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

The ideas in this document are not the ideas of People First New Zealand Ngā Tāngata Tuatahi.



**CHANGE**

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