

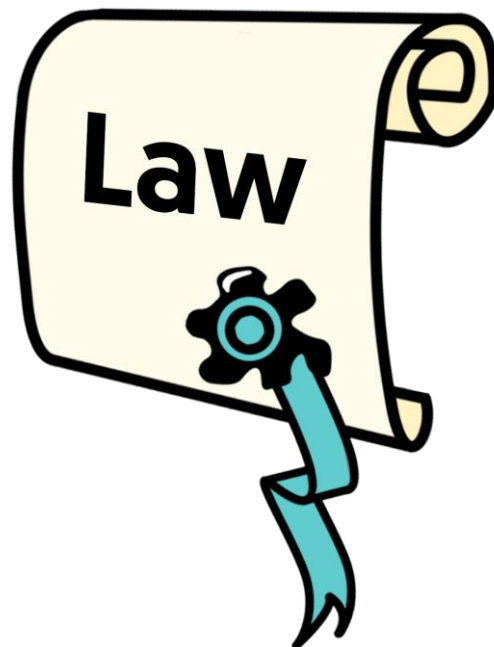


Listening, learning, changing
Mā Whakarongo me Ako ka huri te tai
Crown Response to the Abuse in Care Inquiry



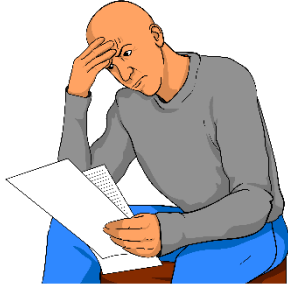
Crown Response Office

pānui / newsletter



Published: August 2026

Before you begin



This Easy Read talks about abuse.

This information may upset some people when they are reading it.



This information is not meant to scare anyone.



If you are upset after reading this document you can talk to your:

- whānau / family
- friends.



You can also contact Need to Talk by:

- calling 1737
- texting 1737



It does not cost any money to call / text 1737.



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

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About this Easy Read



This Easy Read is the latest pānui / newsletter from the **Crown Response Office**.



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

The **Crown Response Office** is in charge of the Government **response** to the Royal Commission of Inquiry into **Abuse and Neglect** in Care.

It is sometimes called the **CRO**.



Here **response** means what the Government is doing because of what the Royal Commission of Inquiry found out about the abuse and neglect of:

- children
- young people
- vulnerable adults.





Abuse can be things like someone:

- hitting you
- calling you names
- neglect / not letting you have the things you need like food.

It has been 2 years since the Royal Commission of Inquiry put out its report into abuse in care.

The report had **recommendations** for what the Government should do to:

- make up for the harm that was done in the past
- make being in care safer
- give better support to people in care.



Here **recommendations** are ideas that would:

- fix a problem
- make things better.



This pānui / newsletter has information about the latest changes happening to make the **redress** system better.



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.

You can read more CRO
pānui / newsletters at this **website**:

<https://tinyurl.com/25mt2z4n>

Supporting the care workforce to work more safely



Here **care workforce** means people working in places that provide:

- care for people
- support for people.



The Royal Commission found that the care workforce needs better **safeguarding** skills.



Here **safeguarding** means keeping people safe from:

- abuse
- neglect.



The Government wants to make the care system safer.



Having a care workforce with better safeguarding skills will support people using the care system to be safe.



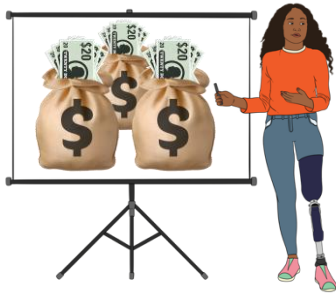
The Government has said yes to pay for the care workforce to have more training to support them to provide / give care for people in a safe way.



It will pay nearly 17 million dollars for this work over 3 years.



The money will come from the Government **Budget** for 2025.



Here the **Budget** is when the Government says:

- how much money it will spend in the coming year
- what it will spend the money on.

This work will support:



- the care workforce
- organisations that provide care to support people in safer ways.



The money will support the care workforce to:

- stop abuse or neglect happening
- notice when abuse or neglect might be happening
- do something if abuse or neglect is happening.





Some of this safeguarding work will be about disability:

- care
- support services.



This is the first use of Government funding / money to build a care workforce that is:



- **diverse**
- skilled
- safe.



Diverse means the workforce includes people with different:

- backgrounds
- **cultures**
- experiences.





Culture is a way of:

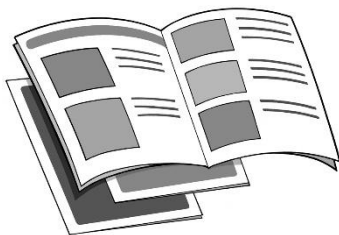
- thinking that a group shares
- doing things as a group.

There are many different cultures in Aotearoa New Zealand like:

- Māori culture
- Pasifika culture
- Deaf culture.



Work on these projects will start this year.



A safeguarding framework / set of rules for the care workforce will also be made.



The framework / set of rules will explain the safeguarding skills care workers need.



A **survey** will also be made to find out what skills the care workforce have now.

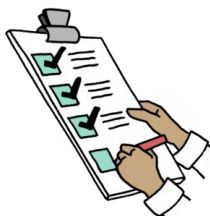


Here a **survey** asks questions to find out information about something.



The surveys will be used to:
find out:

- what is happening now
- watch how things change over time.





Safeguarding **resources** will also be made to support:

- whānau / family carers of disabled people
- disabled people who receive care
- disability care workers
- disability support workers.



Here **resources** means information to support people to find out what they need to know for safeguarding.



Doing this work will support workers in the care sector by training them to work in a more **consistent** way.

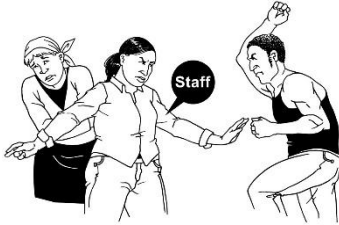


Here **consistent** means people will do things in a similar way.



It will also support the care workforce to:

- **recognise** abuse or neglect
- do something to stop abuse or neglect if they see it happening.



Here **recognise** means to notice / tell what is happening.



You can read more about the Government work to make the care system safer at this **website**:

<https://tinyurl.com/mn6btynr>

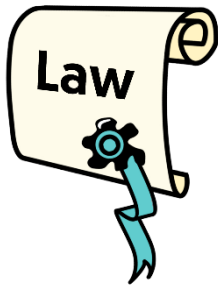


This website is **not** in Easy Read.

A new law about redress for abuse in care



The Redress System for Abuse in Care Act 2026 has been passed in Parliament.



This means it is now a **law**.



A **law** is a rule made by the Government that everyone must follow.



The new law supports changes to the redress system.



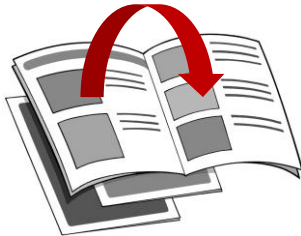
1 main change is making a new Redress Officer role / job.



The Redress Officer will be **independent**.



Here **independent** means the Redress Officer will not be told what to do by the Government.



There is more information about the Redress Officer on **pages 22 to 26**.



This law also supports apologies from the State to be more meaningful / real.



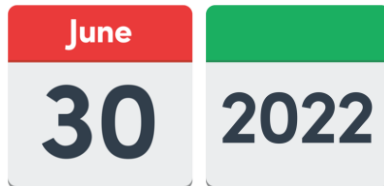
More survivors will be able to ask for redress like some who experienced abuse in mental health places.



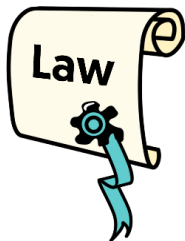
This abuse must have happened between:

- 1 July 1993

and



- 30 June 2022.



The law also sets out a new **serious offender** process.

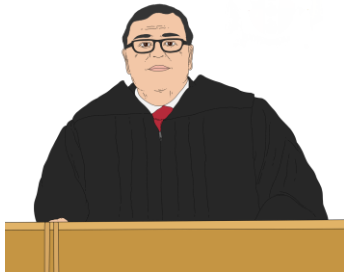


A **serious offender** is someone who has done something very bad to break the law.



This process applies to survivors who have been **convicted** of some serious **offences** like:

- being **violent**
- sexual **offences**.



Convicted means a court has decided that an offender has been found to have broken the law.



An **offence** is when someone has done something to break the law.



Violent means that someone has done something very bad like badly:

- hurt someone
- damaged / broken something.



The changes will work to make the redress system more:

- consistent
- complete / does everything that needs to be done
- about what survivors need.





You can read more about this law at
this **website**:

<https://tinyurl.com/bcfpa3bf>



This website is **not** in Easy Read.

About the Redress Officer role



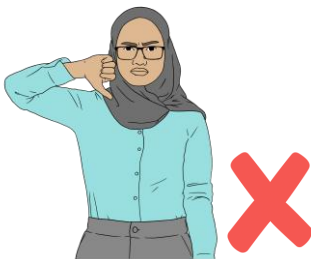
A new role / job called the Independent Redress Officer has been made to support making redress better.



This role / job plays an important part in keeping people safe when using the State redress system.



It will make sure any payments made to survivors are fair.



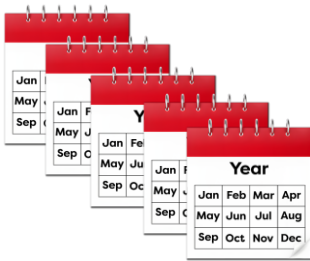
This is so people will not think badly of the redress system.



Honourable Paul Davison has been made the first Redress Officer in New Zealand.



He was a judge who worked on the Lake Alice redress.



He will be the Redress Officer for 5 years.



His term / job started on 1 August 2026.



The Redress Officer is a **statutory decision-maker**.



A **statutory decision-maker** is someone who has the **legal** power to make some important decisions.



Legal means things to do with the law.



What the Redress Officer will do

Some survivors have committed / done a serious offence.



This means they will have to follow the rules about serious offenders in the new law.



A survivor who has committed / done a serious offence can ask the Redress Officer if they can get redress.



The Redress Officer will look at each **application** carefully to see if the survivor should get redress.



Here **application** means a person has asked for something.



The Redress Officer can decide if they:

- will get redress
- will not get redress.



The Redress Officer will decide if the survivor can get financial / money redress.

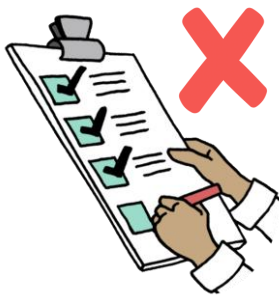


Some serious offender survivors may have an **advanced terminal illness**.



An **advanced terminal illness** is a very bad illness where a person is likely to die soon.

These survivors can ask for an **exemption** from the serious offender process.



Here an **exemption** means the person will not have to go through the serious offender process.



The Redress Officer will make a decision about each exemption application he gets.



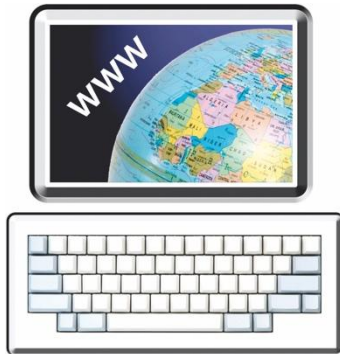
You can find out more about the Redress Officer at this **website**:

<https://tinyurl.com/53ex8nk8>



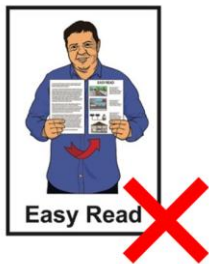
This website is **not** in Easy Read.

More information



There is more information about the changes to the redress system on this **website**:

<https://tinyurl.com/4u84zhh7>



The website is **not** in Easy Read.

This information has been written by the Crown Response Office.



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



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