



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



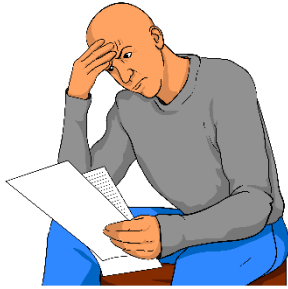
Crown Response Office

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**

About this Easy Read



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



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



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

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 and neglect can be:

- physical – a person kicking or hitting you
- sexual – a person doing 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 – a person yelling or saying things to you that are not nice
- a person not giving you the things or care that you need.



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 changes that are happening to the **redress** system.



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>

Changes coming to the redress system



The redress system is going to change soon so it will be easier to:

- understand
- use.



These changes will make it so the way to make a **claim** is the same for everyone.



Here **claim** means asking the Government for redress.



There will be 1 place to go for information about:

- redress
- making a claim
- finding out what is happening with a claim.

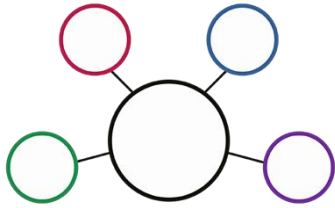


The redress service will now be part of the **Ministry of Social Development**.



The **Ministry of Social Development** is the part of the Government in charge of:

- paying benefits / money to people who do not have enough money to live on
- supporting people to find jobs.



Having all the parts of the redress service in 1 place means survivors will not have to:

- deal with a lot of agencies
- keep telling new people about what they have been through.



Some **survivors** have had experiences with more than 1:

- state care setting / place
- Government agency.

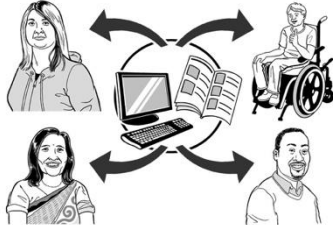


These changes will mean different Government agencies will work together better to sort out claims about more than 1 agency.



There will also be changes to how information from survivors is:

- collected
- used
- shared.



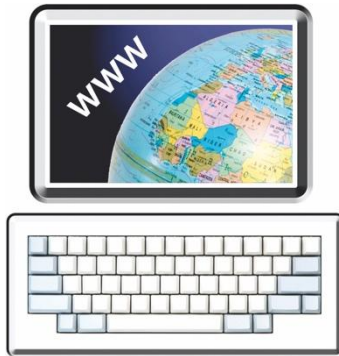
This will make it easier for different parts of the redress system to work together.



These changes are only for new claims.



If you have already made a claim you do not need to do anything.



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.



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



All images used in this Easy Read document are subject to copyright rules and cannot be used without permission.



Make it Easy uses images from:



- Photosymbols
- Change Images
- Huriana Kopeke-Te Aho
- SGC Image Works
- T Wood
- Studio Rebeko
- Inga Kramer.