



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



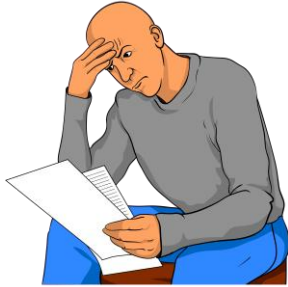
# **Crown Response Office**

## **New State redress service**



**Published: September 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.

**NEED TO TALK?**



**free call or text  
any time**

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** 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**.



People who have been through abuse in care are sometimes called **survivors**.



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



- children
- young people
- vulnerable adults.



**Abuse** can be things like someone:

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





This pānui / notice is about **redress**.



**Redress** means someone:

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

Redress can be things like:

- saying sorry
- giving money to say sorry
- giving support like counselling.

## New redress service



There is a new service for abuse survivors.

It is called the **State redress service**.



The **State redress service** is to make redress easier.

It means survivors only have to go to 1 place for support.



Some survivors have had to go to lots of different places to get support.



This can be confusing.



The State redress service will stop this from happening.

The State redress service will support people who:



- were abused in more than one **care service**
- have been dealing with more than one **redress agency**.



A **care service** is a place where people assist you to take care of yourself if you:

- are disabled
- are sick
- are getting older
- need help to stay safe.





A **redress agency** means a government agency that helps people get State redress.



The State redress service can:

- answer questions about redress
- support people to make a new claim
- show people where to go for support
- let people know what is happening with their claim
- support people to find out about **records** from their time in care
- help with **wellbeing** support
- say what happens next.





**Records** mean the information an organisation has kept / made about a person.



**Wellbeing** means things like:

- how we feel about ourselves
- looking after our bodies with:
  - good food
  - exercise
- getting support when we are feeling upset.



The **Ministry of Social Development** looks after the State redress service.



The **Ministry of Social Development** helps all the agencies involved in State redress:

- work together
- support survivors.



If you already have a redress claim:

- you do not need to start again
- you will keep working with the same person at the redress agency.

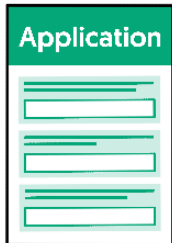


## Contacting the State redress service



You can contact the State redress service to:

- find out about State redress
- make a new claim
- understand what happens next.



You can **phone** the State redress service on:

**0800 110 886**



It does not cost money to phone this number.



You can **phone** the State redress service from **another country** on:

**+64 4 910 9886**



It could cost you money to phone this number.



You can **email** the State redress service at:

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



You can contact the State redress service by **post** at:

**State redress service**

**State Redress NZ**

**PO Box 1556**

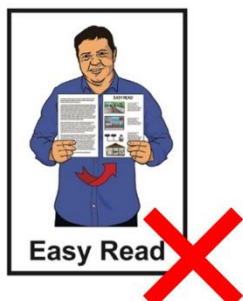
**Wellington**

**6140**



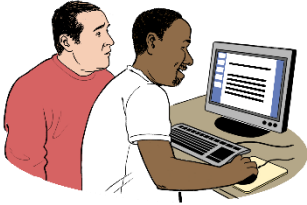
You can find out more about the State redress service at:

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



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

## More information

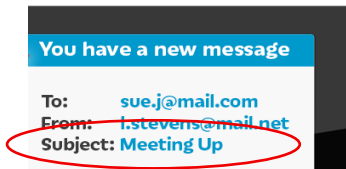


You can share this pānui / newsletter if you want to.

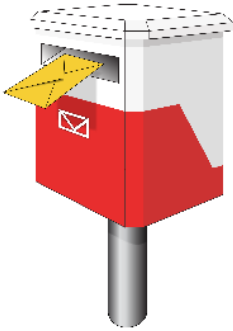


People can sign up to get the pānui / newsletter by **email**:

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



Please put **Pānui Newsletter** as the email subject.



People can also sign up to get the newsletter by **post**:

**Crown Response Office**

**Te Kawa Mataaho Public Service  
Commission**

**PO Box 329**

**Wellington 6140**



If you do not want to be sent the pānui / newsletter you can write to the postal address above.



Other alternate formats of this pānui / newsletter can be found at:

**[tinyurl.com/j444kpsa](https://tinyurl.com/j444kpsa)**

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.