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

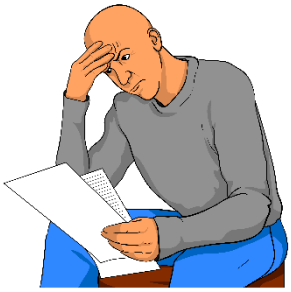


Crown Response Office pānui / newsletter



Published: October 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?

1737

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**.

What is in here

Page number:



About this Easy Read 4



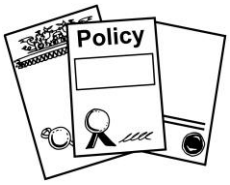
Survivor Support and Recognition Fund applications.....8



Redress system end of year report...15



New Government responses to some recommendations.....21



Making a policy for allegations about torture in State care 28



More information 31

About this Easy Read



This Easy Read is the latest 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 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

Survivor Support and Recognition Fund applications



Survivor Support and Recognition Fund applications will be open next year.



The **Survivor Support and Recognition Fund** is money to:

- support survivors of abuse in care
- remember people who have died by doing things like caring for their graves.



It is called **SSRF** for short.



The Government has said yes to having a third round of the SSRF.

This fund supports survivors through community led:



- services
- initiatives / work.



This is the last round of this funding.



A **contestable fund** of over 8 hundred thousand dollars will be available to:



- non-Government organisations
- community groups.



A **contestable fund** is an amount of money people or organisations can apply for.



Each application is looked at to decide who will get the money.



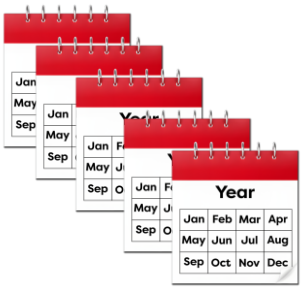
Not everyone who applies will get the money they have asked for.



The SSRF will assist these places to:

- support survivors
- have services to assist survivors
- have time to look at how to find more **sustainable** ways to fund their work.





Here **sustainable** means being able to get funding needed over a long time to support survivors.





Registered charities can apply for SSRF funding in February 2027.

Te Tari Taiwhenua
Internal Affairs

The fund will be run by the Community Operations team at the **Department of Internal Affairs**.



The **Department of Internal Affairs** is part of the government.



Registered charities can apply for funding to do work in 2027 that supports:



- healing
- remembering those who have died



- connecting survivors to their community.



Registered charities are groups that the Government says are **charities**.



Charities are groups that work to make life better for people or communities.

They use money they make to do their work.



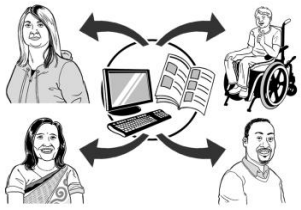
Registered charities can also apply for funding to do work in 2027 that supports:



- survivors
- education



- knowing about things like the National Day of Reflection activities.



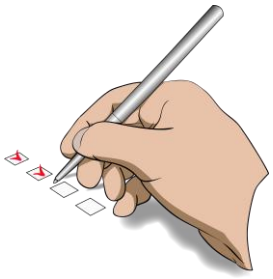
More information will be shared when the **funding application** opens.



Here **funding application** is when you ask for money from the SSRF.



Information will be about:



- what groups are **eligible** for funding
- the **criteria** to be able to get the funding.



Here **eligible** means you meet the rules to be able to apply for the SSRF funding.



Here **criteria** means the rules to be able to get the SSRF funding.



Read more about the third round of SSRF at this **website**:



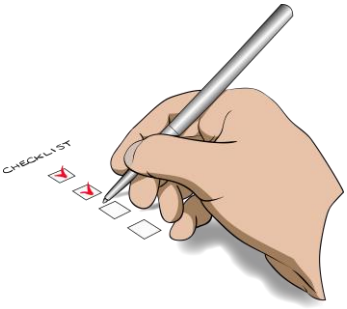
https://tinyurl.com/2cpk6vfc

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

Redress system end of year report



The report about the work that agencies working on state redress have done is ready.



The progress made was checked against the **Redress Implementation Plan** from **1 July 2025 to 30 June 2026**.



The **Redress Implementation Plan** sets out the work that needs to be done to support survivors.



Work to **improve** the State redress system was done in this time.

Improve means to make something better.



This work was about making changes that make a real difference for survivors.



The main work done during this time were things like:

- making the average / usual redress payment for new claims 30 thousand dollars



- starting to give **top-up payments** to survivors who settled / finished claims before the changes were made.







Here **top-up payments** are for survivors:

- who made their claims earlier

  and

- got less money than if they made their claim now.

These survivors will now get extra money to match what they would get if they made their claim now.



Now the way payments are worked out will be **consistent**.



Here **consistent** means different agencies will make decisions about payments in **similar** ways.



Here **similar** means something is done in almost the same way.



Doing this will mean people with similar experiences will get similar redress.



Agencies made nearly
2 thousand **settlement offers** from **June 2025 to July 2026**.



A **settlement offer** is the redress an agency offers a survivor to make up for what has happened.



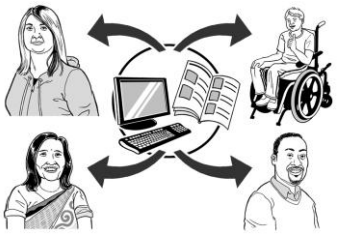
This is more offers than they thought they would be able to make.



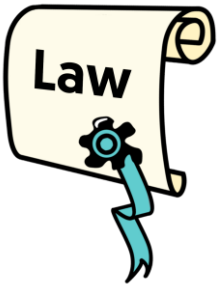
A lot of work has been done to improve the system like making the new State Redress Service the 1 place to:



- find out information about State Redress
- make a new claim



- make sure survivors know what will be happening next.



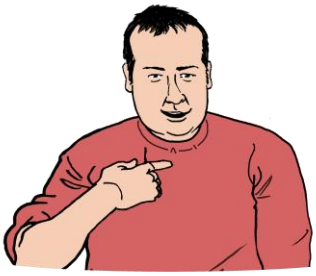
The new **law** called the Redress System for Abuse in Care Act 2026 was also passed.



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



Work was done to make an **independent review function** so survivors could:



- trust the redress system more
- believe the redress system will work for them.



Here an **independent review function** is a group that:

- checks how decisions were made
- does not do redress work
- says what they found out.



You can read the full report on the State Redress New Zealand at this **website**:

https://tinyurl.com/2uzb9d36



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

New Government responses to some recommendations





Work done by the agencies dealing with redress was looked at to see:

- if the work done followed the **policies**
- if plans for the policies would work for survivors.



Here **policies** are the rules that say how:

- a place should do something
- decisions should be made.

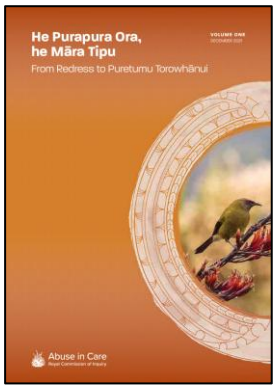


In September 2026 the Government said yes to change the Crown response on 6 recommendations.



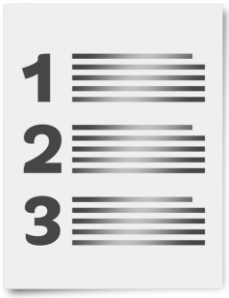
These recommendations were made by the Royal Commission in their 2 reports:

- Whanaketia
- He Purapura Ora.



Each recommendation made has the:

- name of the report
- number of the recommendation.





For example Whanaketia 115 means recommendation number 115 in the Whanaketia report.



Whanaketia recommendations

Whanaketia 115 was changed to **accept intent**.



Here **accept intent** means the Government:

- understands the recommendations are good ideas

however

- work will be done differently from what has been set out in the recommendations.





This recommendation is about the Government caring for people by using:

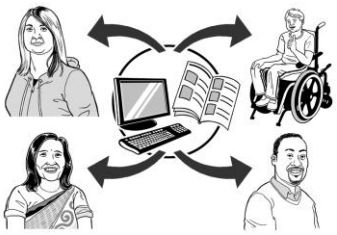


- whānau / family centred ways
- community led ways.

He Purapura Ora recommendations



He Purapura Ora 22 was changed to accept intent.



This recommendation is about communication to do with the redress system like:

- getting information to survivors before they need it
- making information accessible so people can understand it
- making information about what survivors need to know.





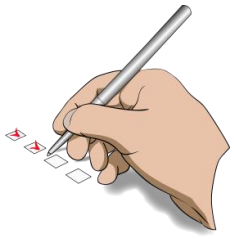
He Purapura Ora 35 was changed to accept.

This recommendation is about guidance for **institutions** on how to:

- make an apology
- give an apology to survivors.



Here **institutions** are places that provide care.



He Purapura Ora 45 was changed to **partially accept**.



Here **partially accept** means the Government will do part of the work set out in the recommendation.



This recommendation is about the power to look into abuse and neglect at institutions.



Doing this work will support agencies to recommend survivors of those institutions to get similar payments.



He Purapura Ora 73 was changed to accept.

This recommendation is about finding ways to support people to understand things about abuse in care like:



- what it is
- how it affected survivors



- what has been done to make things right
- how survivors can get support.



He Purapura Ora 49 was changed to **decline**.



Here **decline** means the Government has decided not to do the work set out in the recommendation.



This recommendation is about making the redress system work with the changes ACC is making.



These new Government responses will be shown in the 2026 / 2027 Crown Response report.



Crown response reports can be found at this **website**:

https://tinyurl.com/3ykbj6sx



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

Making a policy for allegations of torture in State care



Allegations are when someone says somebody has done something wrong.

It does not mean it is true.



Torture means someone is hurt very badly on purpose.



The Crown Response Office is working to make a policy to set out consistent ways to respond to torture in State care with:

- Crown Law
- the New Zealand Police
- State redress agencies
- other agencies working on redress.





The policy will support agencies looking at torture allegations.



It will support them to decide if an **impartial investigation** should happen.



Here an **impartial investigation** is when an agency looks into what happened in a fair way.



The agency doing the investigation does not take sides.



The policy will also set out the right ways to do an impartial investigation about torture allegations.

If it is found torture has happened:



- it will be accepted that it happened
- the right redress will be decided.



More information will be given when the policy has been finished.



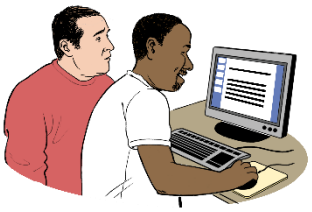
You can read the Cabinet paper about this at this **website**:

https://tinyurl.com/cnurcr84



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

More information

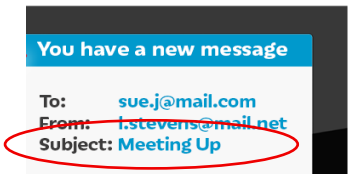


You can share this pānui / newsletter if you want to.



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

contact@abuseinquiryresponse.govt.nz



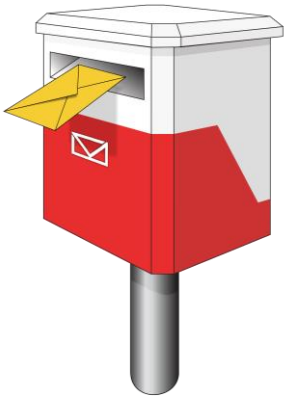
Please put **Pānui Newsletter** as the email subject.



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



- **email** us at:

contact@abuseinquiryresponse.govt.nz



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

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.