



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



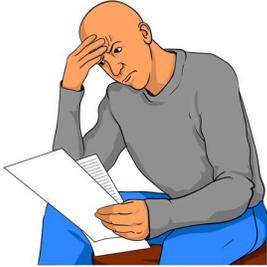
Crown Response Office

Pānui / Newsletter



Published: February 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**.

What you will find in here

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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.



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 things like someone:

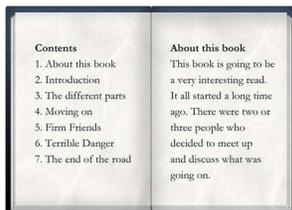
- hitting you
- calling you names
- not letting you have the things you need like food.





This pānui / newsletter is about:

- the new **Common Payment Framework**
- changing the care system to make it better
- the **Survivor Support and Recognition Fund**.



You can read more about the **Common Payment Framework** on **pages 7 to 14** of this Easy Read.



You can read more about the **Survivor Support and Recognition Fund** on **pages 21 to 22** of this Easy Read.

Common Payment Framework



Some **survivors** want money to make up for being abused and neglected in **State care**.



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



Being in **State care** means the Government is in charge of looking after you.



The way survivors get money should be:

- easy to understand
- fair.





To decide how much money survivors get the Government should think about how:

- bad the abuse and neglect was
- often the abuse and neglect happened.



The amount of money survivors get should not change based on where they were in care.



The Government has made a **Common Payment Framework** to make sure that all survivors get paid fairly.



The **Common Payment Framework** is a tool the Government will use to decide how much to pay survivors.





All Government agencies that pay survivors for abuse in state care will use the Common Payment Framework.

The Common Payment Framework was made by:



- the CRO



- the Ministry of Social Development



- Oranga Tamariki



- the Ministry of Education



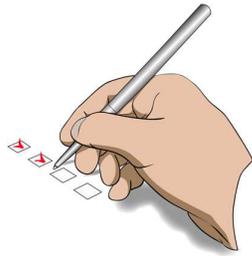
- the Ministry of Health



- Te Puni Kōkiri



- the Department of Corrections.



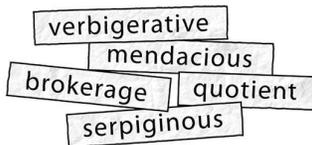
The Common Payment Framework has **payment categories**.



Payment categories say how much the Government can pay for each type of abuse and neglect.



The Common Payment Framework also has **definitions** of abuse and neglect.

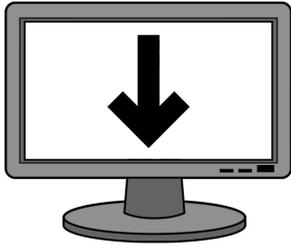


The **definitions** explain what important words in the payment categories mean.



You can read more information about the Common Payment Framework on this **website**:

<https://tinyurl.com/2s378pv3>



You can **download** more information about the Common Payment Framework on this **website**:

<https://tinyurl.com/2dwke872>



To **download** something means it moves from the internet on to your computer.

This means you can read it even if you are not connected to the internet.



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



Some of the information about the Common Payment Framework might be upsetting.



You can find out how to get support on this **website**:

<https://tinyurl.com/yz27vd7n>



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



You can also contact the **Survivor Experiences Service** if you need support.



The **Survivor Experiences Service** supports survivors to:

- talk about what happened when they were in care
- get records / information about their time in care.





The Survivor Experiences Service is for:

- people who were abused and neglected in care
- their whānau / families.



You can **phone** the Survivor Experiences Service on:

0800 456 090



You can **text** the Survivor Experiences Service on:

8328



You can **email** the Survivor Experiences Service at:

contact@survivorexperiences.govt.nz



If you find it hard to use the phone the **New Zealand Relay** service is for people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New Zealand Relay service at:

www.nzrelay.co.nz



You can find out more about the Survivor Experiences Service on their **website**:

www.survivorexperiences.govt.nz

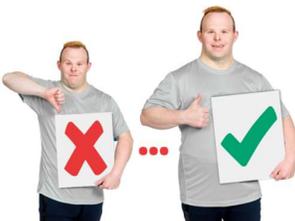
What is the Government doing about the care system?



The Royal Commission of Inquiry made **recommendations** for the Government.



Recommendations are things the Government should do.



About half of the recommendations were things the Government can do to make the care system safe.



The Government can make the care system safe by:

- protecting people who are in care
- stopping people from going into care.





The Royal Commission of Inquiry said the Government should:

- write **care safety principles**
- think about if Aotearoa New Zealand needs a **duty of care**
- think about **safeguarding**
- make it easy for people to complain about care.



Care safety principles are rules that tell us how to make sure people in care are safe.



A **duty of care** means someone has to make sure that the people they look after are safe.

They could get in trouble with the law if they do not keep the people they look after safe.



Safeguarding means doing things to protect people from abuse and neglect like making sure people can easily get help if someone is hurting them.



The Royal Commission of Inquiry also said there should be:

- rules that people who work in care have to follow
- better training for people who work as carers.



The Royal Commission of Inquiry also said the Government should check:

- what types of jobs people who work in **care agencies** do
- if there are extra things people who work in care agencies should be doing.



Care agencies are organisations that look after people who need care.



The CRO is working with care agencies to find out what needs to change to make the care system we have now safe.



A group called the **Safety in Care System Leadership Group** is in charge of this work.



The **Safety in Care System Leadership Group** is a group of people who work for the Government.



You can find out more about what the Government is doing to make care safer by reading this **Cabinet paper**:

<https://tinyurl.com/4fvmx6n3>



A **Cabinet paper** is a document:

- from a **minister**
- asking **Cabinet** to agree to something.



A **minister** is an important person who works in the Government.

They are in charge of something the Government does like:

- education
- transport.



Cabinet is a group of the most important ministers.

They make important decisions together.



The Cabinet paper is **not** in Easy Read.

Survivor Support and Recognition Fund

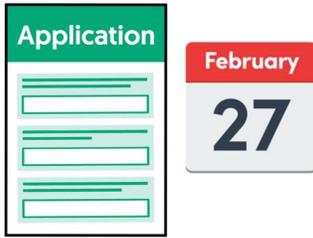


The **Survivor Support and Recognition Fund** is money that:

- groups that are not part of the Government can use to support survivors
- **councils** can use to look after **unmarked graves**.

A **council** is the group of people who make choices about how to run a town / city.

An **unmarked grave** is a grave that does not have anything to show where it is like a headstone.



Groups that want money from the Survivor Support and Recognition Fund need to apply before **Friday 27 February 2026.**



You can find more information about the Survivor Support and Recognition Fund on this **website**:

<https://tinyurl.com/ty9cnps8>



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

More information

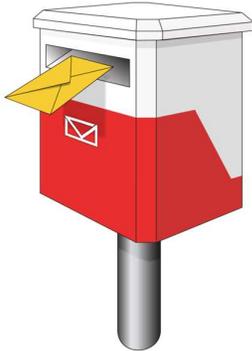


You can contact the CRO if you have questions about this pānui / newsletter.



You can **email** the CRO at:

contact@abuseinquiryresponse.govt.nz



You can **write a letter** to the CRO at:

Crown Response Office

**Te Kawa Mataaho Public Service
Commission**

PO Box 329

Wellington 6140



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This information has been written by the Crown Response Office.

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



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