



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



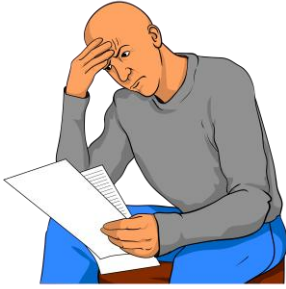
# **Crown Response Office**

## **Pānui / Newsletter**



**Published: April 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 and Neglect** in Care.



It is sometimes called the **CRO**.



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



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 a change 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.



# What is the change to the redress system?



Survivors can ask for redress if they were in a **state run mental health facility** at any time from:

- 1 July 1993
- to
- 30 June 2022.



**State run** means the Government was in charge of running something.



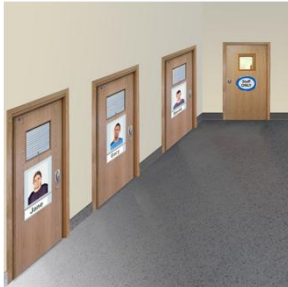
Here a **mental health facility** is somewhere like a hospital where people stay to get care for their **mental health**.



**Mental health** is how you think / feel in your mind.

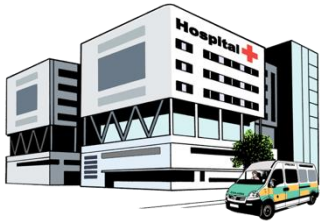


This change to the redress system is for survivors who went through abuse in:



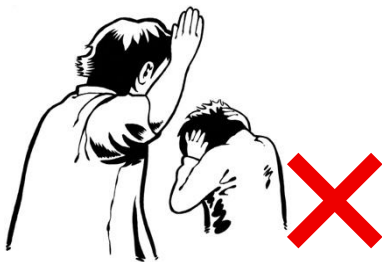
- mental health facilities
- mental health wards in general hospitals which are hospitals that treat people for a lot of different things
- care facilities for people with learning / intellectual disability including the Kimberley Centre.





The change to the redress system does not include abuse that happened in:

- other hospital wards
- aged care
- care that was given in other places like at home.

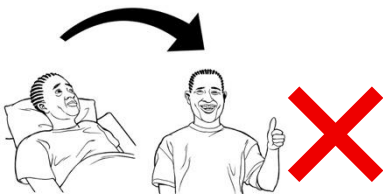


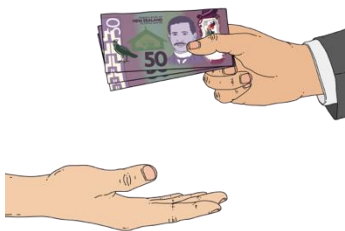
The change to the redress system also does not include care / treatment that:

- was not abuse

and

- did not work to make the person better.





Survivors who went through abuse in mental health facilities before 1 July 1993 can still ask for redress.



You can read a **press release** from Erica Stanford about this change to the redress system at:

<https://tinyurl.com/mrx42mmn>



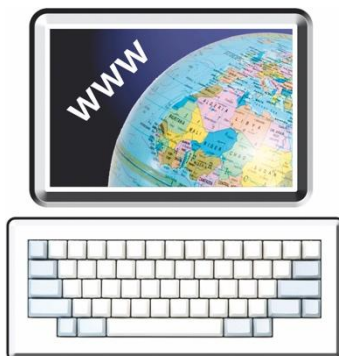
Here a **press release** is information from the Government that it wants people to know.



The press release is **not** in Easy Read.



Erica Stanford is the **minister** in charge of the Government response.



**Ministers** are important people who work in the Government.

A minister is in charge of something the Government does like:

- education
- transport.

The Government is making a lot of decisions about how the redress system works.

You can read a **Cabinet paper** about these decisions on the CRO **website** at:

<https://tinyurl.com/mrx8z5pj>



A **Cabinet paper** is a document:

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



**Cabinet** is a group of the most important ministers.

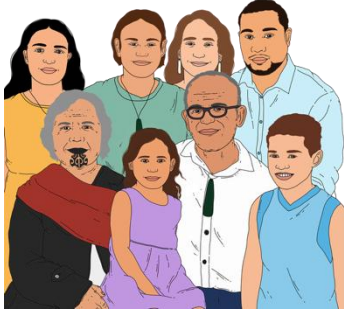


They make important decisions together.



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

# If you need support



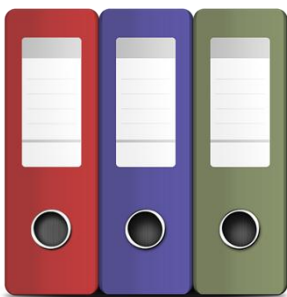
The Survivor Experiences Service can give support to:

- survivors
- whānau / family of survivors.



The Survivor Experiences Service can support you to:

- share your experiences with abuse in care
- find records about your time in care.





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

**0800 456 090**



It does not cost money to phone this number.



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

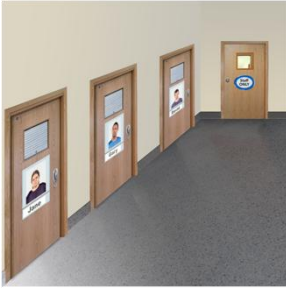
**8328**



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

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

## More information about redress if you were in a State run mental health facility



This part of the pānui / newsletter is for if you were in a State run mental health facility from:

- July 1993
- to
- 30 June 2022.

You can get in touch with the government if you:

- have any questions
- are thinking about asking for redress.



You can **email** the government at:

**historicabuse@health.govt.nz**



You can **phone** the government on:

**0800 400 569**



It does not cost money to call this number.



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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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