



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



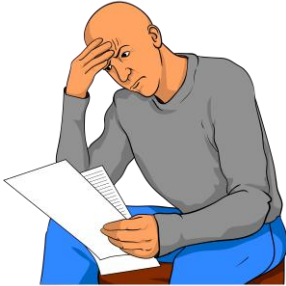
# **Crown Response Office**

## **Pānui / Newsletter**



**Published: June 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.

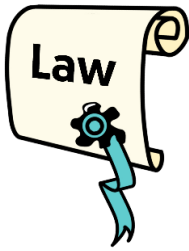
If you do not feel safe call the police  
on **111**.

# What you will find in here

**Page number:**



About this Easy Read .....4



Changes to the redress system .....7



Progress on the Crown response  
1 July to 31 December 2025 .....14

If you need support .....20



More information .....22

# 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.



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
- neglect / not letting you have the things you need like food.





This pānui / newsletter is about:

- changes to the **redress** system
- an update on the response.



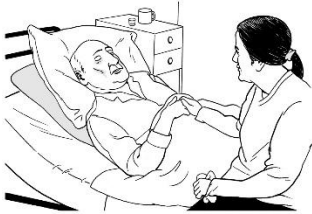
**Redress** means someone:

- 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 to say sorry
- giving support like counselling.

## Changes to the redress system



Changes will be made to the redress system for survivors who:

- are **terminally ill**
- die before their claim is finished.



Someone being **terminally ill** means they are so sick they will die soon.



There is a new serious offender process for redress claims from survivors who have serious:

- violent crime **offences**
- sexual crime offences.





An **offence** is when someone has done something against the **law**.



The **law** means the rules of Aotearoa New Zealand that everyone has to follow.



The serious offender process is for survivors who have been sentenced for that offence to:

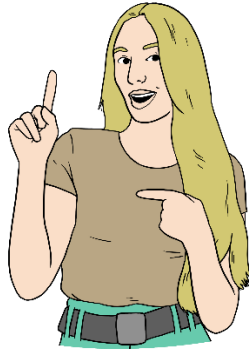
- 5 years in prison
- more than 5 years in prison.



An **independent** decision maker will be in charge of the serious offender process.



Here **independent** means someone who is not part of the government.



This independent decision maker will be called the **independent redress officer**.



The **independent redress officer** will make sure any payments made will not make people think badly about the redress system.



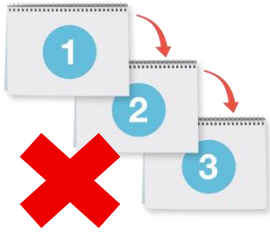
The changes will let the independent redress officer **exempt** a survivor from the serious offender process if the survivor:

- has a terminal illness

**and**

- is not likely to live longer than 6 months.





To **exempt** someone from a process means to say they do not have to follow that process.



This means the process will not cause survivors who are terminally ill to:

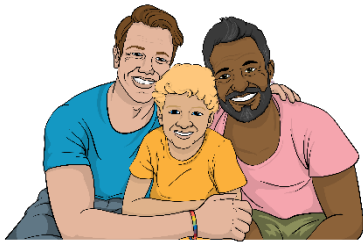
- be treated unfairly
- have their claim go slower.



The changes also mean survivors with a terminal illness have the chance to do the things they need before they die.

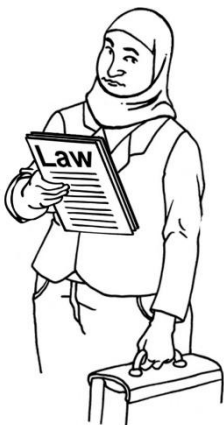


Another change will also allow the redress process to continue if a survivor dies before the serious offender process is finished.



The redress process can be continued by:

- the family of the survivor
- the **estate** of the survivor.



Here the **estate** means people who have been put in charge of looking after things to do with a survivor after the survivor has died.



The redress process must have started while the survivor was alive for this to happen.



These changes will fit with how claims work for survivors who are **not** serious offenders.



These changes will be made to the **Redress Bill** through an **amendment paper**.

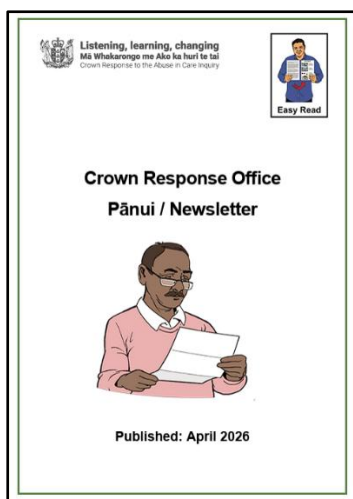


The **Redress Bill** says:

- what the Crown needs to do to give survivors redress
- how the redress process will work.



An **amendment paper** is how the government makes changes to different bills.



In our last pānui we told you about another amendment paper to add mental health redress claims from after July 1993 to the redress system.

You can read about the mental health redress claims amendment paper in our last pānui at:



<https://tinyurl.com/yhcuy9fs>

# Progress on the Crown response – 1 July to 31 December 2025



Crown response agencies have given us an update on the response to the recommendations from the Royal Commission of Inquiry into Abuse in Care.



The updates are for

- 1 July 2025

to



- 31 December 2025.



## State Redress

The State Redress New Zealand website was launched at:

<https://www.redress.govt.nz/>



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

The **Redress Implementation Plan** has been published.

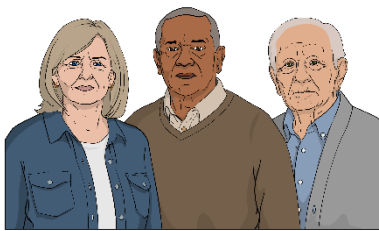


The **Redress Implementation Plan** is a plan about what needs to be done to give survivors redress.



## **Kōnae online records support service**

Kōnae has supported over 1 thousand people to get the records they need.



These people are:

- survivors
- people who have experience with care homes.



## National Day of Reflection 2025



There were 62 events around Aotearoa New Zealand for the National Day of Reflection on 12 November 2025.

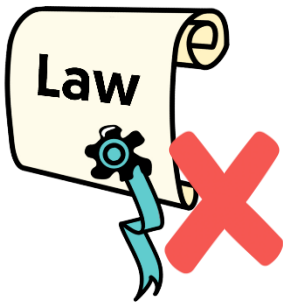


These events were supported by a 1 million dollar community fund.

## Law changes



Changes were made to the law to make it easier to keep **vulnerable adults** safe.



Here a **vulnerable adult** means a person who:

- is controlled by another person
- needs to be cared for by another person
- cannot leave the care of another person.

The Easy Read explanation of vulnerable adult on this page is not a legal definition.

Please seek legal advice if you need it.

The Crimes Act was changed to add disability to how the law explains a vulnerable adult.



The law change was made through the Responding to Abuse in Care Legislation Amendment Bill.



This happened in October 2025.



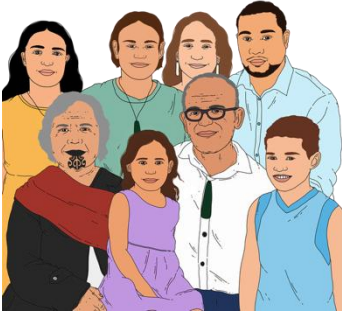
You can find out more about all these changes in our **Half Year Report July – Dec 2025** at:

<https://tinyurl.com/mrmf3yk6>



This report 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

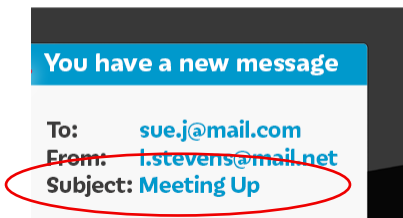


You can share this pānui / newsletter if you want to.

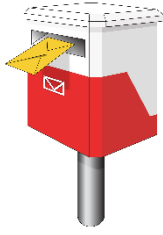


People can sign up to get the pānui / newsletter by contacting us by **email:**

**[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 contacting us 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 let us know by writing to us at the email / postal address above.



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

**<https://tinyurl.com/j444kpsa>**



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

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



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.

 Photosymbols®

Make it Easy uses images from:



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

