



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



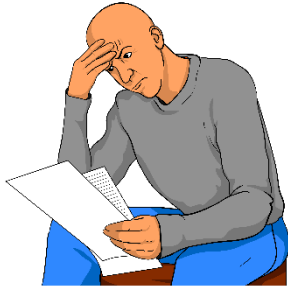
Crown Response Office

Pānui / Newsletter



Published: June 2025

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.



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.



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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.



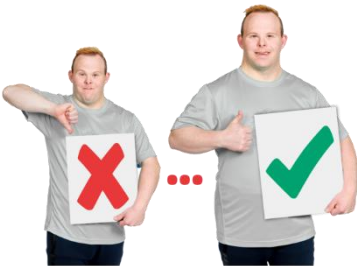
Abuse and neglect can be:

- physical – a person kicking or hitting you
- sexual – a person doing sexual things to you that you do not want them to like:
 - touching your body or private parts
 - kissing you
 - making you have sex with them – this is called rape
- emotional – a person yelling or saying things to you that are not nice
- a person not giving you the things or care that you need.



This pānui / newsletter is about **improvements** being made by the Government to the:

- **redress** system.
- care system.



Improvement means changing something to make it work 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:

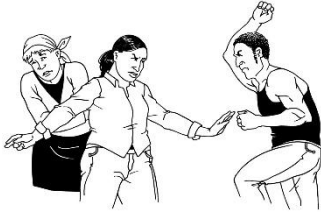
- saying sorry
- giving money as a way of saying sorry
- giving other kinds of support like counselling.



You can read more CRO
pānui / newsletters from the CRO at
this **website**:

<https://tinyurl.com/25mt2z4n>

What are the redress improvements?

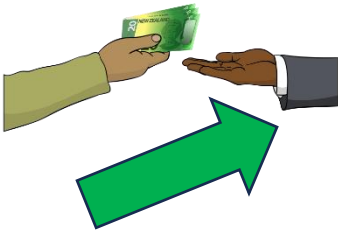


The Government has said they are making improvements to the redress system to respond to / do something about abuse in care.



Money for claims

Here **claim** means asking the Government for redress.



The Government is making the average amount of money paid out for a claim bigger.



The average amount of money paid out for a claim will be 30 thousand dollars.



The average amount has been worked out by looking at all the money paid for claims from all government agencies.



This is for:

- claims being sorted out now
- new claims.



A **survivor** with a claim that is closed / finished can ask for a **top-up payment**.



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



Here a **top-up payment** means survivors get an extra payment on top of what they have already been paid.



Survivors with a closed / finished claim can **register** to find out if they can get a top-up payment at this **website**:

www.abuseincaretopup.govt.nz



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



Register means to put your name down for something.



Survivors can also register by **phone** on:

0800 867 877

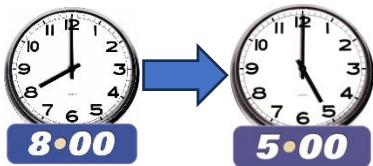


This number does not cost money to call.



This phone number can be called from:

- Monday to Friday
- 8 in the morning to 5 in the afternoon.



If you do not live in Aotearoa New Zealand you can **phone**:

+64 4 931 1678

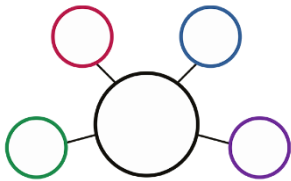


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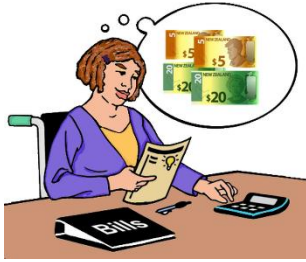
Dealing with claims

The improvements mean more claims can be processed / sorted out by the Government each year.



Changes to how government agencies work

The improvements mean different parts of the redress system will work more closely with each other.



The improvements to services will be things like:

- a payment system all agencies can use
- looking at ways to make better apologies / saying sorry
- help for survivors needing:



- access to **wellbeing**
- support with their records.



Here **wellbeing** means support for:

- mental health / dealing with feelings
- living a good life.

Changing services for survivors



The improvements mean survivors will be able to:

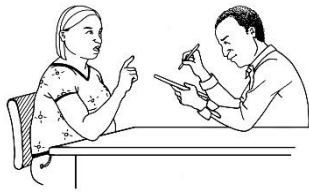
- get easier access to redress services
- use redress services more easily.



The improvements will be things like:

- having 1 place where all government claims are done
- survivors making 1 claim instead of lots of claims in different places.





The improvements will also be things like having a way to do:

- an **independent review** if a survivor is unhappy with:
 - what is decided about their claim
 - the money they are offered
- reports that use:
 - information from all parts of the system
 - what survivors say.



An **independent review** means someone from outside the organisation:

- looks at what was done
- writes a report about what was done.

Sharing information



A plan for the improvements will be given to **Ministers** who are part of the redress system in July 2025.



Ministers are people who work for the Government in parliament.



The Government will also set up a **Ministerial Advisory Group** of:

- survivors
- **advocates.**





A **Ministerial Advisory Group** is a group of people who:

- know about something
- and
- give information to government people.



Here **advocates** are:

- people who know lots of things about:
 - abuse and neglect in care
 - survivors
- speak up for survivors when the survivors:
 - do not want to speak up
 - cannot speak up
 - need support to speak up.



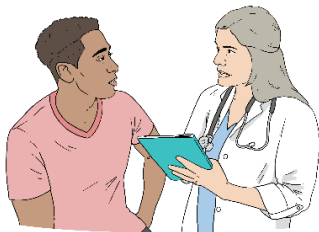


The Ministerial Advisory Group will give advice to Ministers about the impacts of the redress improvements.

What is the Government doing about the care system?



Many parts of the government are making improvements to the **care system**.



Here the **care system** means all the parts of the government providing care to people.

The care workforce

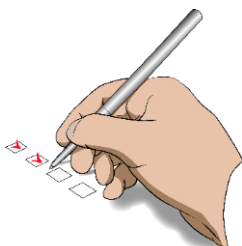


Here the **care workforce** means all the people:

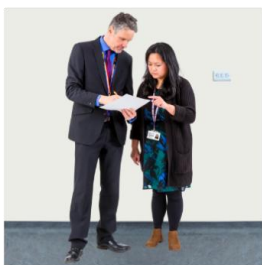
- providing care to someone
- or
- supporting someone to provide care.



There will be new ways made to train the care workforce.

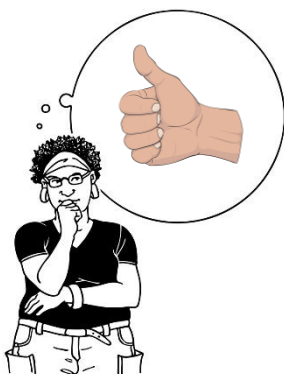


The way we check care workers are safe to work will be **reviewed**.



Here **review** means to look at something to:

- make sure it is the right way to do it
- think about any changes it might need.



After the review better checks to reduce abuse and neglect will be put in place.



**Disability
Support Services**



These improvements to the care workforce will be done by:

- Ministry of Education
- Ministry of Health
- Oranga Tamariki
- Disability Support Services.

Mental health inpatients

An **inpatient** is a person who stays at a hospital for more than 1 day while they get treatment.

Health New Zealand will make the places where people get inpatient treatment for mental health safer.



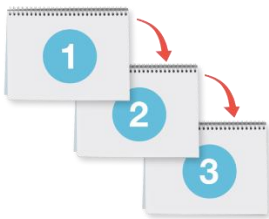
Health New Zealand will also improve **privacy** for patients.



Here **privacy** means a patient:

- can be on their own when it is safe for them
- are only given care by people who need to be there.

Prevent recognise and respond to abuse in care



The **Social Investment Agency** will come up with different ways to make sure:

- children do not have to go into care
- **vulnerable** adults do not have to go into care.





The **Social Investment Agency** is a government agency that looks at

- what is working well
- and
- recommend where government money should be spent.

Here **vulnerable** means a person who:

- might not be able to look after themselves very well
- or
- be able to leave unsafe situations.



Disability Support Services will make ways of better:

- noticing when abuse in care is happening
- responding to abuse and neglect in care.



This will be done by:

- audits / reviews of **contracted** care providers
- improving the systems to do with:
 - **critical incidents**
 - **complaints.**



Here **contracted** means to pay people from outside an organisation to do a job.



Here a **critical incident** is when something very serious happens like someone:

- gets hurt
- dies
- does something very wrong.

A **complaint** is when you tell someone:

- something is wrong
- and
- how you want it to be fixed.

Making better records

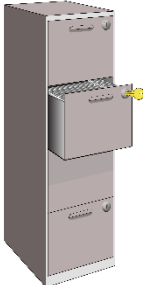


Funding / money is being given to make better records about care done by the state / government.



This means making sure the rules are followed about how:

- records are made / kept
- new records are:
 - retained / stored
 - got rid of.



**Disability
Support Services**



**Te Tari Taiwhenua
Internal Affairs**

This is being done together by:

- Ministry of Education
- Disability Support Services
- Department of Internal Affairs.



Reduce harm to children and young people in care

Oranga Tamariki – the Ministry for Children will do work to reduce harm to children and young people:

- in community homes
- in **remand homes**
- cared for by a caregiver.



A **remand home** is where young people might live while they are in the justice system / dealing with the law.



Control of compulsory care

There will be more control of **compulsory**:

- mental health care
- **addiction** care.



Compulsory means being made to do something.



Addiction means not being able to stop yourself from using things like:

- drugs
- alcohol.

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.



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