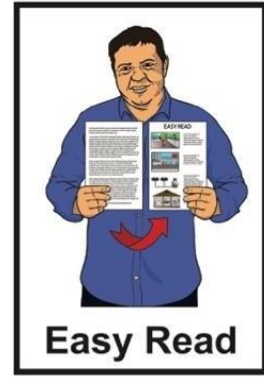




Survivor Experiences Service

For people who experienced abuse in care

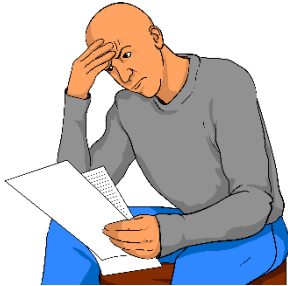


Information about getting support with your records



Published: September 2024

Before you start



This document 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.



What you will find in here

Page number:



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Your privacy 19

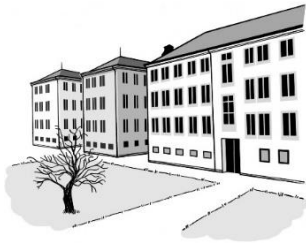


Other support services21

About this document



This Easy Read document is about support you can get from the **Survivor Experiences Service** to get your **records**.



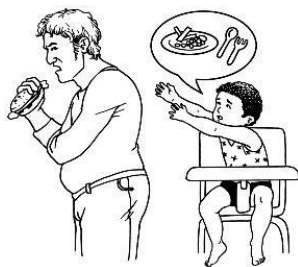
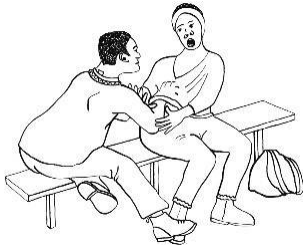
The **Survivor Experiences Service** is for people who have experienced **abuse** while **in care**.



The Survivor Experience Service supports:

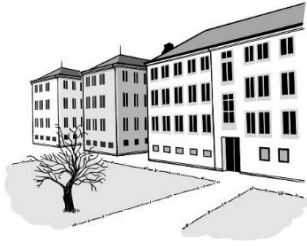
- people to talk about what happened to them
- people and their whānau / families to get the support they need.





Abuse can be:

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



In this document being **in care** means that the Government or a **faith-based institution** was in charge of your care.



Faith-based institutions are run by religious groups like churches.



Records are documents that have information about people who have been in care.



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



In this document when you see the words **we / us** it means the Survivor Experiences Service.

Support we can give you



The Survivor Experiences Service supports survivors to:

- ask for their records
- get their records
- understand the information in their records.



The support we give is important because some survivors:

- do not know how to get their records
- have found it very hard to get their records
- might find it upsetting to find out what is in their records.





Things that make it hard for survivors to get their records include things like:

- rules that are too hard to understand
- **processes** are not easy to follow.



Processes are ways in which things must be done.



Care records are also not all kept in 1 place.



This means different places might have different:

- processes to ask for your records
- information about you in the records.





We understand that getting your records might be upsetting.



Thinking about what happened to you during your time in care might bring back bad memories.



There might also be new information about you in the records that is upsetting to find out.



We can support you in the ways you need.

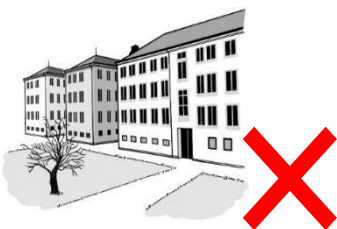


The Survivors Experience Service can support you with:

- finding out what kind of records have information about you
- finding out which organisations hold your records
- getting your records
- understanding the information in your records
- choosing what you want to do with the information you get.



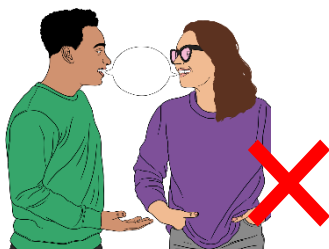
We can ask for your records for you if you want us to.



This is so you do not have to deal with organisations who were part of your abuse.



You can ask us for support at any time.



You do not have to share any information about your abuse to get support from us.



If you do want to share information / talk with us we can arrange a time and place for you to do so.

Things we cannot do

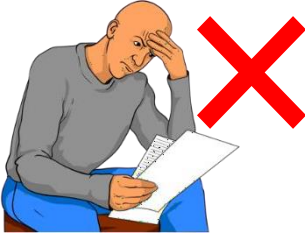


It is important that you know that getting records support from us will **not** mean you can get your records:

- faster than other people
- before other people.



The Survivor Experiences Service cannot change any of the processes that an organisation follows.



The Survivor Experiences Service also cannot change what parts of your records may be **redacted**.



Redacted means part of a document has been:

- taken away
- covered in some way like with black lines so it cannot be read.

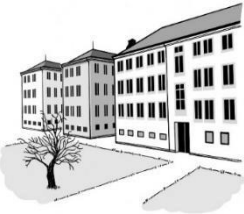


We can support you to understand why some parts of your records might be redacted.

Who can get records support



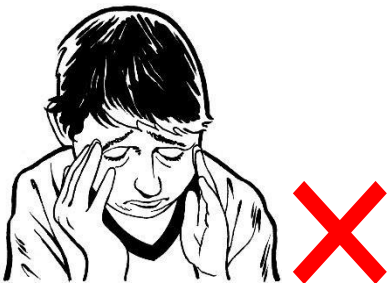
Records support is only for survivors who have experienced abuse while in care.



We cannot support people who were:

- in care

but



- have **not** experienced abuse.

We can support:



- survivors
- any other people that the survivor says is okay to know about their records like:

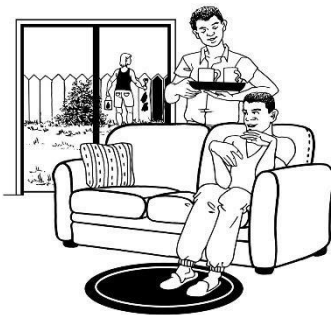


- their whānau / family
- other support people.

Currently we cannot support the whānau / family who want to see the records of:



- survivors who have died
- people who are:
 - in care now
 - have been in care.



How to get records support



You should get in touch with us to get support with your records.

We will work with you to find out what support you need from us.



You can find out more about how we can support you with your records on our **website** at:

<https://survivorexperiences.govt.nz/records-support/>



You can send us an **email** at:

contact@survivorexperiences.govt.nz



If you are in New Zealand you can **phone** us on:

0800 456 090

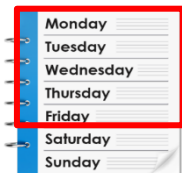


If you are calling from Australia you can **phone** us on:

1 800 456 032



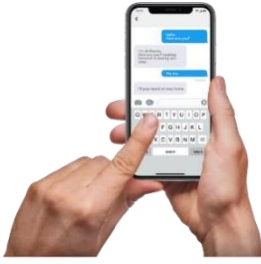
You can call this number:



- between **8:30 am** to **4:30 pm**
- from **Monday** to **Friday**.



These times are for the New Zealand time zones.



You can also send us a **text**.



In New Zealand you can send a **text** to:

8328



If you are texting from Australia you can send a **text** to:

+61 438 384 957



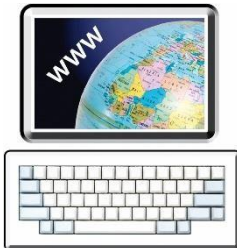
It will not cost you any money to:

- call us
- text us.



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.



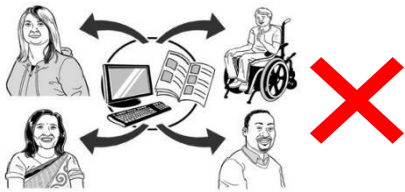
You can find out more about the New
Zealand Relay service at:

www.nzrelay.co.nz

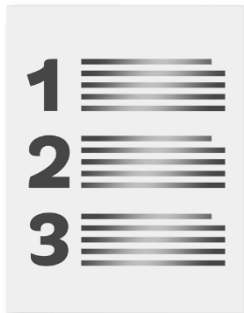
Your privacy



Your **privacy** is very important to us.



Privacy means that information about you will not be shared with anyone.



We have important rules we must follow when we are dealing with information.



These rules tell us how to:

- get information from you
- keep your information safe
- use any information you give us.

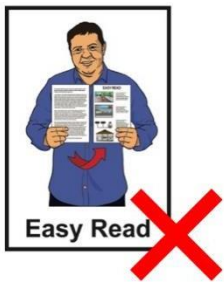


These rules also mean we will not let anyone else see this information.



You can find out more about how we look after your privacy on our website at:

<https://tinyurl.com/22ejvn2>



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

Other support services



The Survivor Experiences Service is **not** a crisis support service which means we cannot support people:



- who are very upset right now
- need support straight away.



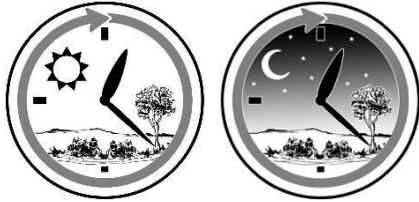
There are other **helplines** that you can call **24 / 7** if you need:

- more support
- different support
- support quickly.





Helplines are services that you can contact for support / advice.



24 / 7 means you can call these helplines any time:

- 24 hours a day which means at any time in the day or night
- 7 days a week.



It does not cost any money to call these helplines.



You can find out more about these 24 / 7 helplines on our website at:

<https://tinyurl.com/24xw3kyv>



You can also find out more about 24 / 7 support services in the Easy Read document:

Information about support services



You can find this document online at:

<https://survivorexperiences.govt.nz/disabled-survivors>

[bled-survivors](#)



The Survivor Experiences Service cannot support you over a long time.



Te Kaporeihana Āwhina Hunga Whara

If you need support over a long time you should get in touch with other support services like:

- ACC
- community support services.



Make it Easy
Kia Māmā Mai



This information has been written by
Survivor Experiences Service.

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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