

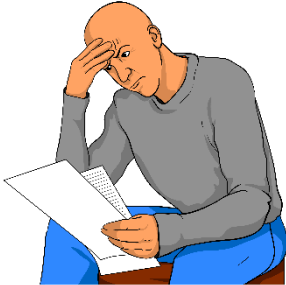


Survivor Experiences Service – Summary of insights report: July 2023 to February 2024



Published: August 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.



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



You can also contact the Survivor Experiences Service for support.

In New Zealand you can **phone**:

0800 456 090



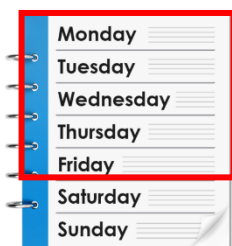
If you are calling from Australia you can phone:

1 800 456 032

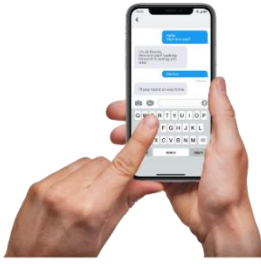


You can call this number:

- 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 a **text** to the Survivor Experiences Service.



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 does not cost any money to call / text the Survivor Experiences Service.

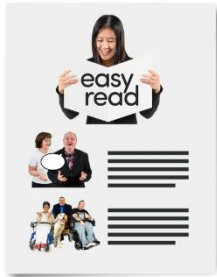


You can also send the Survivor Experiences Service an **email** at:

contact@survivorexperiences.govt.nz

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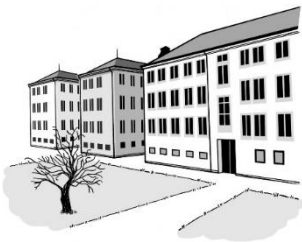
What this document is about



This Easy Read document is from the **Survivor Experiences Service**.



In this document when we say the **Service** we mean the **Survivor Experiences Service**.



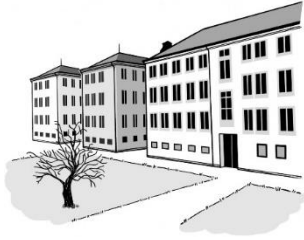
The **Service** is for:

- people who have experienced **abuse** while in care
- 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.



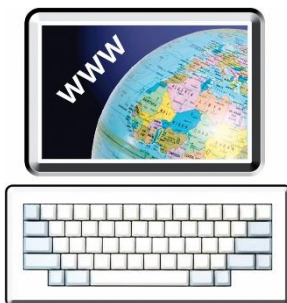
In this document being **in care** means that the Government or a **faith-based institution** was in charge of your care.



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



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



More information about the Service can be found on their website here:

www.survivorexperiences.govt.nz



The information on this website is **not** in Easy Read.



This Easy Read document is a **summary** of the:

**Survivor Experiences Service
Insights Report from July 2023 to 29
February 2024.**



A summary:

- is shorter than the full report
- tells you the main ideas.

About the Service



The Survivor Experiences Service was put together in July 2023 as a safe place for survivors to share their stories.



The Service has found out many important things that may support how a **permanent redress** system is put together.



Permanent means something that will last for all time.



Redress is when you try to make things right.



Redress could be things like:

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

It took some time to set up the Service so it works well.

The things the Service found out showed it is important that everyone can talk about their experiences in ways that:

- makes sure no one gets left out
- is accessible to everyone
- meets the needs of everyone.

What the Service found out



The Service found out a lot of **insights** from talking with survivors.



Insights means the things learned from the survivors.



An important insight found was the need to **expand** what is meant by the word survivor.



Here **expand** means to change how we think about who a **survivor** is.

This means we can make sure the different kinds of people who are survivors do not get left out.



A **survivor** can be:

- someone who experienced abuse
- the whānau / family members of someone who experienced abuse
- people in the community of someone who experienced abuse
- someone who saw the abuse happen.

It is important to think of all these different people as survivors so that the redress system can support everyone who has been harmed.



Another insight found there were **barriers** to getting support which made things harder for:

- survivors
- the Service.



Barriers are things that make it harder for people to live good lives / get the things they need.



These barriers happened most often when:

- people did not trust government agencies / services
- processes which are ways things must be done were not **accessible** to everyone.



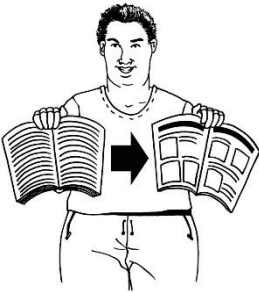


Accessible means everyone can use / get to the things they need.



Barriers could be got rid of by:

- having meetings where the feelings of the survivor are thought about
- making sure information is accessible for everyone
- making sure the processes are easy for everyone.



Redress should be about more than just giving people money to say sorry.



It should think about what survivors have said they need / want.





It should not take a lot of time for survivors to get redress so that they are not harmed more by the process.



There should be a lot of thought put into the redress for survivors with disabilities / **impairments** to make sure:



- everyone is included
- the process is accessible.



An **impairment** is when your body / brain has a hard time doing something that other people can do.



Redress for survivors with disabilities / impairments will be different for every survivor.

Insights for priority groups



The Service knows that there are 4 **priority groups** to think about.

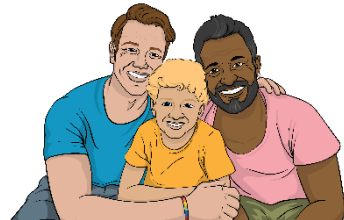


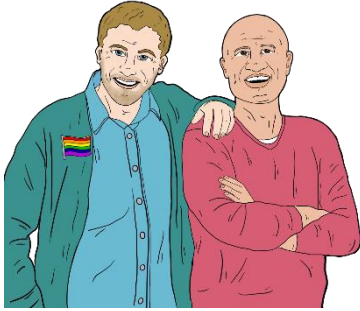
Priority groups are groups of people who should be supported first.



The 4 groups are people who are:

- Māori
- Pacific
- Deaf and disabled
- **LGBTQIA+.**





LGBTQIA+ means people who are:

- Lesbian
- Gay
- Bisexual
- Transgender
- Takatāpui
- Queer
- Intersex
- Asexual
- + is for other people who fit in similar groups.

People who are LGBTQIA+ are sometimes called part of the **rainbow communities**.

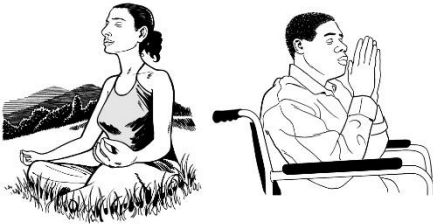


The 4 priority groups often do not get the support / services they need.



It can also sometimes be difficult to meet with people from these groups as they have many different needs.

The Service wants to find ways to show people can trust it by:



- thinking about different **cultural** needs
- finding ways to communicate in ways that meet what people need
- thinking about how things that have happened in the past affect how people think about some services.





Culture is a way of:

- thinking that a group shares
- doing things as a group.



There are many different cultures in Aotearoa New Zealand.

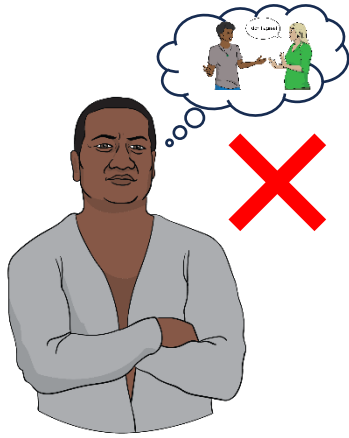


Some examples of the different cultures are:

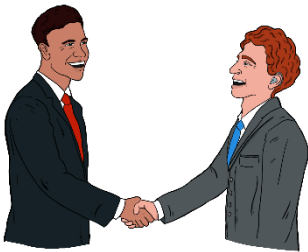
- Māori culture
- Pacific culture
- Deaf culture.



Some people in the 4 priority groups did not want to meet with the Service.



Many people in the Pacific community did not want to meet with the Service because of bad ways they have been treated by government agencies in the past.



To encourage the Pacific community to meet with the Service it:

- did things to show people could trust the Service
- made sure people who talked to the Service felt safe.



People in the Deaf and disabled communities have different needs / wants including different ways they like to **communicate**.



Communicate means the way you share your thoughts / ideas with other people by:

- talking
- using sign language
- writing things down.

Communication needs are different for each person which means 1 way of doing something does not fit everyone.

The Service is working on ways to make sure everyone can communicate with them in the ways they want to.

The Service is also working on ways to better support Deaf and disabled people by:



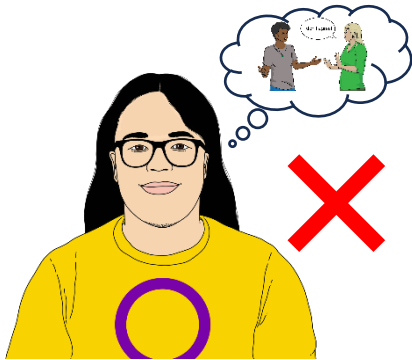
- having Deaf kaitakawaenga / support people on hand to give support / advice in **private sessions** if wanted
- finding ways to tell the Deaf / disabled community what the Service does in ways that make sense to them.



Private sessions are when a person talks to someone from the Service where no one else is a part of the meeting.



Meetings with people from the rainbow communities have mostly been good.



Some of the rainbow community did not want to meet with the Service because of bad ways they have been treated in the past.



This has made it harder to find ways to talk with some rainbow people in private sessions.



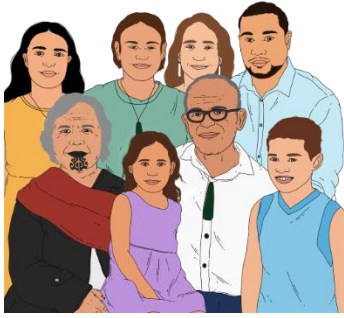
The Service must find ways to show the rainbow community can trust it.



Māori communities said it is important that Māori are a part of making choices about processes for Māori survivors.



The Service will look to set up wānanga / a place to talk about how best to think about these needs.



The Service has so far been working to connect with people in the community so that they can meet their cultural needs.



They have done this by meeting with people at places like community events / groups.



These insights show it is important to put together a redress system that:

- thinks about the many different needs each survivor has
- puts the needs of the survivor first.



This information has been written by the 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.



The ideas in this document are not the ideas of People First New Zealand Ngā Tāngata Tuatahi.



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