



Listening, learning, changing Mā Whakarongo me Ako ka huri te tai

Crown Response to the Abuse in Care Inquiry

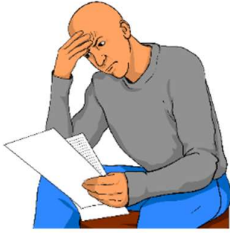
Information about the Survivor Experiences Service



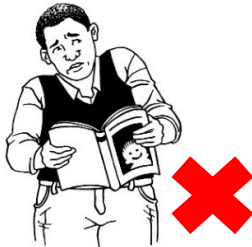
Published: August 2023



Before you read this



Some of the information in this document may upset people when they read it.



This information is not meant to upset anyone.



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



If you are worried or concerned after reading this you can talk about it with:

- your family / friends
- your support workers.



What is this document about?



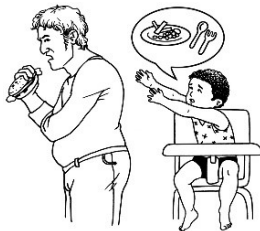
This Easy Read document is about the **Survivor Experiences Service**.

Survivor Experiences Service



The **Survivor Experiences 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**.

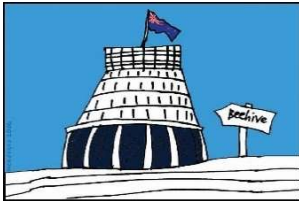


In this Easy Read document when we say **the service** we mean the **Survivor Experiences Service**.

Survivor Experiences Service



The **Royal Commission of Inquiry into Abuse in Care** is looking into abuse that happened to people in care.



It has told the Government about some ways to support survivors.



The **Royal Commission of Inquiry into Abuse in Care** said that survivors need to be able to talk in a way that is:

- safe
- supportive
- **confidential.**

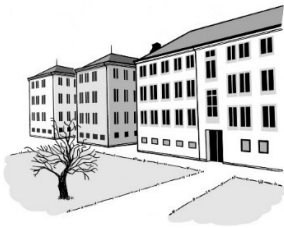




Confidential means the people that survivors talk too will not tell other people what is said.



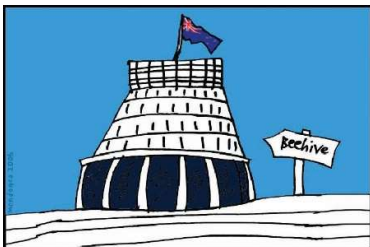
The Survivor Experiences Service is now available for:



- people who were abused in:
 - faith-based care
 - **State care**
 - other forms of care



- whānau / family of survivors.



State care is when a person is placed in care that is managed by the Government.

How to use the service

You can contact the Survivor Experiences Service by:



- calling:

0800 456 090



- emailing:

contact@survivorexperiences.govt.nz



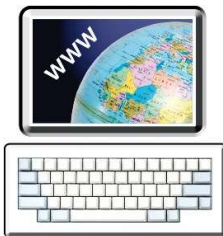
- sending a text message to this number:

8328



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 this **website:**

www.nzrelay.co.nz



When you contact the Survivor Experiences Service we will talk to you to find out how you want to share your experiences.



You can share your experiences in different ways like:

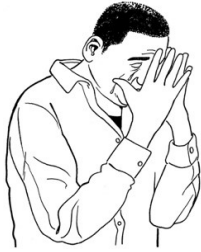
- in person
- online in a video call
- in writing.



The people you talk to understand about how abuse in care can affect you.



They will make sure you are feeling okay.



It might be upsetting to talk about your experience with abuse in care.

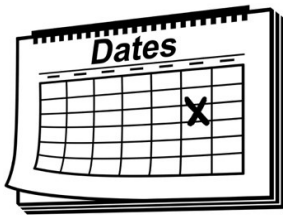


Talking about your abuse might bring back bad memories.



You can ask for support at any time.

Asking for support sooner means the service has more time to sort out the right support for you.



The service can give you support for a short time.



If you need more support the service can put you in touch with another organisation.

Where to find more information



More information is available at this **website:**

www.survivorexperiences.govt.nz



The information on this website may not be in Easy Read.



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This information has been written by the Crown Response Unit.



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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