

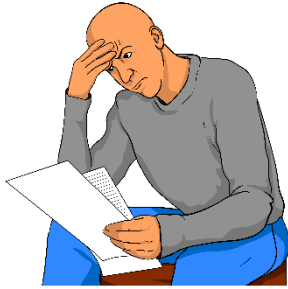


Information about the Survivor Experiences Service



Updated: March 2025

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.

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 is this document about?



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

The **Survivor Experiences Service** is for:

- people who experienced **abuse** when they were **in care**
- whānau / family of **survivors**
- close supporters of **survivors**.

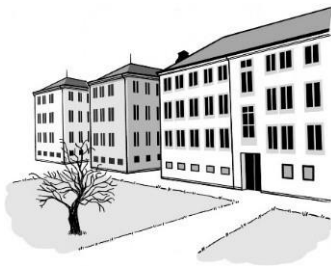
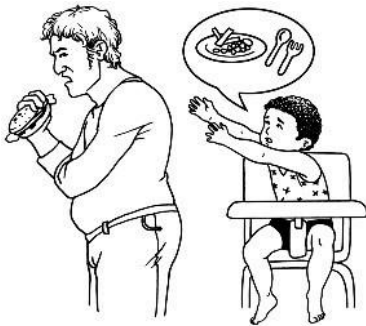


Survivors are people who experienced abuse when they were in care.



Abuse can be:

- **physical** – hurting your body by doing things like:
 - kicking you
 - hitting you
- **sexual** – doing sexual things that you do not want like:
 - touching your body
 - touching your private parts
 - kissing you
 - making you have sex – this is called rape.



Abuse can also be:

- **emotional** – doing things like:
 - yelling
 - saying things to you that are not nice
- **neglect** – not giving you:
 - the things you need
 - the care you need.

Being **in care** means the Government or a **faith-based institution** was in charge of looking after you.

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



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

The Survivor Experiences Service



New Zealand had a **Royal Commission of Inquiry into Abuse in Care**.



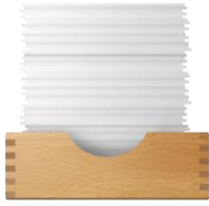
The **Royal Commission of Inquiry into Abuse in Care** found out information about how people were hurt in care.



The Royal Commission said that survivors need to be able to:

- share / talk about their experiences
- easily get their **records** from their time in care
- have support to understand their records.

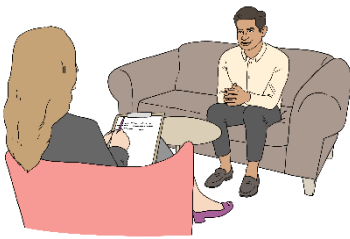




Records are written information about when you were in care.



The Survivor Experiences Service was started to support people to do these things.



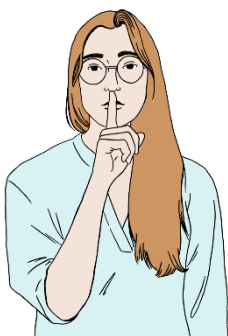
The Survivor Experiences Service has 2 services called the:

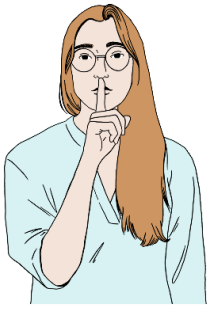
- sharing experiences service
- records support service.



All of the support from the Survivor Experiences Service is:

- safe
- supportive
- **confidential.**





Confidential means the people a survivor talks to will not tell other people what the survivor said.



The support from Survivor Experiences Service is free / does not cost you any money.



The Survivor Experiences Service will meet any needs you have so you can use the service.



This could be needs to do with:



- disability
- health
- communicating
- understanding
- remembering.

The sharing experiences service



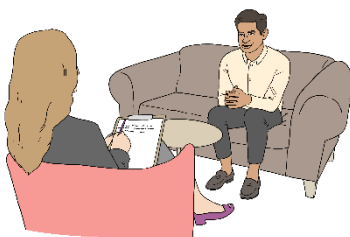
The sharing experiences service is for:

- survivors
- whānau / families of survivors
- close supporters of survivors.

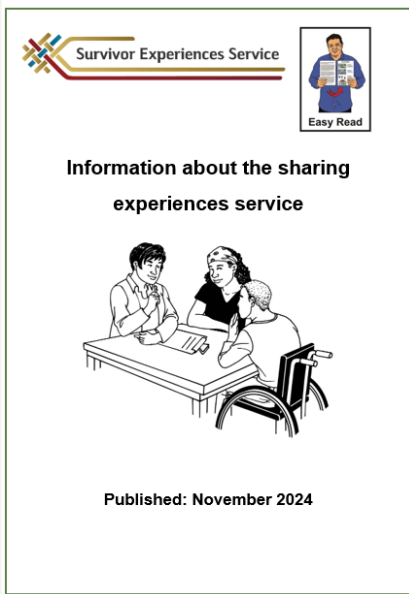


You can share your experiences by:

- writing about them
- talking with trained people who will listen.



When you talk with trained people who will listen this is called a **private session**.



You can find out more about private sessions in an Easy Read document called:

Information about the sharing experiences service

You can find this Easy Read on our website:

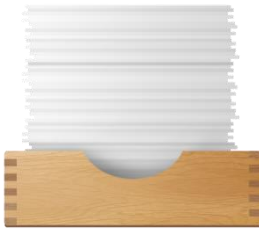


**[www.survivorexperiences.govt.nz/
disabled-survivors](http://www.survivorexperiences.govt.nz/disabled-survivors)**

The records support service




The records support service is for survivors.




The service will support you to:


- find out what records there are about you
- get your records
- understand your records.



 **Survivor Experiences Service**
For people who experienced abuse in care

 **Easy Read**

Information about getting support with your records



Updated: March 2025

You can find more information about the records support service in the document:

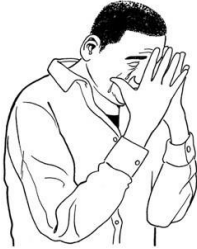
Information about the records support service.



You can find this Easy Read on our
website:

**[www.survivorexperiences.govt.nz/
disabled-survivors](http://www.survivorexperiences.govt.nz/disabled-survivors)**

Wellbeing support



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.



This support is called **wellbeing support**.



Wellbeing support means things like:

- supporting you to feel okay about yourself
- supporting you to take care of yourself
- supporting you with feelings like being:
 - sad
 - worried
 - angry.

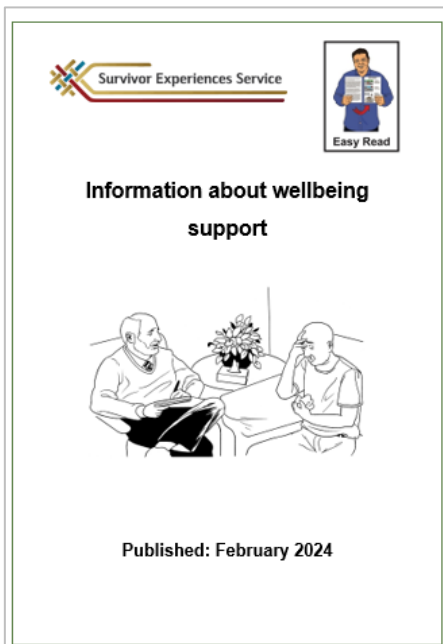


You can find out more about wellbeing support in an Easy Read document called:

Information about wellbeing support.

You can read this document at:

**[www.survivorexperiences.govt.nz/
disabled-survivors](http://www.survivorexperiences.govt.nz/disabled-survivors)**



How to use the service



If you want to use the Survivor Experiences Service you can:

- **phone on:**

0800 456 090

- **email at:**

contact@survivorexperiences.govt.nz



- **text message on:**

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:

www.nzrelay.co.nz

Where to find more information



You can find more information on our **website:**

www.survivorexperiences.govt.nz



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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