



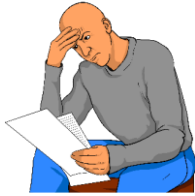
KŌNAE My Records Guide

Getting support when making a claim



Published: August 2026

Before you begin



This document talks about abuse.



This information is not meant to scare anyone.



If you are upset after reading this document you can talk to your:

- whānau / family
- friends
- support worker
- a counsellor.





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 you will find in here

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About this Easy Read



This Easy Read is about getting support when you make a claim.



This Easy Read is of a webpage from the website **Kōnae – My Records Guide**.

KŌNAE My Records Guide



Kōnae – My Records Guide is a website that supports you to get your records from when you were in care.

The website is called Kōnae for short.



The **website** is at:

www.konae.org.nz



The **Citizens Advice Bureau** is the kaitiaki / guardian of Kōnae.



The **Citizens Advice Bureau** provides free advice to people about things like:

- **rights**
- how to get the services you need.



Rights are things that you should get to live a good life.

Everyone has a right to things like:

- housing
- being safe
- having enough food to eat.





In this document the Citizens Advice Bureau will be called the **CAB** for short.

The Survivor Experiences Service



The **Survivor Experiences Service** may be able to support you to make a claim.



The **Survivor Experiences Service** is an organisation:

- led by **survivors**
- that was set up to make a safe space for people who suffered **abuse in care**.

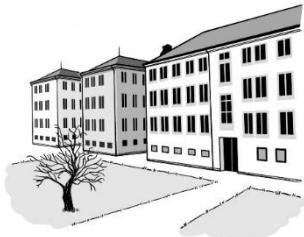


People who have been through abuse in care are sometimes called **survivors**.



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 you need.



In this document being **in care** means the people in charge of your care were:

- the Government

or

- a **faith-based institution**

or

- other organisations that were not part of the Government or faith-based institutions.

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

In this document the Survivor Experiences Service will be called the **SES** for short.

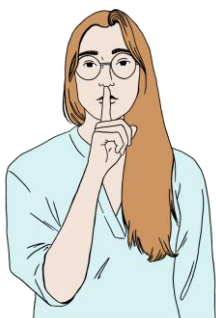


The services the SES offer are free / do not cost money to use.



The SES can give you a place to share your experiences that is:

- safe
- supportive
- **confidential.**



Here **confidential** means what you talk about is not shared with anyone else.



The SES can support you with your **records.**



Here **records** means the information kept / made about a person by an organisation that was part of making decisions about their care.



The SES can support you to:

- request / ask for your records
- receive / get your records
- understand your records.



You can find more information about the SES at this **webpage**:

www.konae.org.nz/SES



You can ask the SES for support making a claim if you have:

- talked to the SES about getting your records
- talked about your experiences with them.





The SES cannot support you to **follow up** on your claim after it has been made.



To **follow up** means to check on how something is going.



You can contact the SES by **email**:

contact@survivorexperiences.govt.nz



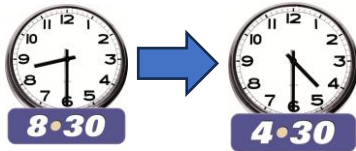
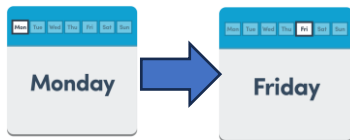
You can contact the SES by **text** at:

8328



You can contact the SES by phone on:

0800 456 090



You can phone the SES:

- Monday to Friday
- from 8.30 am to 4.30 pm.



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.



Deaf



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

www.nzrelay.co.nz

Citizens Advice Bureau



The Citizens Advice Bureau can give you:

- support
- advice.



The services the CAB does are:

- free / does not cost money
- confidential
- **independent.**





Here **independent** means not being connected to any:

- other organisation
- part of the Government.

The CAB has:

- 80 offices across Aotearoa New Zealand
- 2 thousand **volunteers** trained to do their job.

A **volunteer** is someone who works for free / does not get paid.



The CAB can support you by giving you information about:

- claims
- **redress.**



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.



The CAB can support you to put in a claim.

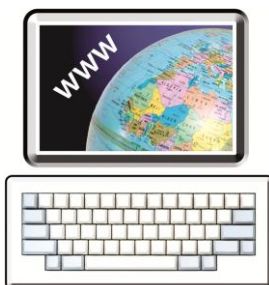


The CAB can support you to follow up on how your claim is going.



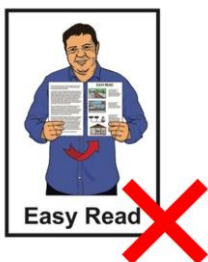
The CAB can support you to understand a decision made about your claim like:

- what is being offered
- and
- talk through what you want to do.



You can find the address of your local CAB at this **website**:

www.cab.org.nz/find-a-cab



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

You can send a message to your local CAB by:



- online form
- live chat.

You can find information about talking to the CAB online at this website:



www.cab.org.nz/contact-us

You can contact the CAB by **phone** on:



0800 367 222



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Getting legal advice

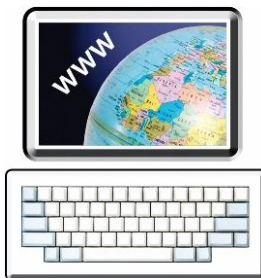


Legal advice can be helpful for people who choose to make a claim.



Legal advice is when you ask a lawyer:

- for information
- to support you.



Information on where you can find legal advice is at this **webpage**:

www.konae.org.nz/legal-support



This webpage can be read in Easy Read.

Other places to get support



Asking for your records can make you feel all sorts of things.



Kōnae has information on taking care of your:

- health
- **wellbeing.**



Wellbeing means things like:

- how we feel about ourselves
- looking after our bodies with:
 - food
 - exercise
- getting support when we are feeling upset.



You can find this information at this
webpage:

www.konae.org.nz/oranga



There are also:

- support groups
- helplines that run all the time
- other free services.



You can this information at this
webpage:

www.konae.org.nz/services



This information has been written by the Citizens Advice Bureau.



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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