



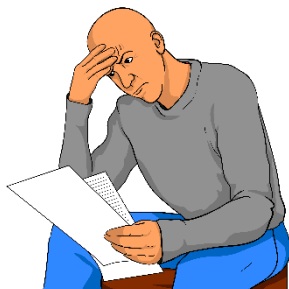
# KŌNAE My Records Guide

## What does it mean to make a claim for redress?



**Published: June 2026**

## 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.



You can also contact Need to Talk by:

- calling 1737
- texting 1737

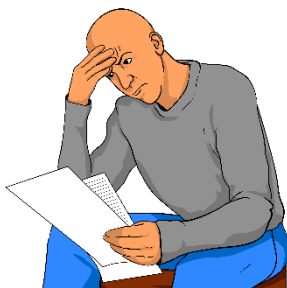


It does not cost any money to call / text 1737.



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

This is also a long document.



It can be hard for some people to read a document this long.

Some things you can do to make reading this document easier are:



- read it a few pages at a time
- set aside some quiet time to look at it
- have someone read it with you to support you to understand it.



# What you will find in here

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# About this Easy Read



This Easy Read is about how you can make a claim for **redress** as a **survivor of abuse in care**.



**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.

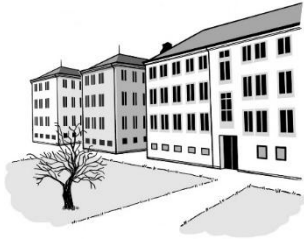


People who have been through abuse in care are sometimes called **survivors**.



**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**.

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



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](http://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.



# Making a claim for redress



Redress is about doing important things as a way of making things right for survivors of abuse in care.



Redress can be things like:

- saying sorry
- giving money as a way of saying sorry
- paying for other costs like a lawyer
- support for getting better like counselling
- making sure abuse does not happen again.





Information on how to make a claim for redress can be found at this webpage:

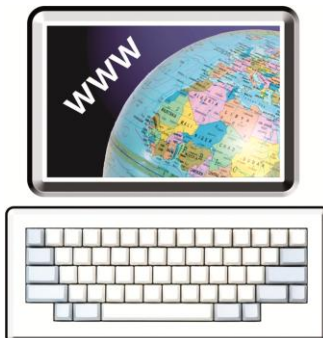
**[www.konae.org.nz/claims](http://www.konae.org.nz/claims)**



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



Sometimes a person might die before a claim is finished.



Information on how whānau / family can carry on with a claim can be found at this webpage:

**[www.konae.org.nz/progress-claim](http://www.konae.org.nz/progress-claim)**



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

# Making a claim to bring an abuser to justice



You might want to see your abuser **brought to justice** if they are still living.



**Brought to justice** means a person is held responsible for the crime they have done.



This could be:

- the Police investigating / looking into the crime
- the person going to court
- the person being **punished** if they are found to have done something wrong.





Here **punished** means things like:

- being sent to prison
- paying a fine / money.



Bringing an abuser to justice might keep other people safe from them.



If the abuser is still part of an organisation you could ask the organisation to take **disciplinary action**.



**Disciplinary action** means to:

- investigate / look into what someone might have done wrong
- punish them if they are found guilty like making them leave the job.



You can also report the abuse to the Police.



The Police will take a crime to court if they have enough **evidence**.



Here **evidence** means information about a crime including:

- what people say
- records
- things that were used during the crime like weapons.





It might be hard to have enough evidence if the abuse happened a long time ago.



Information on how to report a crime to the Police can be found at this website:

[www.tinyurl.com/4rtxzjfn](http://www.tinyurl.com/4rtxzjfn)



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



Making a claim can be a hard thing to do.



Information on how to get support  
when making a claim can be found at  
this **webpage**:

**[www.konae.org.nz/legal-support](http://www.konae.org.nz/legal-support)**



This webpage has some information  
in Easy Read.

## Other ways to claim redress

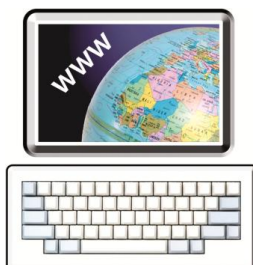


Some organisations have their own **redress scheme**.



A **redress scheme** is a way of doing redress that includes:

- rules
- outcomes / what will be done for:
  - survivors
  - abusers.



You can find more information about redress at this **webpage**:

**[www.konae.org.nz/claims](http://www.konae.org.nz/claims)**



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



## Making a claim with the Accident Compensation Corporation / ACC

You can make a claim with the Accident Compensation Corporation / ACC if you have an injury from abuse in care that is:

- physical / to do with your body
- or
- mental / to do with your mind.



Even if you are using another redress scheme you may get:

- support from the Accident Compensation Corporation / ACC
- compensation / money from the Accident Compensation Corporation / ACC.





You can find information about making a claim with ACC at this **webpage**:

**[www.konae.org.nz/acc](http://www.konae.org.nz/acc)**



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## Going to court



You might be able to **sue** the organisation for **damages**.



Here **sue** means taking someone to court to ask them for money because they hurt you.



Here **damages** is the money paid to someone when they win in court from suing another person.



You can sue in court even if you have used the redress system.



More information about suing someone in court can be found at this webpage:

**[www.konae.org.nz/sue-info](http://www.konae.org.nz/sue-info)**



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

## Choosing not to make a claim



You may have reasons to not make a claim for redress.

Some survivors find doing a claim:

- difficult
- reminds them of the bad things that happened to them.



Whatever choice you make is the right one for you.



Something else you could do is share your experience with the **Survivor Experiences Service**.

## Survivor Experiences Service



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

It lets them:

- talk about what happened to them
- get the support they need.

You can find information about the Survivor Experiences Service at this webpage:

**[www.konae.org.nz/SES](http://www.konae.org.nz/SES)**

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

# Getting support



Making a claim for redress can make you feel all sorts of things.



It can be good to have someone to talk to about it.

You can talk to your:



- whānau / family
- friends
- support person.

Kōnae has information on where to get support you if you want to talk about how it feels to get your records.



Find out what support you can get at this **webpage**:

**[www.konae.org.nz/support](http://www.konae.org.nz/support)**



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



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.



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