



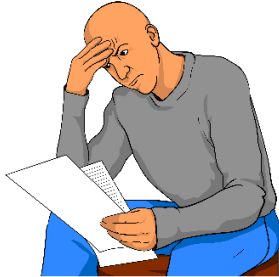
KŌNAE My Records Guide

What is redress?



Published: June 2026

Before you begin



This document talks about:

- abuse
- violent crime.



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.





If you do not feel safe you can **phone** the Police on:

- **111** if you need help straight away
- **105** if you do not need help straight away.



This is also a long document.

Some things you can do to make it easier to read long documents like this 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

Page number:



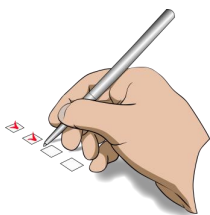
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About this Easy Read



This Easy Read is about **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.

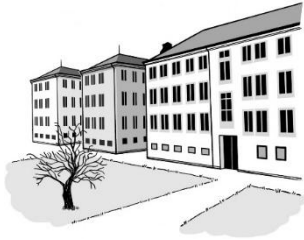


People who have been through abuse in care are sometimes called **survivors**.



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



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:

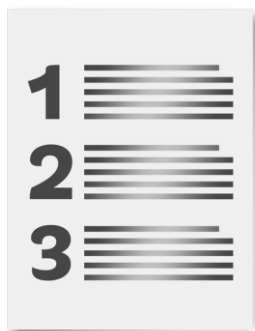
- housing
- being safe
- having enough food to eat.



Redress means making things right



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



The **Royal Commission of Inquiry into Abuse in Care** made a list of what redress for survivors should be.



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



In this Easy Read we will call Royal Commission of Inquiry into Abuse in Care the **Royal Commission**.



Redress can include:

- saying sorry
- giving money as a way of saying sorry
- **rehabilitation.**



Here **rehabilitation** means support to heal from abuse in care.

This can be support for:

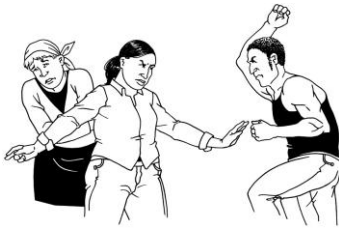
- injuries to the body
- mental health like looking after your emotions.





Redress can also include:

- connecting survivors to support services
- people in power accepting **responsibility**
- making sure abuse does not happen again.



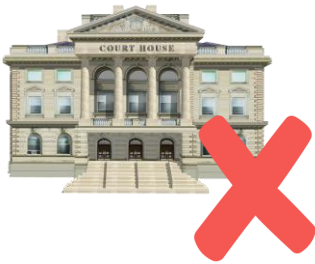
Here **responsibility** means:

- doing the work to put things right
- being the person people go to when:
 - something needs to be fixed
 - a question needs answering.

Where can I get redress?



Some organisations can give redress to survivors.



This means survivors do not have to go to court.



This redress can be:

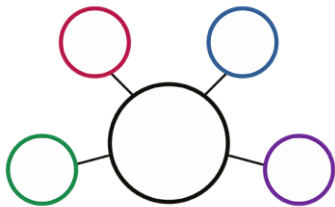
- saying sorry
- money
- support services
- rehabilitation services.





You can make a claim for redress to the organisation that:

- you were in care with
- has said they will be responsible for redress.



There are different ways to go about claiming redress.



Information about the way redress is done can be found at this **webpage**:

www.konae.org.nz/claims



Information about how your whānau / family can carry on with your claim if you die can be found at this **webpage**:

www.konae.org.nz/progress-claim



Information about possible redress from the Accident Compensation Corporation / ACC can be found at this **webpage**:

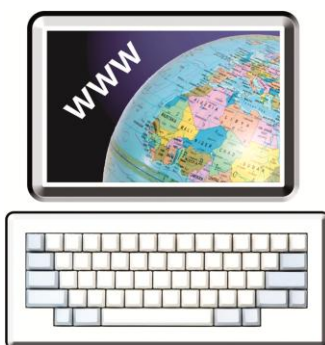
www.konae.org.nz/acc



These websites are **not** in Easy Read.



Sometimes making a claim for redress can be a hard thing to do.



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

www.konae.org.nz/legal-support

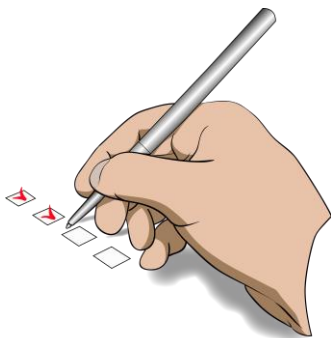


This website has some information in Easy Read.

What changes are happening to the redress system?



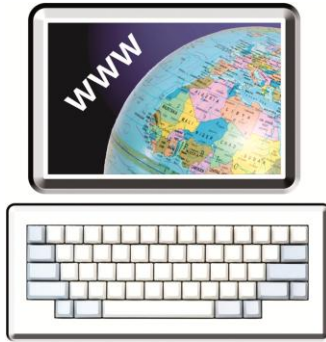
The Royal Commission put out their last report on redress for survivors in 2024.



The Royal Commission made **recommendations** on what should be done about redress for survivors.



Recommendations are ideas that would be good to do.



You can find out about the recommendations on redress from the Royal Commission at this **website**:

www.tinyurl.com/4djudp87



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

Lake Alice



The Government gave redress to survivors who were **tortured** at **Lake Alice Psychiatric Hospital Child and Adolescent Unit**.



Torture is when someone hurts someone else very badly on purpose.



**Lake Alice Psychiatric Hospital
Child and Adolescent Unit** was set
up to treat children and young people
who had:

- mental distress
- mental illness.



This redress happened from:

- 18 December 2024
- to
- 31 December 2025.

Top up payments for survivors



The Government said in May 2025
the payments to survivors of abuse in
State / government care were going
up.



This includes a top-up / extra payment to survivors who had already gotten payment for abuse in State / government care from:



- the Ministry of Social Development



- the Ministry of Education



- Oranga Tamariki – the Ministry for Children



- the Ministry of Health.



You can find out more about top-up payments at this **website**:

www.abuseincaretopups.govt.nz



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

Criminal history checks



Survivors who want to claim redress from a **government agency** must give **consent** to have their **criminal history** checked.



Government agency means a part of the government like:

- the Ministry of Social Development
- the Ministry of Education.



Consent means you:

- agree to something
- understand what you are agreeing to.



Criminal history means a list of:

- crimes / things against the law a person was part of
- how a person was punished for a crime like:
 - how long they went to prison
 - paying a fine / money.



This change happened in May 2025.



The Redress System for Abuse in Care **Bill** is being thought about by the Government.



A **bill** is something that parliament decides if it should become a law.



Survivors who have made a claim for redress after 9 May 2025 could have their claim rejected / turned down if this bill is made law.



This will be if they have been sent to jail for more than 5 years for:

- a serious violent crime
- sexual offending / rape.

Getting support



Talking about 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



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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