



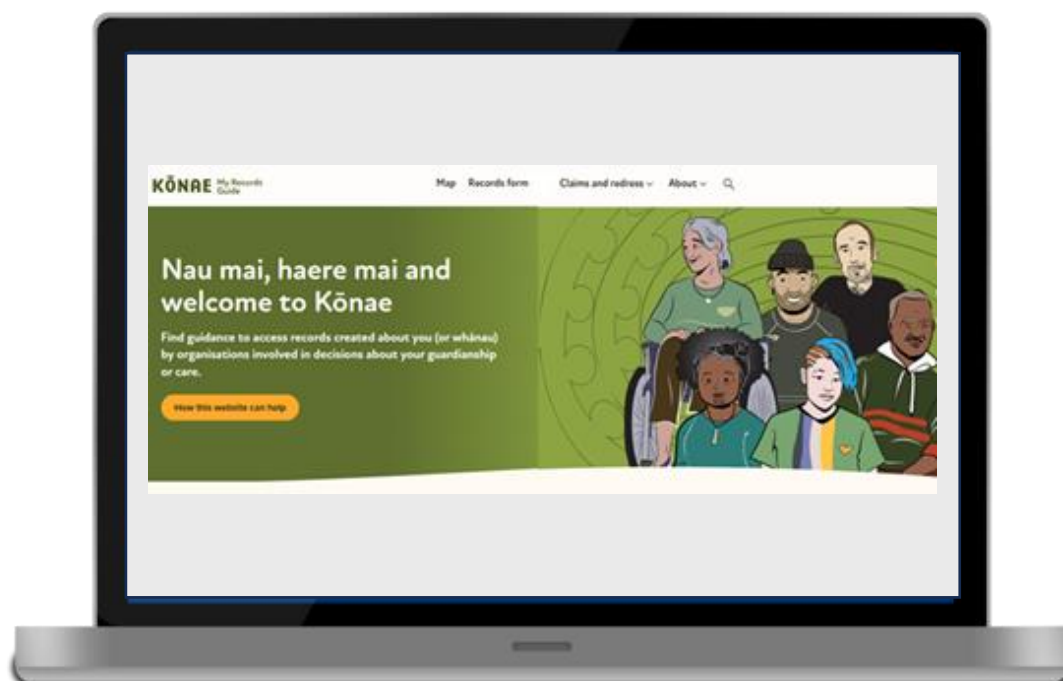
**Listening, learning, changing**  
**Mā Whakarongo me Ako ka huri te tai**  
Crown Response to the Abuse in Care Inquiry

**Citizens Advice Bureau**

Ngā Pou Whakawhirinaki o Aotearoa

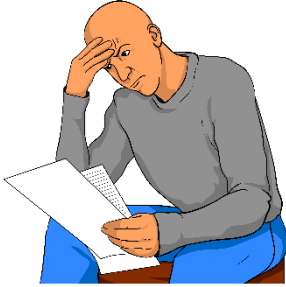


# New website about accessing Care Records



**Published: April 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.



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**

# About Kōnae



There has been a **Royal Commission of Inquiry into Abuse in Care.**



The **Royal Commission of Inquiry into Abuse in Care** is called the **Royal Commission** for short.

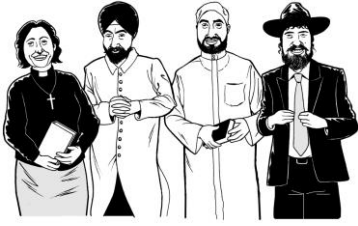


The **Royal Commission** found out information about how people were hurt in:

- **state care**
- **faith-based care.**



**State care** is when the Government is in charge of looking after you.



**Faith-based care** is when a religious group like a church is in charge of looking after you.



The Royal Commission found out that many **survivors** find it hard to get their **records**.



**Survivors** are people who experienced **abuse** in care.

**Abuse** is when someone is badly hurt.



**Records** are written information about when someone was in care.



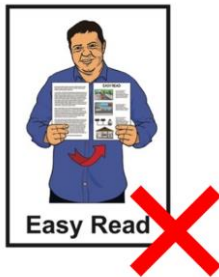
There is a new website to make it easier for people to get their records.



The new website is called **Kōnae**.

You can find the website at:

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



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



Kōnae has information about:

- the places where people were cared for
- how to contact these places
- what should happen when you contact these places
- what information about records these places might have.





Your records are **not** on the Kōnae website.

The place where you were cared for has your records.

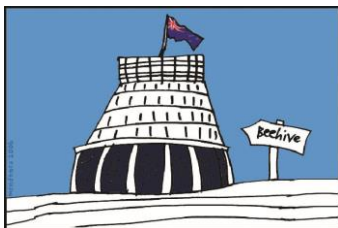


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Kōnae was made by:

- the **Crown Response Office**
- **Citizens Advice Bureau New Zealand.**



The **Crown Response Office** makes sure the Government does the things the Royal Commission said it needed to do.



You can read more about Citizens Advice Bureau New Zealand on the next 5 pages of this Easy Read.

# About Citizens Advice Bureau New Zealand



**Citizens Advice Bureau New Zealand / Ngā Pou Whakawhirinaki o Aotearoa is called **CABNZ** for short.**



CABNZ provides people in Aotearoa New Zealand:

- information
- **advice.**



**Advice** is when someone gives you some ideas about how to solve a problem.



CABNZ supports people to understand their:



- **rights**
- **obligations.**



**Rights** are important things that every person should:

- have
- be able to do.



**Obligations** are things that you need to do.



CABNZ makes information easy to understand.



You can get information from CABNZ:

- by going to a CABNZ office
- on their website.

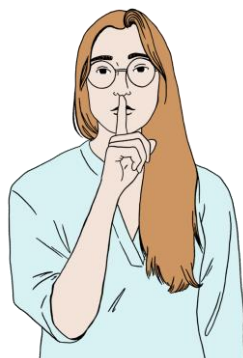


CABNZ also tries to change things so that Aotearoa New Zealand is a better place for everyone.

CABNZ is:



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



**Confidential** means the people at CABNZ will not share the things you tell them with other people.



You can get support from CABNZ anywhere in Aotearoa New Zealand.

There are more than 80 CABNZ offices in Aotearoa New Zealand.



The people who work at CABNZ are **volunteers**.

**Volunteers** are people who do not get paid for their work.

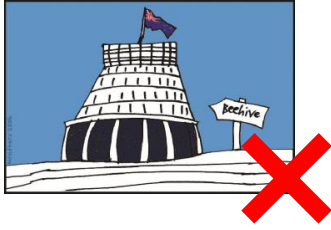


The volunteers at CABNZ are trained to support people.

CABNZ has more than 2000 volunteers.



CABNZ is more than 50 years old.



CABNZ is not part of the Government.



You can find more information about CABNZ on their **website**:

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

# Press release



This part of this Easy Read is a **press release** about Kōnae.



A **press release** gives the **media** information so they can write a story about it.



The **media** is all the ways we have of:

- sharing information
- telling stories.



Some examples of media are:

- TV
- newspapers.



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The press release is from:

- the Crown Response Office
- CABNZ.

The **chief executive** of the Crown Response Office is Rajesh Chhana.



A **chief executive** is the top boss of an organisation.



Rajesh Chhana said the Crown Response Office had worked with CABNZ to make Kōnae.



He said the Royal Commission found many survivors found it hard to get their records.



It took some people a long time to get their records.



Some people could not get all of their records.

Some records had lots of **redactions**.



**Redactions** are when information is hidden so you cannot read it.

For example the information might be crossed out with a black pen.



The Government has been trying to make it easier for people to get their records.



They have been working with survivors to make this happen.

They decided to make a website that would give people information about:



- how to ask for their records
- what would happen when they asked for their records.



The website is for:

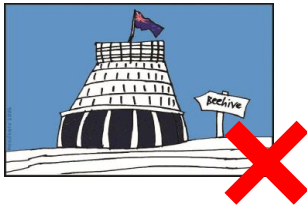


- survivors
- whānau / families
- support people.





The reasons why the Government worked with CABNZ to make Kōnae are:



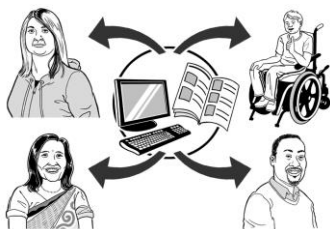
- people trust CABNZ
- CABNZ is not part of the Government.



The chief executive of CABNZ is Kerry Dalton.



Kerry Dalton said Kōnae was important.



She said CABNZ has lots of experience with giving people information.



CABNZ used this experience to support them to make the website.



She said thank you to the survivors  
who were part of making Kōnae.



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Ngā Pou Whakawhirinaki o Aotearoa

This information has been written by the Crown Response Office and Citizens Advice Bureau New Zealand.

**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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