



**Te Tari Ture
o te Karauna**
Crown Law



Abuse in Care public apology: Crown Law Office

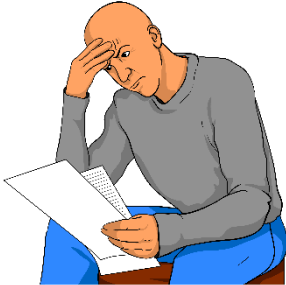


Una Jagose

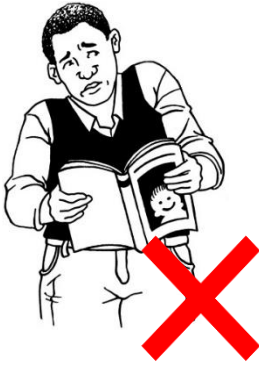
**Solicitor General of New Zealand and
Chief Executive of the Crown Law Office**

Published: November 2024

Before you start



This Easy Read 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 Easy Read document you can talk to your:



- whānau / family
- friends.



You can contact the Survivor Experiences Service for support.

In New Zealand you can **phone:**

0800 456 090



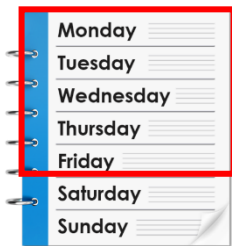
If you are calling from Australia you can **phone:**

1 800 456 032



You can call this number:

- between **8:30 am** and **4:30 pm**
- from **Monday** to **Friday**.



These times are for the New Zealand time zones.



You can also send a **text** to the Survivor Experiences Service.



In New Zealand you can send a **text** to:

8328



If you are texting from Australia you can send a **text** to:

+61 438 384 957



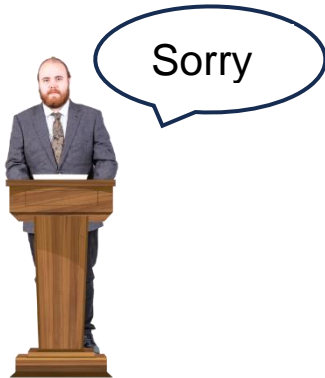
It does not cost any money to call / text the Survivor Experiences Service.



You can also send the Survivor Experiences Service an **email** at:

contact@survivorexperiences.govt.nz

About this document



On 12 November 2024 different parts of Government made a **public apology** to people who had been abused while in:

- state / government care
- faith-based care.

A **public apology** is when someone says sorry to a group of people in a way that means everyone can be a part of what is said.



This Easy Read is a **summary** of the public apology made by the Crown Law Office of New Zealand.



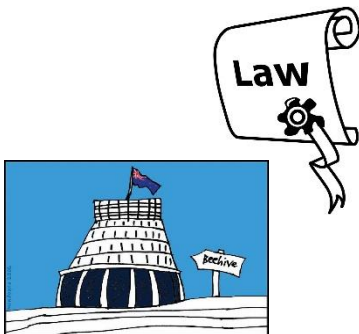
A summary:

- is shorter than the original message
- tells you what you need to know.

Una Jagose is the:



- **Solicitor General** of New Zealand
- **Chief Executive** of the Crown Law Office.



The **Solicitor General** is in charge of things to do with the law in New Zealand.



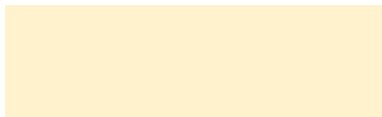
A **Chief Executive** is the person in charge of an organisation.



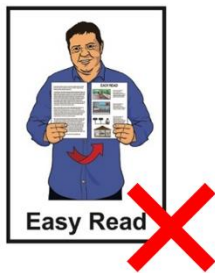
This document includes some **quotes** from Una Jagose.



A **quote** is an exact copy in writing of what someone has said.



The quotes are in yellow boxes like this.



The quotes are **not** in Easy Read.



You can read the full apology on the Crown Law **website** at:

<https://crownlaw.govt.nz>

Apology from Una Jagose

Solicitor General of New Zealand and Chief Executive of the Crown Law Office



The apology begins with Una Jagose speaking in te reo Māori to:

- greet everyone
- introduce herself.



“Tēnā koutou katoa. Ko Una Jagose toku ingoa. Ko au Te Rōia Mātāmua o te Karauna mō Aotearoa, me te kaiwhakahaere mō te Tari Ture o te Karauna.



I am Una Jagose, the Solicitor-General of New Zealand and Chief Executive of the Crown Law Office.”



“I begin by **acknowledging** all of you who suffered abuses while you were in the care of the State.

I acknowledge the pain and **trauma** that you, and your families have **endured**.

I acknowledge the **lasting impact** this has had on your lives.”



Acknowledge means you:

- say you know that something happened
- understand something is true.



Trauma is something bad that happens to you that can make you feel sad or stressed.



Endured is go through something hard / suffer.



Lasting impact is when the trauma has affected survivors all of their lives.



“As Solicitor-General I am **responsible** for the way in which the Crown conducts **litigation** in Court.

I am here today to apologise for those times when we, as the Government’s lawyers, made your lives even more difficult.”



Here **responsible** means being in charge of doing / looking after something.



Litigation is the process of taking legal action.

This may include going to court to settle a dispute / disagreement.



“I am here today to apologise for those times when we, as the Government’s **lawyers**, made your lives even more difficult.”



A **lawyer** is a professional person who works in things to do with the law.



“I am here today to say sorry.

Sorry that survivors of abuse in State care were not always treated with **dignity** by us lawyers.



Sorry for not always being as **survivor-focused** as we should have been.

There were times when we were too aggressive.

Sorry that for some of you we made an already terrible situation worse.”



Dignity means to:

- treat someone with respect
- think about how someone else feels.



Survivor-focused means that the needs of the survivor should be put first.



“We should carry out our role as lawyers for the Government with **compassion** and we should understand how difficult it is for you to raise, again, in formal legal processes, the abuses and neglect that you suffered.”



Compassion means treating someone in a way that:

- shows you know why they are upset
- is kind.



Una says she knows that the Crown Law Office should have done their job much better as lawyers for the Government.



She says the Crown Law Office should have:

- listened to survivors when they spoke up about the abuse
- treated survivors with compassion.



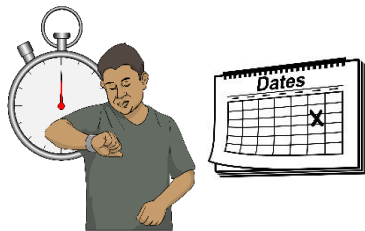


“At times, we lost sight of you, the people behind the **claims**.

I am sorry for that.”



Here a **claim** is when someone asks a court to look at something that has happened to try to make things right.



Una says that some survivors had to wait a very long time to have their claims looked at.



This was because the Crown Law Office did not do the work in the way it should have.



“Sometimes, we made **uninformed judgments** that were not fair or necessary.

Sometimes, we caused unnecessary delays in legal processes.”



Uninformed judgements means think about a person or people without checking the facts / what was true.



“We didn’t always properly manage the way in which some information was gathered.”



Una also says that in the 1990s the Crown Law Office did not take claims as **seriously** as they should have.



Here **seriously** means knowing something is important.



Una says that changes have been made to how claims about abuse are dealt with.



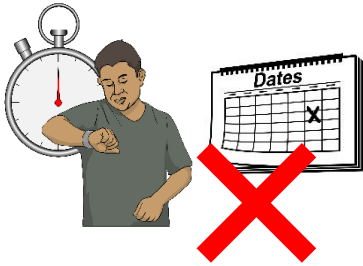
These changes have made it easier for survivors to get their claims:

- seen
- dealt with.



The changes include things like:

- the Crown Law Office now works with others to deal with claims quickly



- getting rid of time limits which meant some claims were not looked at after some time had passed



- saying the names of the people who did the abuse so other people know who they are



- money from the government that supported people to make their claims can be paid back easily.



“We must always remember to see the person in the claim.

For the times we have failed to do that, again, I am sorry.

We will continue to work to find ways to recognise survivors’ **vulnerability**, and the **sensitive subject matter** of claims and to balance our role in representing the Government and upholding the law.

We will do better.

Tēnā tatou katoa”.





Someone who is **vulnerable** might need extra care / protection because of things like their:

- age
- health.



Sensitive subject matter is when something needs to be dealt with carefully because it may make people upset or angry.



This information has been written by the Crown Law Office.



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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