



Public Apology





Tēnā koe,

My name is Andrew Crisp, I am the Chief Executive of IHC Group.

Tēnā koe is a way of saying hello to one person.



This letter is an **apology** from IHC. IHC is apologising for abuse that occurred in its services between 1950 to 1999.



An **apology** is when a person or group says they are sorry for something that happened and they want to do better in the future.



I wish to tell you about our **profound** regret for the abuse and neglect that some people experienced when getting services from us.

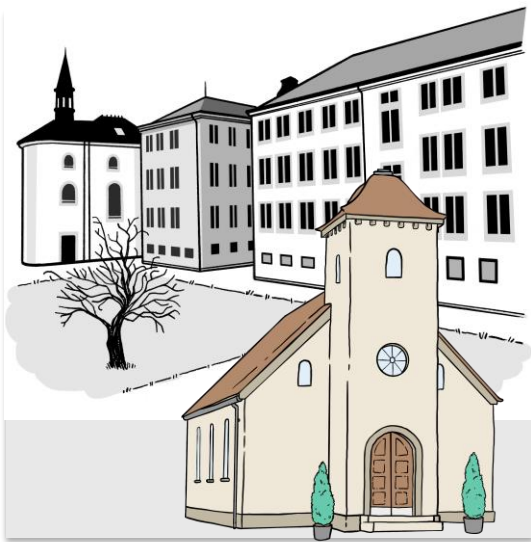


Profound means very strong or very deep. It describes a feeling that affects someone a lot.

About the role of IHC



The Abuse in Care Royal
Commission of Inquiry was set
up by the Government in 2018.



It listened to people who were
abused or neglected while they
were in:

- State care
- Faith based care
- Community organisations

Between the years 1950 to 1999.



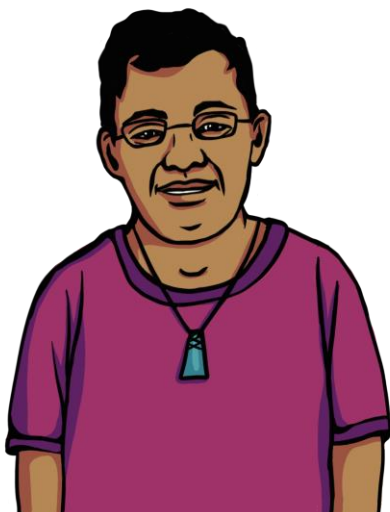
Thousands of survivors came
forward and shared their
experiences.



IHC asked for the Inquiry.



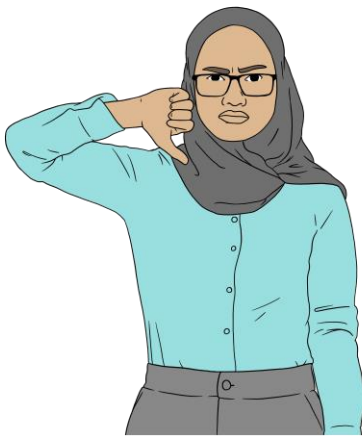
We support what it says and
what it says we should do.



We thank and respect survivors
who shared their experiences
and the Royal Commission for its
work.



The experiences of abuse and neglect shared in the Inquiry are completely **unacceptable**.



Unacceptable means very wrong. It is not okay in any way and should never happen.

IHC's apology



We recognise the fear, **distress**, and **isolation** many people experienced, and the impact this had on people with intellectual disability, families and whānau.



Distress means feeling very upset, worried, or frightened.



Isolation means being on your own and not with others.



We offer our **sincere** and **unreserved** apology.

A **sincere** apology means being truly sorry, not just saying sorry to make people happy.

An **unreserved** apology means being completely sorry.



We apologise to Māori and Pasifika survivors who experienced harm through **racism** and lack of respect for their culture.



Racism means hurting people or treating them unfairly because of their ethnicity or skin colour.



We apologise to people who have died without receiving this acknowledgement.



To all survivors: we are sorry and we want you to know that it was not your fault.



We hope our apology is a step toward healing the past.



It was and is our job to know what happens in our services, and to make it safe for you to tell us if you are worried, scared or hurt.

It is our responsibility to:



- Recognise the signs of abuse and neglect
- Be careful
- Act quickly
- Make sure people who abuse others are **accountable** for what they did.



Accountable means making sure wrongs are put right.



We will help survivors get the support they need.



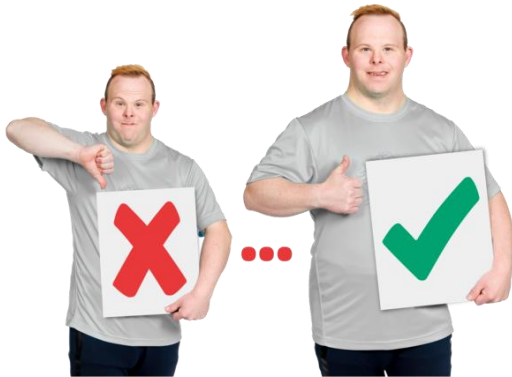
We want to make our apology meaningful by taking action.

That is why we are doing 3 important things:

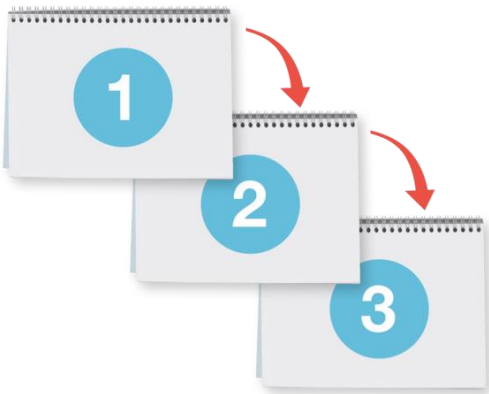


1. We will keep improving
2. We are offering real support
3. We are supporting people to share their experiences.

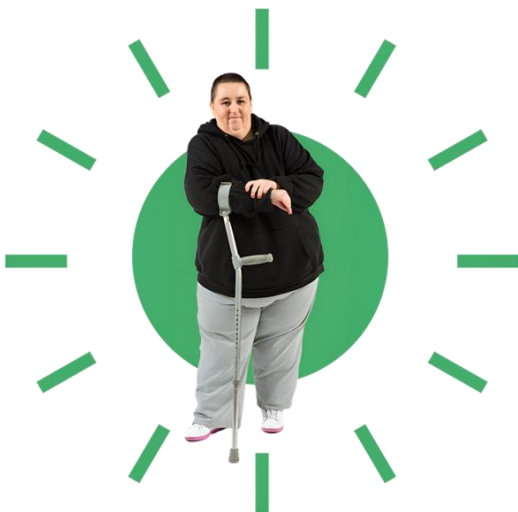
We will keep improving



We have made big changes to make sure people are safe and having a good experience in our services in the 25 years since 1999.



We will keep improving and doing what the Inquiry says we should do.



We are committed to making things better with people at the centre.



IHC advocates for, and supports, strengthening the leadership of people with intellectual disability.



People with intellectual disability are part of our Member Council and form the Chief Executive's Advisory Group.



Their voices and experiences help guide IHC as we work together towards a safer and kinder future for all.



You can find more about how IHC has improved on our website:

- Our way of working
- Our response to the Inquiry
- How we are saying sorry and making things right.

Use this link to find the information:

www.ihc.org.nz/about-us/apology

We are offering real support



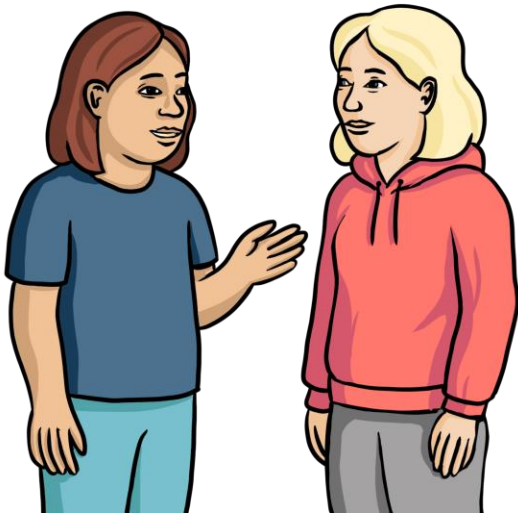
The Inquiry found that some people experienced abuse or neglect in disability services from 1950 to 1999.



IHC still supports many people in **residential care** who were in those residential disability services during that time.



Residential care is a place where adults with intellectual disability live with support.



We will contact those people and their family or whānau over the next month to:

- Share our apology
- Offer more support
- Tell them about a payment of \$2500.
- The payment is because many people we support in residential disability services cannot speak up for themselves and they may not have had anyone to speak up for them in the past.



People can still talk with IHC about their experiences whether they receive a payment or not.

We are supporting people to share their experiences



Few people with intellectual disability have shared their experiences of abuse or neglect but that does not mean it did not happen.



We encourage people to talk to IHC or the Government-run Survivor Experiences Service if they have any questions or experiences to share.



You or your family or whānau can
email us at
historic.inquiries@ihc.org.nz.



Someone from our team will
contact you to talk.



To contact the Government-run
Survivor Experiences Service call
0800 456 090 or email
contact@survivorexperiences.govt.nz



We are and will always be
profoundly sorry and committed
to making better, safer disability
services.

Nāku iti nei, nā

Andrew Crisp

Chief Executive

Nāku iti nei, nā is a way of
ending letters that means
from your humble self.