

**ABUSE IN CARE ROYAL COMMISSION OF INQUIRY
STATE REDRESS INQUIRY HEARING**

Under The Inquiries Act 2013

In the matter of the Royal Commission of
Inquiry into Historical
Abuse in State Care and
in the Care of Faith-based
Institutions

Royal Commission: Judge Coral Shaw (Chair)
Dr Andrew Erueti
Ms Sandra Alofivae
Ms Julia Steenson

Counsel:

Mr Simon Mount, Ms Hanne Janes, Ms Kerryn Beaton, Ms
Katherine Anderson, Mr Joss Opie, Ms Echo Haronga, Ms Tania
Sharkey, Mr Michael Thomas, Ms Jane Glover and Ms Lorraine
Macdonald appear for the Royal Commission

Ms Sonja Cooper for Survivor Mary Marshall

Ms Sally McKechnie, Mr Alex Winsley, Mr Harrison Cunningham
and Ms Fiona Thorp appear for the Catholic Church

Mrs Guy-Kidd, Mr James Anson-Holland and Ms India Shores
appear for the Anglican Church

Ms Jenny Stevens and Ms Helen Thompson appear for The
Salvation Army

Venue: Level 2
Abuse in Care Royal Commission
of Inquiry
414 Khyber Pass Road
AUCKLAND

Date: 11 December 2020

TRANSCRIPT OF PROCEEDINGS

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1 (Opening waiata and mihi)

2
3 **GLORIA WHITE - AFFIRMED**

4 **EXAMINED BY MS JANES**

5
6
7 **CHAIR:** Ata mārie ki ā koutou, nau mai hāere mai ki tēnei
8 hui. Tēnā koutou, tēnā koutou katoa. Good morning,
9 Ms Janes.

10 **MS JANES:** Kia ora, Commissioners. This morning our first
11 witness is Gloria White and we will have the affirmation
12 first and then we will proceed with the evidence.

13 **CHAIR:** Good morning. How would you like me to refer to
14 you, Gloria? Is Gloria all right?

15 A. Yes. (Witness affirmed).

16 **CHAIR:** Welcome to the Commission and welcome to your
17 support person.

18 **MS JANES:**

19 Q. Good morning, Gloria. I just want to acknowledge that you
20 have a support person, Paula, with you in the witness stand
21 and you also have whānau who are sitting in the public
22 gallery, so we want to welcome them and thank them for the
23 support today.

24 Your full name is Gloria Jane White?

25 A. Yes.

26 Q. And you have prepared a statement of evidence for the Royal
27 Commission dated the 25th of September 2020. You have a
28 copy of that with you, can you confirm that that is true
29 and correct?

30 A. Yes, I do.

31 Q. Gloria, you haven't in your statement talked about your
32 cultural heritage. Is there something that you would like
33 to share with us about that?

1 A. I'm Māori, I am a quarter Māori. My waka is Tainui and I
2 am registered with that iwi. I affiliate to the hapū of
3 Ngāti Maniapoto and Ngāti Paretekawa.

4 **COMMISSIONER ERUETI:** Tēnā koe, tēnā koutou, tēnei te mihi
5 mahana ki ā koe me tō whānau, nau mai hāere mai ki tēnei
6 hui ki tēnei Kōmihana, ngā mema o te Kōmihana, tēnei te
7 mihi mahana ki ā koe o koutou mana ō koutou tikanga ngā
8 whakaaro ki waenganui. Nau mai hāere mai. Kia ora.

9 A. Thank you.

10 **MS JANES:**

11 Q. Thank you, Commissioner. Gloria, we are going to go
12 through your experiences in Salvation Army Home, The Nest.
13 The Commissioners understand that you would like to read
14 your statement through, so we will start you from
15 paragraph 1 and we will just read through. If there's any
16 stage that you would like to take a break or to stop, just
17 let me know and that will be fine.

18 A. Okay, thank you. My name is Gloria White. I was born in
19 Te Awamutu in the Waikato region in 1960. My birth name
20 was Gloria Jane Harris.

21 My mother's name was Rongorua Queenie Lihou. She was
22 20 years old when I was born. She is now deceased.

23 My birth father's name was George William Alexander
24 Harris. He was 32 years old when I was born. He is now
25 deceased.

26 My mother had seven children while she was living with
27 my father. Later, it became known that some of her
28 children were fathered by her long-term de facto partner.

29 I am the second eldest child of seven siblings. I am
30 the oldest female.

31 I also have an older half-sister who is my father's
32 daughter. Her mother was my father's first wife and she is
33 approximately 9 years older than me. I will also refer to
34 her in my statement.

1 I was told a few years ago that my father also had
2 another child who is my half-brother and an adult now.

3 Experience of being in care. Myself and my siblings
4 were brought up in either Salvation Army children's homes
5 or foster homes.

6 On 3 December 1964, I went into The Nest in Hamilton. I
7 was 4 years old. Two of my sisters came with me into The
8 Nest. We were signed into the home by our father who paid
9 maintenance. At the time of our admission, there were 34
10 children living in the home.

11 I received a letter dated 21 December 2018 enclosing my
12 childhood records from The Salvation Army.

13 Q. And we don't need to go to the exhibit. They are available
14 to the Commissioners.

15 A. This letter dated 8 December 1964 which was written by
16 Matron Major Richardson at The Nest to Lieutenant Colonel
17 of The Salvation Army, this letter states, "This is the
18 case I mentioned to you over the phone. Quite a bad case
19 and the children had to be removed from their home in a
20 hurry. If we had not taken them, they would have gone to
21 the State. The Child Welfare say the home conditions were
22 very bad".

23 There was also recorded by Major Richardson in my
24 Salvation Army childhood records in several places under
25 the pages titled "History of the Child".

26 I was discharged from The Nest on 2 March 1965.

27 Another younger sister went to The Nest having spent
28 some time in a foster family from birth before going to The
29 Nest. She was placed at The Nest by our mother on 27 July
30 1971.

31 My brother spent time, approximately 6 months, in the
32 care of my grandparents before being sent to Hodderville
33 Boys' Home in Putāruru when he was approximately 6 years
34 old.

1 The Grange. I was moved from The Nest into The Grange
2 in Remuera in Auckland on 2 March 1965. I was
3 approximately 4 years and 10 months old at the time and
4 remained under their care until I was 17 and a half years
5 old. The original contract that my father had agreed to
6 was for The Salvation Army to take care of me until I was
7 15 years old. I am grateful that I was allowed to stay
8 longer.

9 I remember the Matrons who looked after me to be
10 Brigadier Blanche Christopher, Major Gwyneth Greig and
11 Major Sophie Mehrtens.

12 My two younger sisters who were placed in The Nest when
13 I was were later transferred to The Grange.

14 Even though my sisters were at The Grange at the same
15 time I was, most of my memories are of me, not of my
16 sisters.

17 At The Grange we weren't brought up to be sisters, we
18 were brought up in my mind as one child of 35 children in
19 the home, or one child of 17 children in the home,
20 depending on the total number of girls there at the time.
21 There was no sense of family with siblings.

22 I have almost no memory of one of my sisters going to
23 the same High School. I don't remember them at the bus
24 stop. I don't remember them in school uniform.

25 I have little memory of another sister. I don't
26 recognise her in photos and that to me seems quite sad.

27 Major Mehrtens, the third Matron I had at The Grange,
28 had actually looked after my aunty and my uncle when they
29 were in the care of The Salvation Army and she'd also
30 looked after my brother in Hodderville, the boys' home in
31 the Waikato. I remained in contact with Major Mehrtens
32 after The Grange closed down. She was a marriage celebrant
33 and officiated at my wedding in 1981, an outdoor garden
34 wedding. I also stayed with her at The Nest which is where
35 she transferred after The Grange closed down. I stayed

1 with her because my grandfather was in Waikato Hospital
2 after suffering a severe stroke.

3 I feel The Grange was understaffed. I knew that it was
4 Major Mehrtens' first job as a Matron, so she was quite
5 inexperienced when she arrived. I now have knowledge of
6 the treatment to another person by Major Mehrtens which was
7 wrong and neglectful, and this makes me very sad.

8 Q. Gloria, you talk from paragraph 24 about the abuse you
9 suffered in The Salvation Army Homes. Can you please read
10 paragraphs 24 through to 58?

11 A. Physical violence. The punishments at The Grange were
12 harsh and the environment was very strict. We would be
13 caned on our naked backside by the Matron as punishment, in
14 particular, by Brigadier Christopher. I remember being so
15 little at the time.

16 In 1966, when I was approximately 6 years old, living at
17 The Grange, I was wrongly accused of stealing a girl's
18 watch at Remuera Primary School. The girl who owned the
19 watch was not living at The Grange. I was told as an adult
20 many years after the fact that the watch was stolen by
21 another girl at The Grange. I was also told that the girls
22 at The Grange knew that this other girl had taken the watch
23 but let me get punished for this crime I didn't commit.

24 After dinner one night at The Grange I was told to go
25 into the Matron's office. She closed the door behind her.
26 The other girls and staff were in the main lounge with the
27 door closed. Once inside the office, I was questioned by
28 Brigadier Christopher as to whether I had stolen the watch.
29 She asked again and again whether I stole the watch from
30 school. I kept saying "no". Brigadier Christopher told me
31 to bend over, she pulled down my underwear and smacked me
32 on the bottom with her large bare hand. I was crying
33 loudly at first and saying "I didn't do it". She then got
34 a stick and repeatedly hit me with the stick. She hit
35 harder when I cried out. She told me she would leave me in

1 the office to think about it, still me bending over with my
2 underwear down. I was told not to move. She went away for
3 a brief period of time and then she came back into the
4 office and questioned me again. I kept saying "I didn't do
5 it" and she kept hitting me with the stick over and over.

6 Eventually when she asked, "Did you do it?", I just said
7 "Yes". I did this to make her stop beating me. I can see
8 now that her intention was to break my spirit and that is
9 what she did. I thought that everything would stop once I
10 told her I had stolen the watch, but I was completely
11 wrong. The physical punishment stopped, but what followed
12 was long-term discipline that was emotionally and
13 psychologically destroying for me and still affects me
14 today.

15 I was ostracized by the other girls because Matron told
16 the girls they weren't allowed to speak to me or play with
17 me. I wasn't allowed to eat with them. This went on for
18 days and days and days. It felt like a whole school term.

19 I was told by Matron that if I had hidden the watch in
20 the garden, then I had to find it and dig it up. I had no
21 idea what she meant and no idea what the watch looked like.
22 I spent hours and days and days in the garden searching for
23 the watch, digging with my bare hands in an attempt to find
24 it. I would hide in the gardens and hide in the bamboo to
25 get away from the stares, taunts and laughter from the
26 other girls. I would be bitten by mosquitoes and spent all
27 afternoon in the garden, sometimes until the lights went on
28 in the home and someone called me inside. I believe that
29 sometimes the staff only knew I was missing when it came to
30 bedtime.

31 This punishment was soul destroying in the extreme and
32 an example of social isolation. I was spiritually
33 disillusioned and felt that God was so cruel. I prayed and
34 prayed for the punishment to stop. I begged for

1 forgiveness for lying to Matron and telling her that I had
2 stolen the watch.

3 I felt abandoned by everyone in every sense of the word.
4 I could be in a room full of people and yet ostracised and
5 abandoned by them. There were times when I was walking to
6 school or going to Sunday school where I was amongst the
7 other girls, but I still felt abandoned and separate. I
8 learned to turn my emotions and thoughts inwards. I came
9 to believe how bad I was, how sinful I was, how disliked I
10 was and how physically dirty I was, as a result of
11 literally digging like a dog in the garden.

12 The punishment I received by Brigadier Christopher is
13 the deepest hurt in my life because I was punished for
14 something I didn't do.

15 Sexual abuse by father. I was sexually abused by my
16 father for an extended period of time between the years
17 1964 to 1974. The abuse started when I was 4 years old and
18 stopped when I was 14 years old.

19 Even though I was in the care of The Grange, I was
20 still released from their care to stay with my father when
21 The Grange closed down over the school holidays. I was
22 also sometimes released into his care overnight if he came
23 to Auckland to visit us. He would book into a motel and
24 sexually abuse me in motels in Newmarket and Remuera.
25 These motels were in close proximity to the Children's
26 Home. I remember on one occasion when a younger sister was
27 also in the same bedsit motel room with a single bed and a
28 double bed side by side. I was sexually abused that night
29 with my sister in the single bed and I was in the double
30 bed with my father. My father would threaten me that he
31 would hurt a sibling if I didn't do what he said or if they
32 were to wake up as a result of me fighting him or pushing
33 him away. Sometimes he would turn up after school
34 unannounced to pick me up and take me back to The Grange

1 and get permission from the Matron to have me stay
2 overnight in a motel room with him.

3 I believe that Brigadier Christopher had a knowledge of
4 the abuse that was happening with my father but despite
5 that, she continued to send me on the two-hour long bus
6 drive, on the long bus ride by myself to Te Awamutu or by
7 car with a family member into the care of my father. On
8 the bus I would cry going down to Te Awamutu and I would
9 cry on the bus ride back to The Grange.

10 The Matrons were our guardians and they had a duty of
11 care and I believe they were negligent.

12 I would not have told Brigadier Christopher directly
13 about the sexual abuse. I suffered such punishment for
14 something I didn't do when I was 6, that I was terrified of
15 her and there's no way I would have told her that I was
16 being sexually abused.

17 I do know that I told another person who was an adult at
18 the time. I know this because she came to visit me when I
19 was living in Tauranga about 10 years ago. She apologised
20 to me for not doing anything about it when I told her as a
21 child.

22 The hardest part of the abuse was that when I was at
23 immediate school in Remuera, I would have to walk to and
24 from school directly past the two motels where my father
25 had sexually abused me, so every weekday morning before
26 school and each afternoon after school I was reminded and
27 recounted the abuse in my head as I walked past those
28 motels.

29 I didn't learn about sex education until the end of my
30 last year at intermediate school. I would have been about
31 12 years old at the time. So, for a long time I knew what
32 he was doing to me was wrong, but I didn't fully understand
33 why. There was no sex education at The Grange, but if
34 there had been, maybe things could have been different.

1 Contact with my mother. I discovered that at times my
2 mother would be a prostitute in Auckland using the name
3 Rangī and at times she would lend me out to men to engage
4 in sexual acts. On three occasions in Auckland and one
5 occasion in Tokanui in the Waikato region, she pre-arranged
6 for me to have sexual encounters with different men. This
7 was always without my prior knowledge. Each time caught me
8 unexpectedly and each time in my mind I forgave her, never
9 expecting it to happen again.

10 The first time this happened was when I was 11 years
11 old. My mother picked me up from The Grange and took me on
12 a day out being to a high-class brothel run by Flora
13 MacKenzie at Ring Terrace St Mary's Bay on the cliffs
14 overlooking Auckland Harbour Bridge. Whilst at the brothel
15 my mother willingly gave me to a man. This was the first
16 time I was sexually abused by a man other than my father.

17 I remember meeting Flora MacKenzie and I remember being
18 told by her and my mother that I would be going to live
19 there permanently. I was taken to a curtained off area on
20 the downstairs floor, where the curtain went round the bed
21 and a small bedside table. I was told I was going to live
22 and sleep there.

23 I was told to get changed into a long dress that they
24 had given me. Photos were taken of me.

25 I was then given a silky negligée to put on, it was
26 apricot or peach coloured and I had a completely see
27 through - it had a completely see through separate outer
28 covering. I was told to go upstairs where I would see a
29 beautiful view over the Auckland Harbour Bridge.

30 I had no idea it was a bedroom upstairs. It was a big
31 open plan room and there was a large circular bed. I am
32 not sure that I even realised it was a bed at first. The
33 bed rotated. When I walked into the room there was a man
34 in there.

1 That man told me I would be his little girl and that's
2 pretty much how he treated me but in a sexual way. I knew
3 what he meant because that's what my father did to me. The
4 man asked my age and I told him I was 11 years old. Even
5 though he knew my age he still abused me.

6 I tried to turn my head away to avoid what the man was
7 doing to me. It got to the point where I was screaming
8 inside my head. My head was spinning. I just lay there
9 from then.

10 I don't remember him leaving the place; there must have
11 been another exit. I know the name of this man. I have
12 always known his name and where he worked. However, I do
13 not wish to identify him in this statement because I fear
14 that there may be photographs and/or video footage of me
15 taken on that day that could surface as a result of me
16 giving a public statement here. I was hurt and confused
17 when my mother returned me to The Grange.

18 I took the negligée back to The Grange and I remember
19 throwing it in the bottom of the wardrobe in a dark corner.
20 Then at some point in my life I became angry with my mother
21 for what had happened. I don't know why but I started to
22 wear the negligée to bed. The Matrons saw me wearing this
23 item of clothing. The Matrons also knew that my mother had
24 given me a whole thing of adult make up in a Nutrimetics
25 carry bag. I believe there were a lot of signs I was being
26 abused and the Matrons chose to ignore the situation or
27 maybe they just - or maybe they thought the power of prayer
28 would make everything all right.

29 At some point my mother gave me an envelope with a
30 packet of contraceptive pills and told me to take them
31 every day. I was only 11 when I went to the brothel and I
32 hadn't had my first period. Over a period of time, the
33 situations my mother was putting me in confused me and hurt
34 me to the point where my head couldn't take any more. I
35 had kept this experience bottled up inside me. I

1 eventually gave the pills to Matron Major Mehrtens, along
2 with a letter explaining that my mother had taken me to the
3 brothel. A copy of the letter I wrote to Major Mehrtens
4 and enclosing the contraceptives is in evidence. This
5 letter was obtained from my MSD records in the Harris
6 family file requesting through Oranga Tamariki in 2020 and
7 sent to me on 8 June 2020. The letter I wrote to Matron
8 Major Mehrtens was also mentioned in my Auckland Hospital
9 Reports I obtained through Child, Youth and Family in 2009,
10 although these letters in my childhood handwriting were not
11 located on my personal file.

12 Even though I wrote that letter to Matron Major Mehrtens
13 when I was 14 years old, the experiences happened earlier.
14 I just couldn't keep it all bottled up inside me any
15 longer. In the letter I wrote, "Please take these, then I
16 know I can't use them. I was so upset last night that I
17 opened them, which is one step closer to taking them".
18 This was me meaning I was going to take all the tablets at
19 once in the hope of overdosing. I wanted to end the pain.

20 I remember when I spent a school holiday in the Waikato
21 with my father. He dropped me off to visit my mother and
22 my mother loaned me out to a man who drove me down a long
23 country road and sexually abused me. This was organised by
24 my mother on the pretext of this man taking me to get milk.
25 We did not get milk. When I returned my mother gave me a
26 large gift pack set of towels and face cloths. These were
27 brought into the house by this man as a gift for me. I was
28 hurt and angry.

29 I remain to this day suspicious of Police and any
30 people in authority. When I was an adolescent and into
31 adulthood, my mother had a lot to do with a Policeman. The
32 Policeman was a Detective Inspector. My mother brought the
33 Policeman one night to see me and my husband at our house
34 in Mt Eden, Auckland.

1 I also remember meeting this Detective Inspector and my
2 mother when I worked at the bank in Queen Street in
3 Auckland. I worked for the securities division as a typist
4 and I met them at a restaurant for lunch close by. He
5 wasn't a Detective Inspector back then. He had the rank of
6 a Detective Superintendent when he retired from the Police
7 force. I was always unsure, and curious, of his
8 relationship with my mother. In my mind I felt he was
9 connected with Flora MacKenzie's brothel.

10 Another person actually has more knowledge than I do of
11 Flora MacKenzie's brothel and she has described hidden
12 rooms and pornographic material held there. Her
13 experiences on her visits are totally different to mine.

14 Q. Gloria, you've talked in your evidence about disclosing
15 abuse to social workers. Can you please read paragraphs
16 59-64?

17 A. Okay. When I was approximately 12 years old, I noticed
18 that The Grange started to receive more welfare children
19 and some of them had been let out of borstal.

20 The State wards came to The Grange with more than we
21 had. They got more pocket money, they got brand new
22 clothes, they got a social worker to themselves. As an
23 adult, I can see that they obviously needed the support of
24 a social worker. But I was always a bit jealous of the
25 State wards because, unlike them, I wasn't offered any
26 support from social workers. I now know this was because I
27 had been placed into The Salvation Army's care by my
28 father.

29 There were two families of girls that were visited by
30 social workers; one family of two sisters and another
31 family of two girls. Whenever social workers came to The
32 Grange, they would meet the State wards in the formal
33 lounge opposite the main front door entrance. The Matron's
34 office was next to the front door on the left as you walked
35 into the home.

1 On two occasions (and it might have been three, but I
2 distinctly remember two occasions) I hid out by the front
3 door just by the lounge while the girls were having their
4 appointment with their respective social workers. I had to
5 be careful not to be seen. When the girls had come out of
6 their meetings, I snuck into the lounge to see their social
7 worker. On at least two occasions, I went in and spoke to
8 the social worker and told them about my father abusing me.

9 I clearly remember that I asked them what a social
10 worker does, and I asked them to help me. I told them what
11 my father was doing to me and the second time I asked the
12 social worker if my father would go to jail. Nothing ever
13 happened, and I don't know whether the social workers told
14 the Matron what I had disclosed.

15 Q. You then go on to talk about seeking your records from The
16 Grange, so if you would like to keep reading from there?

17 A. I was able to obtain my childhood records from The Grange
18 with the assistance of Murray Houston, Referral Officer and
19 Commercial Manager for The Salvation Army. I received 41
20 pages of documents, including "History of the Child".

21 I do not believe that The Grange kept adequate records.
22 The records mainly consisted of correspondence with my
23 father about accounts being in arrears. There was no
24 record of the long-term punishments I received at the hands
25 of Brigadier Christopher, even though there was a section
26 for punishments to be recorded.

27 I recall two other incidents which I believe should have
28 been recorded by The Grange. When I was at intermediate
29 school I was caught shoplifting a small square of eye
30 shadow from the chemist in Remuera on the way home. At the
31 time the incident occurred, I was under a lot of peer
32 pressure. It was a dare from other girls at The Grange
33 that I went to Remuera Intermediate with. I told myself
34 that I might as well do it because I'd already been
35 punished for something I didn't do at age 6, so what did

1 this matter? The Police came to The Grange. I owned up to
2 the incident. I would think something that significant
3 should have been recorded but it was not.

4 There were no records about a time I ran away with two
5 other girls and walked along the shoulder of the Auckland
6 motorway and to the Panmure shops which was approximately a
7 10 kilometre distance from The Grange. My father was
8 called.

9 I believe The Grange should have kept records of when I
10 was taken off the premises by my father, my mother, my
11 older half-sister, potential foster families (overnight)
12 and by the family I went to live with when I eventually
13 left The Grange. I believe these records should also have
14 detailed how long I was away from The Grange each time.
15 Failure by The Salvation Army to record my outings meant a
16 failure to understand the signs or reasons for my unsettled
17 behaviour.

18 My records from The Grange show that up until December
19 1971 I was described as a "well behaved child". However,
20 from December 1971 entries such as "Gloria is quite well
21 behaved on the whole but easily led by the other girls".
22 These began to appear to be recorded about me.

23 In February 1973, a note records that "father has
24 started to get a bit possessive now that she is older".

25 On 6 November 1974, Major Mehrtens wrote to The
26 Salvation Army that I had written a rather disturbing note
27 to her and had made some serious allegations against my
28 mother.

29 I find one of the comments that were written about me to
30 be offensive and I believe that the Matrons should have
31 made more of an effort to inquire about my wellbeing. I
32 feel that if there had been better record-keeping of my
33 behaviour, I could have been better understood by the
34 Matrons and help could have been sought to assist me.

1 I was a troubled child and not the best behaved.
2 Sometimes I would go through periods of not eating and
3 crying all the way through dinner. I would cry through
4 classes at school and often skip classes and cry in the
5 toilets.

6 At High School during my third form end of year
7 examinations, I wrote my name on the head of each exam
8 paper, drew a diagonal line through each of the worksheets
9 and didn't answer any of the questions.

10 I believe the Matrons and the teachers would have
11 observed this behaviour, but still there is nothing
12 mentioned in my records.

13 Q. And then you also talk about obtaining your CYFS records,
14 so if you would like to start reading from paragraph 77
15 through to 92?

16 A. In 2009, I contacted Child, Youth and Family and requested
17 my childhood records. They were sent to me on 3 December
18 2009. I received the following information which I will
19 refer to in evidence. I made a further request in 2019 and
20 the file was sent to me again on 5 June 2019. I kept
21 requesting my childhood records because I thought that
22 maybe each time there would be more information, and that's
23 why I repeated it. My third request for my childhood
24 records was the Harris family file when I discovered that
25 this file existed, and it was separate to the file in my
26 name. This was sent to me by Oranga Tamariki on 8 June
27 2020.

28 In 1974, when I was 14 years old and a student at
29 Penrose High School, I exhibited signs of severe
30 depression. My records show that Major Mehrtens contacted
31 my High School counsellor to advise him that "I appeared to
32 be particularly anxious and clinging to the Major in a
33 particular way that is typical of a much younger child".

34 On 13 November 1974, I was referred by a child
35 psychologist to the Auckland Hospital for a psychiatric

1 assessment to ascertain whether or not some form of
2 medication was warranted, and she also recommended that I
3 receive ongoing support and therapy.

4 It clearly shows that I told the psychiatrist of the
5 outing that I had had with my mother to Flora MacKenzie's
6 brothel and the impact the experience had had on me. This
7 letter was copied to Major Mehrtens, a social worker from
8 the Department of Social Welfare and my high school
9 guidance counsellor. My school guidance counsellor was a
10 male.

11 On 28 November 1974, a Social Welfare officer wrote to
12 the Department of Social Welfare in Hamilton and requested
13 that my father be interviewed about my mother's
14 prostitution. The record also states that I had written a
15 letter to Major Mehrtens about my outing at the brothel. I
16 have obtained a copy of this letter and refer to that in
17 evidence.

18 On 10 December 1974, another social worker wrote a
19 letter stating that she had advised my father of the
20 contents of the conversation that I had with the other
21 social worker and my father travelled to The Grange
22 immediately. The letter records that no further action
23 would be taken by the Department of Social Welfare in
24 Hamilton. Today, I have questions. Why wasn't my mother
25 interviewed? Why were the Police not contacted about the
26 incident at the brothel?

27 On 18 December 1974, my father took me to a child
28 psychiatrist at Auckland Hospital. He stood outside the
29 room when I spoke to the psychiatrist and I didn't feel I
30 could disclose to her what was happening with my father
31 because he was right there, and I was told I would go in
32 first and then my father would go in on his own. The other
33 reason I couldn't disclose to her was her surname was the
34 same as my father's sister's married name and so it was
35 all, it was just all connected and made it difficult.

1 The letter written by the psychiatrist recorded that she
2 had made an appointment for me to see her again on 28
3 January 1975 which did not happen, and I have no record as
4 to why this did not eventuate.

5 The letter also states that I was severely depressed
6 and prescribed 25mg of Amitriptyline which is an
7 antidepressant that I should have been taking daily.
8 Neither the doctor nor the Matron discussed with me the
9 importance of taking the medication or what it would do for
10 me. I believe that as a vulnerable child, I should have
11 been supervised with taking this medication. As a result,
12 I didn't end up taking the medication. The tablets also
13 had a negative connotation for me because of my mother
14 giving me the contraceptive pills.

15 I strongly believe that I was failed by both The
16 Salvation Army and the State as they did not get adequate
17 support for me. The records that they have were just so
18 inadequate. If The Grange and the school had made true
19 records of my behaviour and my movements, they would have
20 seen a pattern that was happening. There were clear signs
21 that I was distressed. I would be crying through entire
22 classes at school. I was "on report" a lot at school,
23 where each teacher had to write comments on my report sheet
24 at the end of each class which I had to present to the
25 office each day after school.

26 Can I take a break here please?

27 **MS JANES:** May we take a short adjournment?

28 **CHAIR:** Of course we will, yes. We will take a break and
29 you let us know when you're ready to come back.

30
31 **Hearing adjourned from 10.47 a.m. until 11.03 a.m.**

32
33 **MS JANES:** Thank you, Commissioners.

34 Q. Gloria, we were just going to start reading from paragraph
35 89, so we'll pick up there.

1 A. There were clear signs that I was distressed. I would be
2 crying through entire classes at school. I was "on report"
3 a lot at school, where each teacher had to write comments
4 on my report sheet at the end of each class, which I had to
5 present to the office each day after school.

6 Why wasn't my mother interviewed? My mother had three
7 of my sisters living in her care in 1974. I believe that
8 her not being interviewed was a failure by the State.

9 If the Matrons had got the support for me when I was 14,
10 if I had received the help I needed from Auckland Hospital
11 to see the psychiatrist and the psychologist, if all that
12 had taken place properly, then what happened to other
13 people was entirely preventable. I strongly believe that
14 if the counselling therapy and antidepressant medication
15 had been given to me as recommended by the Auckland
16 Hospital psychiatrist, then my life subsequent to that, and
17 maybe until today, would have been different.

18 Q. You've also reflected not only on the effect on you of the
19 abuse but also intergenerational issues and how that's
20 affected others. Can you start reading, please, from
21 paragraph 93?

22 A. Over the years I have spent a lot of time trying to
23 research my family history, trying to find answers to a lot
24 of questions in my head and how it relates to who I am
25 today.

26 This research has helped me to understand the
27 generational cycle resulting in me being placed in care
28 with The Salvation Army.

29 Whilst conducting my research approximately 20 years ago
30 at National Archives in Dunedin, I discovered that my Great
31 Grandfather, GRO-B, had been convicted and sentenced in
32 1910 to two years imprisonment for attempted incest.

33 I was shown copies of his prison photographs and
34 obtained the Court transcripts which detailed how he
35 attempted to sexually abuse his daughters.

1 As a result of my great grandfather going to prison, his
2 youngest children, including my grandfather and my great
3 uncle, were placed into the care of Reverend Edward Andrew
4 Axelsen who was the Superintendent of the Dunedin
5 Presbyterian Social Services Association.

6 Reverend Axelsen was convicted of indecent assault on
7 boys and received 6 months imprisonment for each charge. I
8 have no evidence that my grandfather and great uncle were
9 abused but I found it interesting because it's kind of a
10 pattern that has come through to my father's generation.

11 I have received information from extended family members
12 over the years about my mother's family history. My mother
13 and her siblings were brought up in The Salvation Army
14 children's homes for a number of years. My maternal
15 grandfather received a brain injury at some point in his
16 life but continued to work in the King Country. My
17 maternal grandmother went through periods where she could
18 not cope.

19 My mother and some of her sisters were placed in The
20 Grange in Herne Bay which actually closed down in 1959 when
21 The Grange orphanage in Remuera opened. My aunty and uncle
22 were placed in The Nest in the Waikato. I have been told
23 that my mother ran away a lot from The Grange in Herne Bay.
24 I have received my mother's childhood records from The
25 Salvation Army.

26 Impact of the abuse on me and others. I have two
27 children; a daughter and a son. There is an 11 year gap
28 between my two children. Both have the same father. I was
29 married for over 30 years. I love my husband, I still do
30 but we are now divorced. Over time, my husband started to
31 remind me of my father. At times my husband and my father
32 would blur into one and the same person. I blame the
33 trauma of my childhood for my separation and divorce.

34 I have grandchildren that I love dearly but
35 unfortunately without any warning I can be playing with my

1 grandchildren and I'll experience triggers that just take
2 me back into the past. That's really difficult because
3 that's something so beautiful and is happening in front of
4 me but I don't get to enjoy it because it's clouded with
5 the past.

6 Contact with my siblings is something that although is
7 intermittent, makes me feel close and connected and I love
8 being part of their lives. However, interaction with them
9 is also a trigger for me because of all the unhappy
10 memories.

11 I have been getting intensive counselling and community
12 assistance for years now. I am on daily medication which
13 is delivered to my home each morning and night. I have
14 counselling therapy as well as respite care to keep me
15 well. I have been hospitalised in the past with depression
16 and still suffer from it. I have needed more assistance
17 the older I get because I struggle with my mental health,
18 my self-worth, anxiety, depression, complex Post Traumatic
19 Stress Disorder and chronic Dysthymic Disorder,
20 disassociation, hypervigilance due to my childhood abuse.

21 I have no idea why the older I get, the harder it is to
22 stop the bad memories. I have always had these memories
23 but the older I get the harder it is to manage,
24 compartmentalise and block them. I have previously been
25 able to work and do volunteer work at the church
26 opportunity shop and a local primary school. However, in
27 the last 4 years after returning to live in the
28 South Island, I haven't been able to consider voluntary
29 work. I accept the challenges I face now, and I try to
30 live a simple life.

31 Going to the dentist is a challenge for me for fear of
32 gagging which reminds me of the oral sex I was forced to
33 give as a child. I force myself to go to the dentist once
34 a year, but I need to take a support person with me and I

1 have had to be frank and honest with the dentist about my
2 anxiety and history.

3 I had a breakdown in December 2000 due to the PTSD from
4 my childhood abuse, including being taken to the brothel.
5 At the time of my breakdown, it was my daughter's school
6 ball. I was unwell and my family life was hard and I was
7 overworked and not getting enough sleep. I was only
8 sleeping about 2 hours a night. My daughter's ball dress
9 triggered me. It was the slinky clingy fabric that took me
10 straight back to the brothel and the negligée that I was
11 forced to wear.

12 It is hard for me now to see how Flora MacKenzie and her
13 brothel are given so much notoriety. Her operation will
14 always be remembered by me as the procuring of an underage
15 girl to be given to a well-known Auckland businessman. I
16 am horrified that the Ponsonby Community Centre has a room
17 for hire that is named after Flora MacKenzie and is hired
18 out to the Presbyterian Church for use as a crèche.

19 In September 2017, I struggled when I was going through
20 tests at the hospital for uterine cancer. I had symptoms
21 of post-menopausal bleeding and clear vaginal discharge
22 which were with me every waking minute of every day and
23 reminded me of the sexual abuse I had suffered. It got to
24 the point where I couldn't take it anymore and became
25 really unwell and planned suicide.

26 Q. Gloria, we then come to the process where there was events
27 that led to your redress process, so we'll start reading,
28 please, from paragraph 109?

29 A. Okay. A few years ago, I was struggling to cope on an
30 everyday basis and so, in addition to my ACC sensitive
31 claims counselling on Saturdays, I sought help from a
32 Reverend at the Anglican Church. She would say a prayer
33 for me which helped in the short-term.

34 Then when I was no longer driving, I would seek help
35 closer to home at The Salvation Army. One of the people

1 who helped me was a Salvation Army officer named Emma and I
2 told her of my experiences and she would say prayers with
3 me. Eventually in December 2018, when I explained to her
4 that the prayers were only short-term measures for me to
5 cope with memories, she gave me the phone number for Murray
6 Houston, Referral Officer and Commercial Manager based at
7 The Salvation Army Headquarters in Wellington. I rang
8 Murray Houston and left a message for him to call me,
9 telling him that I needed help.

10 When Murray Houston first rang me, he said he wanted to
11 meet with me in person which I appreciated. With regard to
12 where we met, Murray informed me that because The Salvation
13 Army bank with the BNZ, that they have an arrangement that
14 they could use an office at the BNZ if I wanted to meet
15 there. I told Murray that I felt The Salvation Army was a
16 comfort zone for me because that's where I attended a card
17 making activity regularly. I wanted the meeting to be near
18 The Salvation Army premises because I feel comfortable
19 there. I knew the setting and where the toilets were and
20 all that sort of thing.

21 Murray set up a meeting for 18 December 2018. He flew
22 from Wellington to the South Island to meet and arranged
23 for myself and my adult daughter to go to a house that was
24 near The Salvation Army. The house was empty and unmarked
25 and so nobody knew why we were there and I appreciated that
26 privacy.

27 Murray brought a woman with him, Vivienne Hill, to our
28 meeting, which I thought was quite good, especially to have
29 a female presence and I had been advised in advance that
30 she was coming. Murray informed me that he was going to
31 record the meeting and that he would provide me with an
32 audio copy on USB stick of what was said during my
33 interview.

34 At this meeting, Murray told me that I was not the first
35 person to come forward with a complaint about The Grange.

1 I told Murray that I wanted to obtain my records from The
2 Grange to assist me with understanding my childhood better.
3 Murray Houston and Vivienne Hill also told me that they
4 believed me, and I appreciated the effort and way - and
5 they appreciated the effort and way I told my experiences.

6 On 21 December 2018, I received a letter from Murray
7 Houston which included a USB stick with the audio recording
8 of our conversation on 18 December, along with a copy of
9 the files that The Salvation Army held on me.

10 On 16 January 2019, I wrote a letter to Murray Houston
11 thanking him for providing my Salvation Army records and
12 the audio recording of my interview. I provided further
13 information to Murray in this letter. The additional
14 information included memories that had surfaced after we
15 had met on 18 December and the effects that the abuse and
16 my time at The Grange has had on me throughout my life.

17 At the end of the first meeting on 18 December 2018,
18 Murray Houston asked me what The Salvation Army could do
19 for me. I said I didn't know, that I wanted to tell my
20 story of what I had experienced and I had just done that.
21 I didn't think beyond that moment. My daughter asked
22 Murray Houston to explain to me what he meant by that
23 question. Murray explained that he would go away and give
24 it some thought, about what The Salvation Army could do for
25 me. And Murray said that sometimes a monetary settlement
26 and/or a written apology was a solution for some people.
27 He also said that some people could be offended by the
28 mention of a monetary settlement.

29 At the time, I didn't really know what I wanted from the
30 process. I was going through counselling with ACC
31 Sensitive Claims and I told Murray that I didn't want The
32 Salvation Army to offer me counselling with another
33 counsellor.

34 I felt what I needed was an apology from the three
35 Matrons that were responsible for the suffering I had

1 experienced but I discovered that all three had died. I
2 then changed my mind and told Murray Houston that an
3 apology would be appropriate if I received it in writing
4 and could hold it in my hands. That would make a
5 difference to me.

6 Murray visited me for a second time on 14 March 2019,
7 this time without Vivienne Hill. My daughter was also
8 present with me at this meeting.

9 I was shocked when Murray produced the letter of
10 acknowledgment and a monetary settlement offer. This
11 letter is in evidence.

12 Q. I will just stop you there. Because you'd like to read
13 right through your statement without interruption, we will
14 look at those two apology letters at the end.

15 A. Thank you. Murray advised me that there were no conditions
16 to accepting the offer and so if I wanted to tell the
17 newspapers or reporters about my experience, then I could
18 do that.

19 Murray also offered me to get an independent lawyer of
20 my choice to review the offer and that The Salvation Army
21 would pay the legal fees. I didn't want to sign the letter
22 at that point as I wanted to seek legal advice.

23 My daughter organised a lawyer to visit us at my home
24 and he visited us a couple of times. The lawyer's name was
25 Craig O'Connor. On the lawyer's second visit to my house,
26 he said that he had contacted Murray Houston and he asked
27 Murray how he had arrived at the figure. Murray, without
28 breaking confidentiality or names or anything, told him of
29 other incidents where The Salvation Army had made offers
30 and where my situation sat in respect of those offers.

31 I told my lawyer that I didn't want any negotiation over
32 the figure, just that I wanted a sense that it was fair.

33 When I accepted the settlement, I received a written
34 apology which was dated 19 March 2019. I refer to this
35 letter in evidence. It meant so much to me, but I did ask

1 Murray to reword it as the initial letter only stipulated
2 that I was in the care of The Grange in the 1970s and I was
3 actually at The Grange in the 1960s as well as the '70s, so
4 I wanted that reflected in the apology. The initial letter
5 of apology also had the monetary settlement figure
6 disclosed which I asked Murray to remove because I wanted
7 to be able to show people closest to me that I had received
8 the apology and that I was believed. But I didn't want
9 anyone to know how much money The Salvation Army had given
10 me in settlement.

11 I thought the process went very well and I felt
12 supported and listened to by Murray Houston. It took
13 3 months from when I started the process to when I received
14 my apology and settlement.

15 I feel that The Salvation Army did everything extremely
16 well. When I started the redress process with The
17 Salvation Army, the one thing I was afraid of was being
18 abandoned again and Murray seemed to fully understand that.
19 So, even though this process is over for me, I feel like
20 Murray Houston has made an effort to occasionally stay in
21 touch.

22 Murray is aware that I am engaging with the Royal
23 Commission of Inquiry and he phoned me the week before my
24 private session with the Commissioner on 18 September 2019
25 to wish me well. I feel like he has cared.

26 Q. You very briefly touch on the Auckland Hospital and the
27 Ministry of Social Development. Those matters have been
28 read by the Commissioners. Is there anything in particular
29 that you would like to highlight in those paragraphs?

30 A. Only that Auckland Hospital have lost my records. So, if
31 it wasn't for finding those few reports in my Child, Youth
32 and Family records, then I wouldn't have any record of it.
33 And I requested my records more recently because I wanted
34 to understand more and because I was really hoping that I
35 would get some answers that would prove me wrong and that

1 it would say that I had had those follow-up visits to
2 Auckland Hospital and that someone actually cared about me
3 and I didn't just end up being left.

4 Q. And you've also got a claim with the State, and while this
5 is about faith-based redress, do you just want to very
6 briefly state where the State claim is and what you're
7 hoping from that?

8 A. I'm hoping for an apology in writing, in person or
9 publicly, to acknowledge that the Social Welfare,
10 Department of Social Welfare and when I saw the social
11 workers and where there was records of the Social Welfare
12 being involved because in 1965 I was 5 years old and my
13 father had to contact the Social Welfare to actually ask
14 whether we could go to have a holiday with him, or with
15 them. So, there was welfare involvement, I believe, so I'd
16 like an apology that things could have been different if
17 they'd been able to support me. And also, with the
18 Ministry of Health, the reason I wanted the apology from
19 them, is for the loss of my Auckland Hospital records
20 because I feel like I went for those initial appointments
21 and then there was nothing. And I know that that dosage of
22 Amitriptyline that I was prescribed is an adult dose, so I
23 do believe I was severely depressed and I believe that I
24 was let down by Auckland Hospital with regards to follow-up
25 care, you know, for someone to find out what was happening.

26 I have engaged Cooper Legal with regards to hopefully
27 getting some apology from the State. It's never been about
28 money. For me, I want that apology, yeah.

29 Q. And you've talked about The Salvation Army process taking
30 3 months. How long has it been that your MSD, Ministry of
31 Health claims have been outstanding?

32 A. They actually haven't started as yet. Cooper Legal have a
33 lot of caseloads, so I've had communication with them and
34 communication with the lawyers, but they were waiting now
35 until the end of me giving evidence at this hearing.

1 Q. Thank you.

2 A. But they have been - they have started but, no, I don't
3 think anything official has gone to the State.

4 Q. Okay. We'll quickly look at the three documents that we
5 were going to return to but after that I'll also ask you if
6 there are any remarks that you would like to make about the
7 redress process in particular and any improvements,
8 although it sounds like you've had a good experience. And
9 then I know that you have a short statement that you'd like
10 to read. So, we'll first go to exhibit ending in 006.

11 This is the first apology letter that you received from
12 Murray Houston of The Salvation Army. You'll see it's
13 dated the 14th of March 2009. When you received this -

14 **CHAIR:** 2019?

15 **MS JANES:** Yes, sorry, 2019.

16 Q. Gloria, when you received this and you read through it, did
17 you feel that it was personal to you and sufficiently
18 covered what you needed them to acknowledge and apologise
19 for?

20 A. Yes, I did. However, I guess as time went on I felt that
21 it was possibly based on a template but at the time when I
22 received it, I did genuinely think that it was personal to
23 me, yes.

24 Q. So, if one were looking at redress processes, what could be
25 done differently with apology letters, particularly for
26 claimants such as yourself where it's an important, if not
27 the most important part of the redress process?

28 A. When I went into it, I wasn't even expecting an apology,
29 and that's when I said to him if I could hold it in my
30 hands I might be able to feel it, and that is what I did.
31 For future survivors who come forward, I really think that
32 it made a huge difference, and I don't know where I got the
33 strength from to ask him to redo my apology letter, but I
34 think it's really important that the settlement is done
35 separately the letter of apology because I wanted to share

1 my letter of apology with my family and only to those that
2 were close to me but, you know, the other part of it was
3 still very private to me. So, it kind of let me keep my
4 dignity as well.

5 Q. And we honour the strength of going and asking for a second
6 apology which we'll now look at, which is witness exhibit
7 number 7. And so, you had gone to Murray and explained
8 what you needed, and this is the second apology letter that
9 you got, which is the 19th of March 2019. Just to orient
10 the Commissioners, you will see that the issues that Gloria
11 was concerned about have been removed. It still talks
12 about The Salvation Army unreservedly apologises to you,
13 Gloria, and is truly sorry for its actions and the distress
14 those actions created for you.

15 So, when you received this apology, how did that make
16 you feel?

17 A. It touched my heart and it did make me feel good, yes. I
18 felt I'd been listened to.

19 Q. And just for completeness, we'll look at the discharge that
20 you signed as part of your redress process, and that's
21 document SAL ending in 342. And you'll see that you agree
22 to accept a particular sum of money in full and final
23 settlement. And the final clause says, "I acknowledge
24 that, before signing this discharge, I was encouraged to
25 seek independent legal advice".

26 And you've said at paragraph 121 that you were able to
27 speak to this about anything, you were not constrained in
28 any way about talking about the settlement?

29 A. No, I wasn't and at the time, like I might appear as if I'm
30 holding myself together right now because it's the only way
31 I can get through it, but it was really hard for me and it
32 was a really emotional time for me as well, and I was
33 on - I was having respite care when I first saw Murray
34 Houston, just to help me get through it. And the fact that
35 my daughter felt confident with our discussions on December

1 18 with Murray Houston about getting The Salvation Army to
2 pay for a lawyer, she felt confident that it would be okay
3 to ask the lawyer to come to our house, to my house sorry,
4 and that made things so much better for me. Like, going to
5 the doctors can be really a trigger for me. So, not having
6 to go to the lawyers, you know, where it's busy with other
7 people and it's very professional, having Craig O'Connor
8 come to my house and discuss things with me there, and he
9 came out twice, that really, really helped with me getting
10 through this, yeah, and I really appreciate the offer of
11 paying for legal fees was made. It also brought home to
12 me, I guess, the seriousness because when I'd started the
13 journey and started telling Murray Houston my story, it
14 wasn't until I received the letter of apology and the
15 settlement that I realised how serious it was.

16 Q. And was that partly because it was such a quick process as
17 well, that that was an assistance to make you understand
18 what you were doing in terms of full and final settlement?

19 A. Yes, yes, I think so.

20 Q. Is there anything that you want to say further about the
21 redress process? And, if not, I'll have you read your
22 final words and then the Commissioners may have some
23 questions for you.

24 A. No, there's nothing else I want to add to the redress
25 process. But my final words are to The Salvation Army, I
26 would suggest that they publicly invite all children who
27 have been through their children's homes to come forward to
28 share their experiences, both good and bad. If it has
29 already been done, repeat it again.

30 I say to those children who were in the care of The
31 Salvation Army who suffered abuse, come forward, share
32 those secrets, don't let them eat away inside you. You
33 have a right to be heard.

34 I came forward not knowing there was such a thing as a
35 claim or that I was possibly a claimant or that there was

1 such a thing as redress. I didn't even feel like I was
2 complaining. I just needed The Salvation Army to know and
3 feel the hurt and let it out and voice the words. That is
4 what I got most from this process, telling them what had
5 happened, not the money.

6 The Royal Commission need our people to come forward,
7 hear our words, help us heal those childhood wounds to be
8 able to get a better true picture of what happens to
9 children. I would like to think that, at a later date, the
10 Royal Commission can somehow make a recommendation to the
11 government for parity and redress.

12 By that I mean, I know some survivors have received a
13 pittance for the suffering they experienced and continue to
14 experience during their redress process. The length of
15 time to reach a resolution is outrageous. That is in
16 faith-based, other faith-based and State-based care, their
17 redress processes. The Salvation Army have shown in my
18 situation that it is possible to do this in a timely
19 manner. The government agencies have the resources, or so
20 they say. They need to step up, use that money and do
21 better than they are doing now.

22 I have watched every single hearing and evidence given
23 up until now on the Royal Commission website. Those
24 survivors are so courageous. It has helped me to know I
25 wasn't alone. Thank you to all the Commissioners, thank
26 you to Commissioner Sandra who listened to me, gave me
27 courage to speak. Thank you to Commissioner Erueti and all
28 those who have helped my family. Thank you for the support
29 from the wellbeing team who supported me through the last
30 18 months by phone and at this hearing. And a huge thank
31 you to Sarah and Rebecca and to you Hanne Janes, you have
32 made this all possible and guided me through this hearing.

33 To sum it up, you have cared, you've really cared.

34 Thank you for inviting me to speak at this hearing.

35 Q. Thank you very much, Gloria.

1 **MS JANES:** Commissioners, that's the end of my evidence.

2 **CHAIR:** Thank you. I will ask the Commissioners if they
3 have any questions to add.

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GLORIA WHITE
QUESTIONED BY COMMISSIONERS

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COMMISSIONER STEENSON: Tēnā koe, Gloria, I just have one question. It sounds like you did have a good redress experience with The Salvation Army, which is very good to hear. But you've also mentioned in your closing that you are suggesting that they should go out and publicly ask for other survivors to come forward and I guess I just wanted to know, you know, given the time from when the abuse occurred to when you actually took it upon yourself to approach them, would you have, and I suspect I know what the answer is but would you have preferred them to have reached out to you? And in what way could they have done that, that would have been you know appropriate for you?

A. I don't think it would have been appropriate for them to reach out to me because my health has been so delicate, and I think that would have jeopardised my wellbeing because, you know, I have worked hard to have the wellbeing that I've got now. And I think that might have taken me into areas that I wasn't ready to go.

COMMISSIONER STEENSON: Right, okay. Ngā mihi nui ki a koe.

COMMISSIONER ERUETI: Tēnā koe, Gloria, thank you for your thank yous. Again, I have a question about the redress scheme operated by The Salvation Army. It is good to have some good news, to have some balance here because it's not always, you know, a horrible experience for survivors going through the redress schemes and I pick up, acknowledge the positive things that you experienced, in particular, their saying they believed you, I see that had a palpable impact.

I did wonder though about the information that you had about the process before you went into it because it seemed that, you know, when Murray asked you what do you want, it

1 was what do I want? About whether it was clear to your
2 mind what you were doing and what the options were for you?
3 A. I approached Murray because it was like, I was getting to
4 the stage where I didn't know where else to turn with the
5 memories and things, and that's when I approached him and
6 said I needed help. I guess because over a period of time,
7 and when I first applied for my records from Child, Youth
8 and Family, my daughter had suggested to me that if I ever
9 decided to get them, that she would be interested in
10 reading them. So, it wasn't because, I didn't apply for
11 them because I absolutely needed them myself, it was partly
12 because she had suggested that and that's how I got them
13 originally. And I think that the fact that I had those
14 since 2009, then you know the other records that I managed
15 to get together. And, also, when I was hospitalised with
16 the depression, it was in Kensington Hospital in the
17 South Island and maybe 10 years after that I decided to ask
18 them for my records. So, that was never about seeking
19 redress or even knowing that there was such a thing, but I
20 think that perhaps having those things already in my
21 possession helped me when I did go to Murray Houston. But
22 he also told me that - when I first heard of the Royal
23 Commission, and it was the investigation into State care,
24 abuse in State care, it brought up in my mind I felt it was
25 an injustice because at The Grange there were State wards
26 there but also I was there and I wasn't a State ward, so
27 the abuse and the punishment received there, it felt wrong
28 for it not to include faith-based institutions. But Murray
29 Houston put my mind at rest when I rang him with that first
30 phone call and he said to me that I had always been able to
31 come forward since 2003 because The Salvation Army were
32 contracted to the government. So, that's quite a long time
33 where I hadn't even realised and other survivors will be
34 exactly the same. You know, they don't realise that
35 they're able to come forward and tell their stories.

1 So, back to what your question was, I did have things in
2 my possession that probably helped make that redress
3 process go forward, but I had also read how people were
4 waiting a long time for their records or, you know, copies
5 of their audio and things like that but for me the system
6 worked, yeah.

7 **COMMISSIONER ERUETI:** That raises an important issue where
8 you talk about the State had an agreement with the Church,
9 Salvation Army, we've seen about the inter-connectedness
10 between State care and FBI care and how they overlap and
11 intersect, yet when it comes to redress that's not the
12 case. And I see from your brief, that you go to the Army
13 and now you're going to MSD and now potentially the
14 Ministry of Health, so I'm wondering what it's like for you
15 to have to repeat your experience and the experience of
16 these different processes possibly three times?

17 A. I'm hoping I don't have to repeat it. I'm hoping that my
18 statement here will save me from having to repeat it.
19 Like, all I want from them is an apology. I don't need
20 anything else. I don't need anything else from them, I
21 just want an apology because I just want an acknowledgment
22 that things could have been better.

23 **COMMISSIONER ERUETI:** Okay, kia ora, thank you.

24 A. Thank you.

25 **CHAIR:** Gloria, I don't have any questions, just to thank
26 you and to say how much I appreciate your frankness. It's
27 been a privilege to hear from you, but I will hand you over
28 now to Commissioner Alofivae who I know you already know.

29 **COMMISSIONER ALOFIVAE:** Talofa, Gloria. It was a privilege
30 to hear your experiences in the private session and, again,
31 you have shown enormous courage, strength and bravery to
32 come through to our public hearing today. So, on behalf of
33 the Commission, can I publicly acknowledge that and thank
34 you sincerely with so much gratitude and I want to be able
35 to acknowledge your siblings and your whānau that are here

1 because that is such a show of solidarity for you. You've
2 come an extreme distance with so many challenges but the
3 generous way in which you've shared your story has
4 certainly added to our kete and to our wider body of work,
5 and so for that we're very grateful and we just wish you
6 continued strength as you navigate life going forward.

7 A. Thank you.

8 **COMMISSIONER ALOFIVAE:** And can I just also take a moment
9 to acknowledge The Salvation Army, in particular to Murray
10 Houston, for the very humane way in which the redress
11 process was dealt with. It's clearly been able to embrace
12 you in your vulnerability and it shows that it can be done.
13 So, I just wanted to be able to acknowledge that because
14 Gloria has acknowledged that, so thank you.

15 **MS JANES:** Thank you, Gloria. That concludes the evidence.

16 **CHAIR:** It is a good time for a break.

17 **MS JANES:** A good time for a break.

18 **CHAIR:** It is indeed.

19 **MS JANES:** And we have the next witness, a 15 minute break?

20 **CHAIR:** We will take a 15 minute break, time for a cup of
21 tea I think.

22

23 **Hearing adjourned from 11.50 a.m. until 12.10 p.m.**

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