



KŌNAE My Records Guide

Do I need a lawyer?



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About this Easy Read



This Easy Read is about what to do when you:

- get your **records** from the time you were **in care**

and

- think you need a lawyer to support you to:
 - ask for your records
 - make a complaint if you do not get your records
 - make a claim for **redress**.



Here **records** means the information an organisation has kept / made about a person.



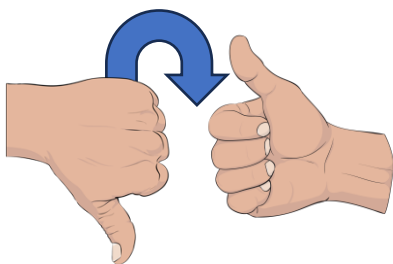
Here **in care** means when an organisation is put in charge of a person and decides things like:

- where they live
- who is their:
 - **guardian**
 - carer
- their upbringing.

A **guardian** is an adult put in charge of the care of a person.

A guardian should:

- take care of the person
- keep the person safe.



Redress means to make something right when something wrong has been done.



Redress for a person who has experienced abuse in care can include things like getting money:

- to pay for counselling
- to help them.



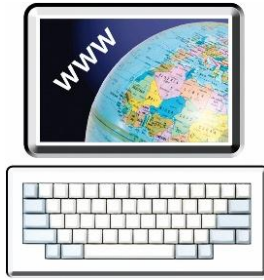
This Easy Read is of a webpage from the website **Kōnae – My Records Guide**.

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 Kōnae **website** is found at:

www.konae.org.nz



The **Citizens Advice Bureau** is the kaitiaki / guardian of the Kōnae website.



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.

For example everyone has a right to things like:

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

Free legal advice



You can get free **legal advice** from a Community Law centre.



Legal advice is when a person like a lawyer tells you information you need to know about the **law**.



A **law** is a rule made by the Government that everybody must follow.



A lawyer at a Community Law centre:

- can give you information about the law
- can answer your questions about the law
- cannot **represent** you.





Here **represent** is when:

- you have asked a lawyer to support you
- your lawyer can speak for you at places like the court.

Find a Community Law centre near you at this **website**:

www.tinyurl.com/yt7zwnby

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

Legal aid



Legal aid can support you to pay for a lawyer if you need legal services.



Legal aid is:

- for people who do not have the money to pay for a lawyer
- when a government agency **loans** you money to pay for legal services.



Here a **loan** is when you:

- are given money to pay for something
- and
- have to pay the money back.



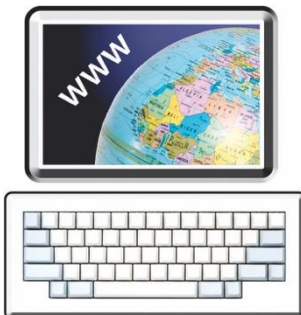


A Community Law centre lawyer can support you to find out if you can get legal aid.



Find a legal aid lawyer at this **website:**

www.tinyurl.com/4s8j2nre



Find out more about legal aid at this **website:**

www.tinyurl.com/5n8e9773



These 2 websites are **not** in Easy Read.

A lawyer can support you to get your records



You can ask a lawyer to support you to make a complaint if you do not get the records you have asked for.

A lawyer can support you when:



- an organisation will not give you the records you have asked for
- a lot of information has been **redacted** from the records you have been given.





Redact means hiding / taking out some information in a document.

This could be because there is information about other people in your records.



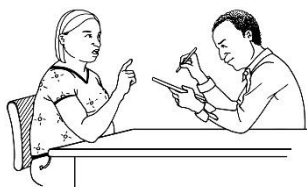
This is often done with a thick black line.



You have to pay to get legal services from a lawyer.



If an organisation has not given you the information you asked for you can complain to the **Privacy Commissioner** before you contact a lawyer.



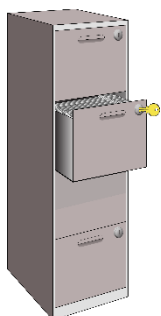
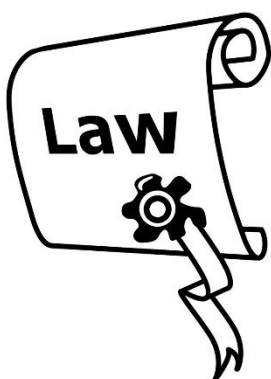
The **Privacy Commissioner** deals with complaints about your rights to get your personal information.



The Privacy Commissioner knows why an organisation may not be able to give you the information you asked for.



These reasons are set out in the **Privacy Act**.



The **Privacy Act** is a law that tells organisations how information must be:

- collected
- stored
- used
- shared.



Learn more about making a
complaint to the Privacy
Commissioner at this Kōnae
webpage:

www.konae.org.nz/PC

A lawyer can support you to make a claim



Here a **claim** means you have asked a government agency for redress.

You can make a legal claim for redress about the abuse you experienced when you were in care at a:

- government place
- **faith-based institution.**



Faith-based institutions are run by religious groups like churches.



You can agree to a lawyer doing this for you.



Find out more about making a claim for redress at this Kōnae **webpage**:

www.konae.org.nz/redress



You do not have to use a lawyer to make a claim for redress.

If you decide to use a lawyer:



- the government agency will talk to your lawyer about your claim

and

- your lawyer will tell you what is happening about your claim.

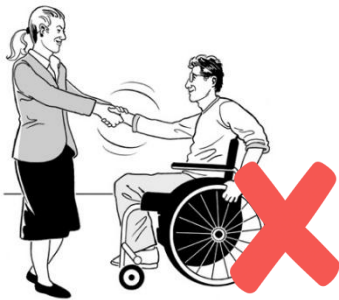


You should get support if you decide to make your claim by yourself.



Find out about support you can get at this Kōnae **webpage**:

www.konae.org.nz/find-support



You can talk to a lawyer if the Government has:

- given you an offer of redress

and

- you are not happy with what they said they will give you.



Find out more about making a claim about abuse in government care at this Kōnae **webpage**:

www.konae.org.nz/claims

How to find a lawyer



Here are some ways you can find a lawyer.



You can ask someone you trust to tell you if they know a good lawyer.

There are lawyers listed on **websites** like:



- the New Zealand Law Society

www.tinyurl.com/39dfw3mw



- The Law Association

www.tinyurl.com/2f9xs3a4.



These 2 websites are **not** in Easy Read.



Find out how to contact your local branch of the New Zealand Law Society at this **website**:

www.tinyurl.com/ywf2r8ax



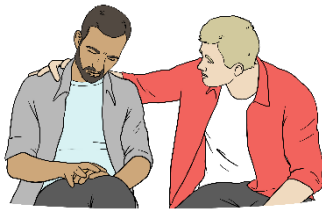
Try to find a lawyer who has experience in:

- asking for records
- making claims about abuse in care.

Getting support



Working with a lawyer to get your records about when you were in care can make you feel lots 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 the
Citizens Advice Bureau – Ngā Pou Whakawhirinaki
o Aotearoa.



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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