



Ngā Pou  
Whakawhirinaki  
o Aotearoa



# **KŌNAE** My Records Guide

## How do I get my records?



**Published: March 2025**

## Before you start



This information may upset some people when they are reading it.

If you are upset after reading this document you can talk to your:

- whānau / family
- friends.



**NEED TO TALK?**

**1737**

**free call or text  
any time**

You can also contact Need to Talk by:

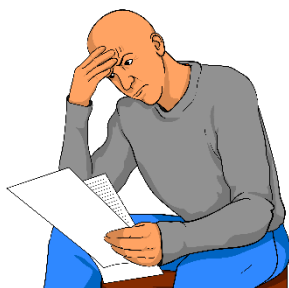
- calling 1737
- texting 1737



It does not cost any money to call / text 1737.



This is a long document.



It can be hard for some people to read a document this long.



Some things you can do to make it easier are:

- read it a few pages at a time
- set aside some quiet time to look at it
- have someone read it with you to support you to understand it.



# What is in this document

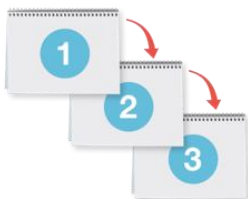
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## About this document



This Easy Read document is about the website Kōnae – My Records Guide.



The website is found at:

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

The website is called Kōnae for short.



This document tells you how to get your records.



This document is made by the **Citizens Advice Bureau.**



## 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.





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

Our team want to support you to get your records.



The Citizens Advice Bureau is called **CAB** for short.

Where it says **we** / **our** this means the CAB.

**KŌNAE** My Records Guide

This document gives you advice on how to get your **records** from the time you were **in care**.



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.





Kōnae tells you how to get records  
an organisation has about:

- you
- your whānau / family.



The organisations include:

- the Government
- **faith-based institutions**
- other organisations that have  
been involved in your:
  - **guardianship**
  - care.



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

Faith-based institutions provide care.



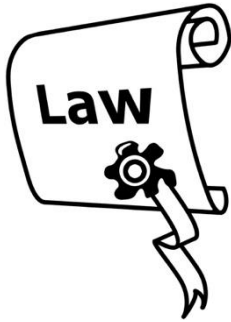
**Guardianship** is when a guardian is put in charge of a person.



You can learn about what kinds of records you might get at this **website:**

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

# What are my legal rights?



You have a **legal right** to see your records.

A **legal right** means a **law** says that you can do something.



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



If an organisation has information about you it must:

- let you see the information

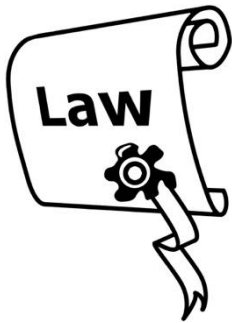
or

- give you a copy of the information you have asked for.





There are some reasons an organisation may not be able to give you the information you have asked for.



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

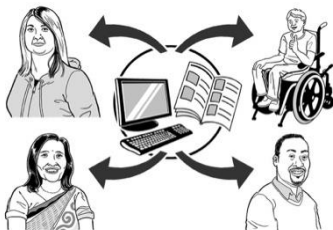


Here **privacy** means keeping information about you safe.



The Privacy Act says how your information should be:

- collected
- stored
- used
- shared.





You can find out more about your legal rights to your records at this **website:**

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



This website is not in Easy Read.



If you are a **survivor of abuse in care** you:

- might have made a **claim** about abuse

or

- you might want to make a claim.



Here a **survivor of abuse in care** is where a person:

- has been hurt very badly by a person / people while in care
- is now healing from the hurt caused by the abuse.



Here **claim** is asking the organisation to do something to make up for what happened to a person while they were in care.



The organisation with your records must give them to you if:

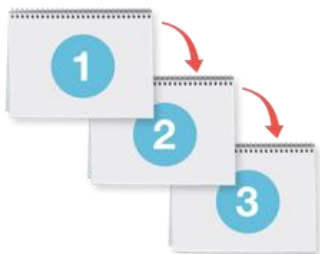
- you ask
- your lawyer asks.



You can learn more about how to get your records when you make a claim at this website:

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

## Steps to ask for your records



Here are the steps to take to ask for your records from the **record holder**.



The **record holder** is the organisation that has your records.





## Step 1

Contact the organisation that has your records.



You can contact the organisation by:

- email
- letter / post
- phone
- visiting their office
- filling out a form on their website.





You do not have to fill out a form on their website.

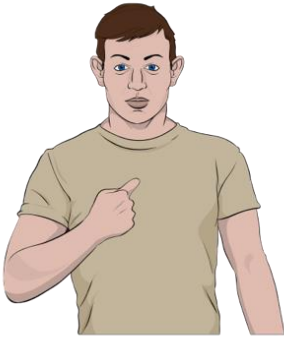
If you do not fill out a form it may take longer to get your records.



If you want to get your records quickly you will need to tell the organisation why.



The organisation will have to decide if they can give you your records quickly.



## Step 2

The organisation may ask you for some personal information.



This could be to:

- prove that you are who you say you are
- help them find the records you have asked for.



The organisation might ask for things like your full name including:

- first name
- middle names
- last name.





The organisation might also ask for things like:

- the date you were born
- details about:
  - where you stayed / lived
  - when you stayed / lived there.





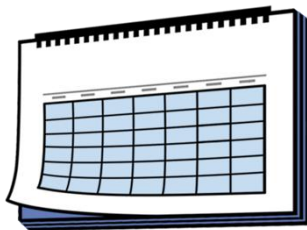
### Step 3

The organisation may ask you for extra information to help them find your records.

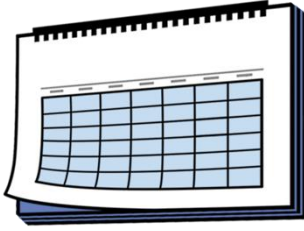
They could ask you for things like the:



- full names of your parents
- names of your brothers and sisters who lived with you
- birth dates of your brothers and sisters who lived with you.

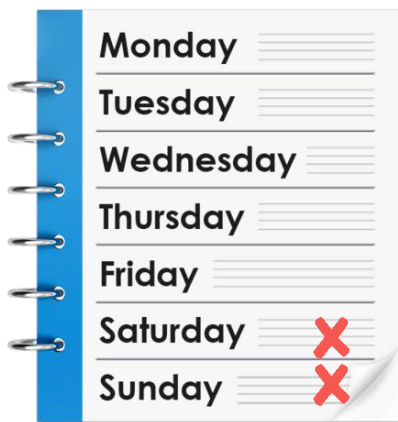


This is because sometimes your records will be kept in a file about your family.



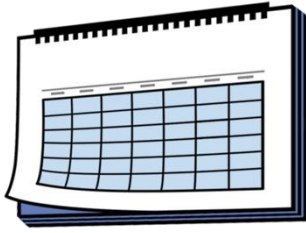
## Step 4

The organisation must get back to you in 20 **working days**.



### Working days:

- are Monday to Friday
- do not include Saturday and Sunday
- do not include public holidays like Christmas Day.



If the organisation cannot get your records to you in 20 working days they have to tell you:

- how long it will take
- the reason why it will take longer
- if they do not have the records you have asked for.



If the organisation cannot give you the records you asked for they must tell you why.



Sometimes an organisation may have to **redact** some of the information on the records you have asked for.



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

This is often done with a thick black line.

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



Learn more about redactions at this **website**:

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

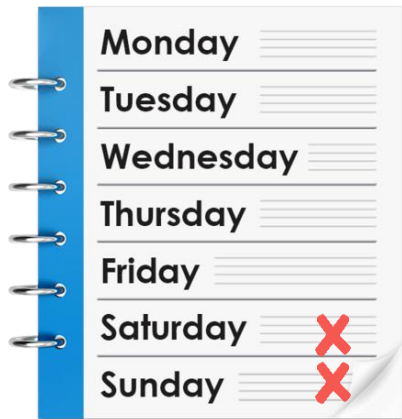


If the organisation does not hold your records they might have to ask another organisation if they have them.





This means they will give your request to the organisation they think holds your records.

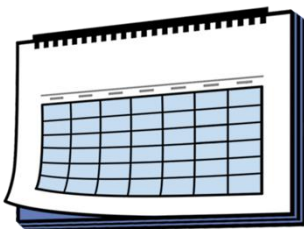


They have 10 working days to:

- give your request to the organisation they think holds your records
- tell you that they are doing this.



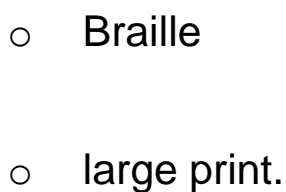
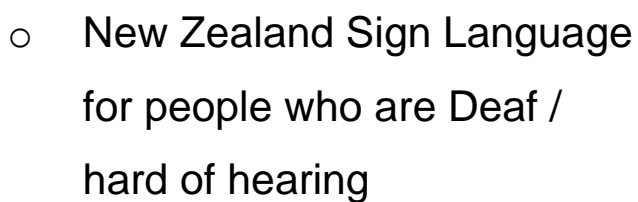
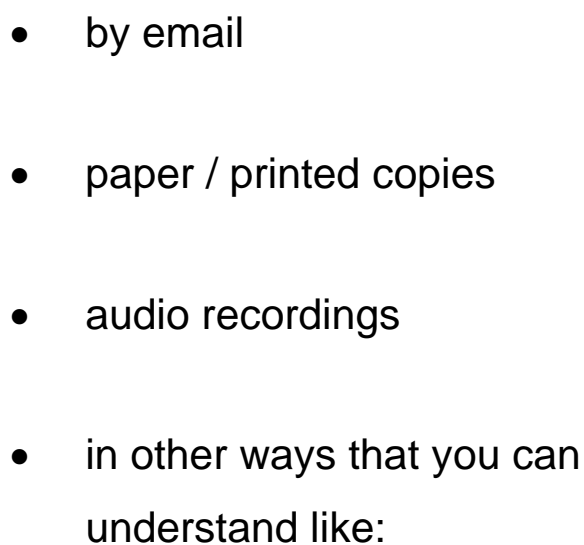
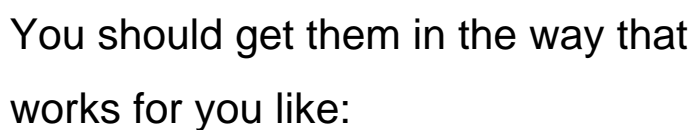
The organisation your request has been given to has 20 working days to get back to you.



The 20 working days starts from the the day they get the request.



If the organisation has your records  
they should give them to you.





The Privacy Act says that you have the right to get the records you have asked for in a way you can:

- read
- and
- understand.



Learn more about your rights to access your records in the way you need on the Privacy Commissioner **website**:



**<https://privacy.org.nz/tools/knowledge-base/view/474>**



This website is not in Easy Read.



You can make a complaint to the Privacy Commissioner if the organisation:

- does not give you the information in the way you asked
- and
- does not give you a good reason why.

You can find out how to make a complaint to the Privacy Commissioner at this **website**:

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

This information is not in Easy Read.

## Can you ask for records about your whānau / family?



The Privacy Act says you can ask for records about your living whānau / family if they have said so in writing.



You can ask for records about whānau / family who have died if you are their **legal representative**.



Here a **legal representative** is someone who looks after the legal rights of a person like an:

- **executor of a will**
- **estate administrator.**



An **executor of a will** is someone who is asked by a person to take care of their things after they die.



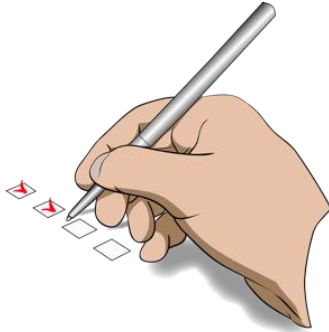
An **estate administrator** looks after the things of a person who has died and has not made a **will**.



A **will** is a legal document that is a set of instructions.

It is written:

- before a person dies
- so that people know what to do with their things after the person dies.

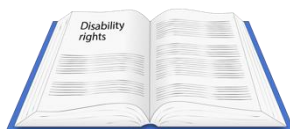


Different record holders ask for different things when you ask them for information.

For example some may:

- want a living whānau / family member to fill out a form
- ask for ID.

You may be able to ask for some information about your whānau / family under the **Official Information Act**.



**Official information** is information kept by government:

- agencies
- Ministers.



Sometimes you may not need written permission to ask for official information about your whānau / family member.



# Making complaints



You can make a complaint if you are unhappy with how:

- long it is taking to get your records
- you are being treated by the record holder.



You can find out more about your rights when getting your records at this **website**:

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



This information has been written by 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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