



Ngā Pou  
Whakawhirinaki  
o Aotearoa



# **KŌNAE** My Records Guide

## **How to make a complaint about redacted records**



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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 they have been unfairly **redacted**.



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.



**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.



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](http://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.

# What can I do if you I am unhappy with redacted records?



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



Some people told us information that should have been given to them was redacted.



You can make a **complaint** if you think records you got should not have been redacted.



A **complaint** is when you:

- tell someone there is a problem
- ask them to put things right.



You can:

- make a complaint to the organisation

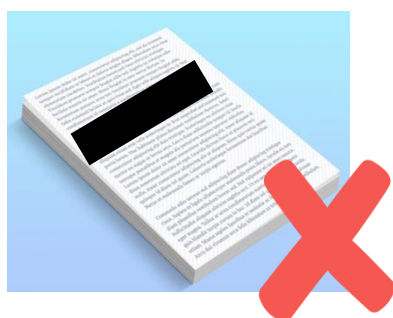
**and**

- ask them why they redacted the information.



The organisation may:

- tell you why they redacted the information from your records
- give you your records with all the information in them
- give you your records with less information redacted
- not give you the redacted information.







They may also give you a **summary** of the redacted information.



Here a **summary** tells you the main ideas about the information that was redacted.



Learn more about redactions at this Kōnae **webpage**:

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

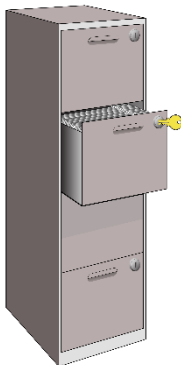
## When else can I do about my redacted records?



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



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



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

- collected
- stored
- used
- shared.





You can contact the **Privacy Commissioner** if you are unhappy with what an organisation has said about your complaint.



The **Privacy Commissioner** makes sure businesses and organisations:

- follow the privacy laws
- protect personal information.

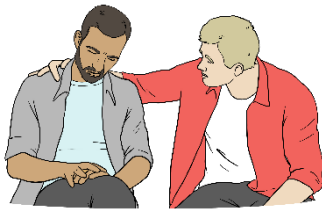
Learn more about making a complaint to the Privacy Commissioner at this Kōnae **webpage**:

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

# Getting support



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



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



This information has been written by the  
Citizens Advice Bureau – Ngā Pou  
Whakawhirinaki o Aotearoa.



It has been translated into Easy Read by the  
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