



KŌNAE My Records Guide

How do I get Oranga Tamariki to correct information on my records?



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About this Easy Read



This Easy Read is about:

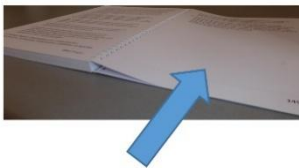
- what to do if information in your **records** from **Oranga Tamariki – the Ministry for Children** is wrong

and

- how to ask them to correct it.



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



Information about **Oranga Tamariki – the Ministry for Children** is on **pages 5 to 6**.



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.



Here **in care** means when an organisation is put in charge of a person.



The organisation decides things for the person like:

- where they live
- who their carer is
- their upbringing.





The Kōnae **website** is found at:

www.konae.org.nz



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



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.

Everyone has a right to things like:

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

What is Oranga Tamariki?

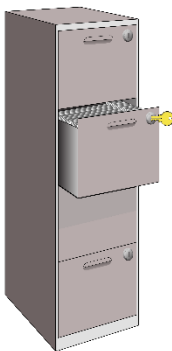


Oranga Tamariki – Ministry for Children is a government agency that keeps:

- children safe
- young people safe.



In this document **Oranga Tamariki – Ministry for Children** will be called **Oranga Tamariki**.



Oranga Tamariki looks after the records:

- they make
- made by **child protection services** in the past.



Here **child protection services** means agencies like Oranga Tamariki that look after children when they:

- might be treated badly
- cannot be looked after well by their family
- have no family.



Oranga Tamariki has records from:

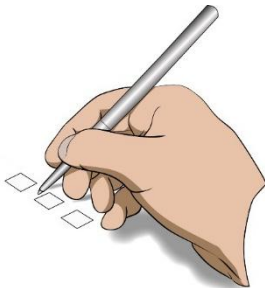
- Child Youth and Family Services / CYFS
- the Department of Social Welfare
- the Child Welfare Division of the Education Department.



What corrections might need to be made?

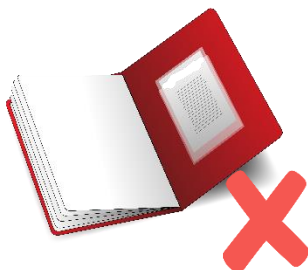


You can ask for a **correction** if any of the information in your records is wrong.



Here a **correction** can mean:

- changing the information to say something else
- taking the information out
- putting information in.



Sometimes Oranga Tamariki cannot change information in an **original record**.



Here an **original record** is the first version of the record that was made.



Oranga Tamariki might put a note on the original record that says:

- you asked for a correction
- what the correction is.

How do I ask for a correction to my records?

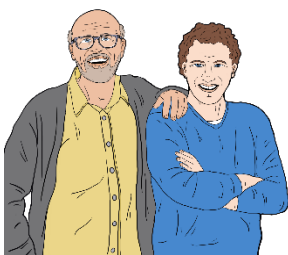


You can contact the Oranga Tamariki Feedback and Complaints team to ask for a correction to your records.



You can have a support person ask for the correction to your records like:

- an advocate
- social worker
- whānau / family member
- friend.





You can contact the Oranga Tamariki Feedback and Complaints team by:

- phone
- post
- filling a feedback form.



Phone



You can **phone** the Oranga Tamariki Feedback and Complaints team on:

0508 326 459



This number does not cost money to call.



If you find it hard to use the phone
the **New Zealand Relay** service is for
people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



Deaf



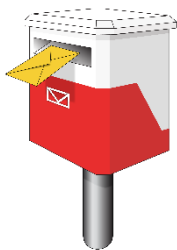
You can find out more about the New
Zealand Relay service at:

www.nzrelay.co.nz

Post



You can send a letter to Oranga
Tamariki Feedback and Complaints
team at this **address**:



**Oranga Tamariki Feedback and
Complaints
PO Box 546
Wellington
6014**

Fill in a feedback form

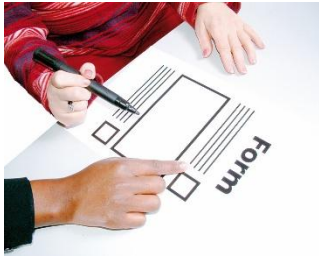


You can fill in a feedback form at this
website:

www.tinyurl.com/n5psenys



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



You can also fill in a feedback form at an Oranga Tamariki office.



You can find the Oranga Tamariki office that is closest to you at this **website:**

www.tinyurl.com/mrypur4k



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

Getting support



You might feel lots of things when getting your records.



It can be good to have someone to talk to about it.

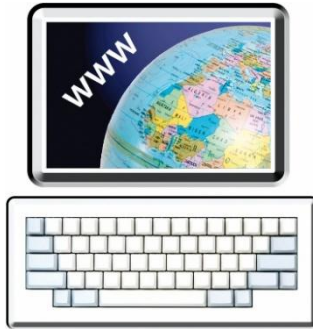
You can talk to your:

- whānau / family
- friends
- support person.



KŌNAE My Records Guide

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.



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