



KŌNAE My Records Guide

How do I make a complaint about Oranga Tamariki?



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About this Easy Read



This Easy Read is about how to make a complaint about **Oranga Tamariki – Ministry for Children**.



Information about **Oranga Tamariki – 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 is a website that supports you to get your **records** from when you were **in care**.

The website is called Kōnae for short.



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.



The organisation decides things for the person like:

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



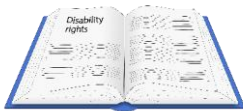


The Kōnae **website** is found at:

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?

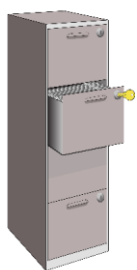


Oranga Tamariki – Ministry for Children is a government agency that keeps:

- 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.



Why would I need to make a complaint about Oranga Tamariki?



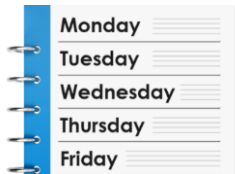
You might want to make a complaint about how Oranga Tamariki looked after your request for your records.



You can make a complaint about things like:

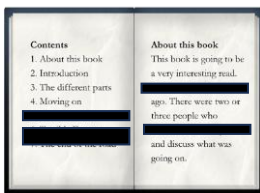
- Oranga Tamariki not contacting you in the way you told them to
- you have not heard from Oranga Tamariki 20 **working days** after you asked for your records
- your copy of the records seems to have the wrong information **redacted**.





Working days in a week are:

- Monday
- to
- Friday.



Redacted means to take information out of a document.

This is sometimes done by drawing black lines through words so you cannot read them.



You can find out more about redaction at this Kōnae webpage:

www.konae.org.nz/redactions

What are the ways to make a complaint?



You can make a complaint by contacting Customer Information Requests at Oranga Tamariki.



You can have a support person make the complaint for you like:

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





You can contact Customer Information Requests by:

- filling out a form online
- phone
- email
- visiting an Oranga Tamariki office.



Online form

You can fill out a complaint form at this website:

www.tinyurl.com/n5psenys



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



Phone



You can contact Customer Information Requests by **phone** 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

Email



You can contact Customer Information Requests by email at:

myrequests@ot.govt.nz



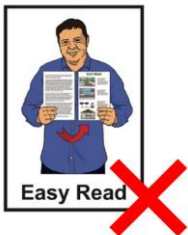
Visit an Oranga Tamariki office

You can make your complaint in person 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.

Where else can I make a complaint about Oranga Tamariki?



There are places you can make a complaint about Oranga Tamariki if you:

- have already made a complaint to Oranga Tamariki

and

- are not happy with how Oranga Tamariki took care of your complaint.



You can make a complaint about Oranga Tamariki to:

- The Privacy Commissioner

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- The Ombudsman.



The Privacy Commissioner

The Privacy Commissioner deals with complaints about your rights to:

- get your personal information
- correct your personal information.



Here is an example:



You made a complaint to Oranga Tamariki about how they redacted the wrong information from your records.



You do not like how Oranga Tamariki tried to fix your complaint.

You decide to complain to the Privacy Commissioner.



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

www.konae.org.nz/PC

The Ombudsman



The Ombudsman deals with complaints about government agencies like Oranga Tamariki.



You can complain to the Ombudsman about things like Oranga Tamariki not:

- contacting you in the way you told them to
- giving you the information you asked for.





You can also complain to the Ombudsman about why Oranga Tamariki would not give you records about your whānau / family.



You can find out how to make a complaint to the Ombudsman at this **webpage**:

www.konae.org.nz/om



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

Getting support



You might feel lots of things when:

- asking for your records
- making a complaint about Oranga Tamariki.



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
- make a complaint about Oranga Tamariki.



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 by the Citizens Advice Bureau.



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