



KŌNAE My Records Guide

**How long will it take
Oranga Tamariki to give me
my records?**



Published: May 2025

About this Easy Read

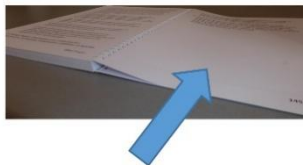


This Easy Read is about how long it will take for **Oranga**

Tamariki – Ministry for Children to give you your records about:



- your **guardianship**
- when you were **in care**.



Information about **Oranga**

Tamariki – Ministry for Children is on **pages 5 to 6**.



Here **guardianship** is when an adult is put in charge of the care of a person.

A guardian should:

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



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.





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



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?

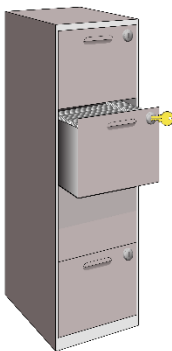


Oranga Tamariki – Ministry for Children is a government agency that keeps:

- 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.

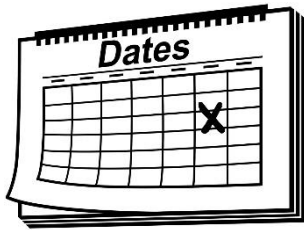


Oranga Tamariki has records from:

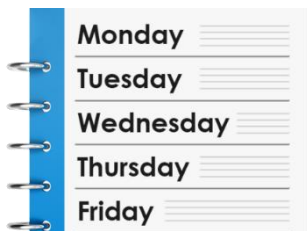
- Child Youth and Family Services / CYFS
- The Department of Social Welfare
- the Child Welfare Division of the Education Department.



When will Oranga Tamariki contact me?



Oranga Tamariki has 20 **working days** to contact you after you have asked for your records.



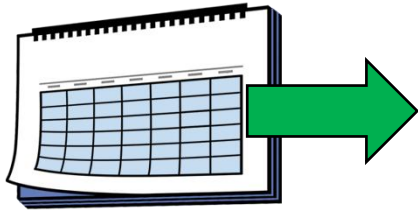
Working days in a week are:

- Monday
- to
- Friday.



When Oranga Tamariki contacts you they will tell you:

- if they can give you your records
- how long it might take.



It will probably take Oranga Tamariki more than 20 working days to give you your records.



If Oranga Tamariki cannot give you some information they must tell you why.



A staff member from Oranga Tamariki might contact you while they are looking for your records.



The staff member might contact you to:

- tell you they could not find the information you want
- ask you for more information to help them find your records
- ask you some questions.



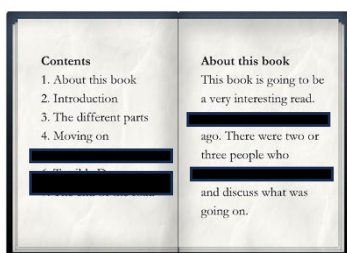
Oranga Tamariki will assess your records



Oranga Tamariki will **assess** your records before they are given to you.

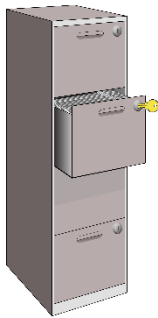
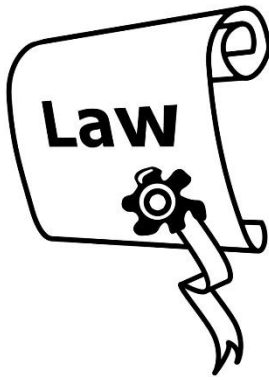
Assess means Oranga Tamariki will:

- look at your records
- and
- **redact** any information they need to because of the **Privacy Act**.



Redact means to take information out of a document.

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



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

- collected
- stored
- used
- shared.

Oranga Tamariki has rules about redacting / taking out information.

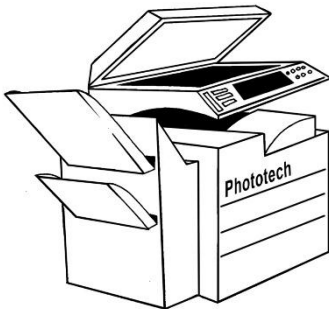
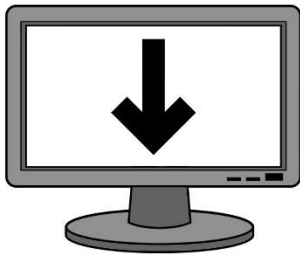
You find out more about redaction at this Kōnae webpage:

www.konae.org.nz/redactions



The time it will take to assess your records depends on:

- how many records Oranga Tamariki needs to find
- if the records are:
 - on paper
 - digital like on a computer
- how long it takes for paper records to be:
 - sent from another place
 - scanned / copied
- how long it takes to:
 - read the records
 - make redactions / take out information.





Sometimes assessing your records can take a long time.



Oranga Tamariki will let you know about how getting your records is going.

What if I need my records urgently?



Let Oranga Tamariki know if you need your records urgently / quickly.



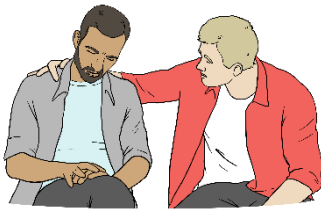
Oranga Tamariki will tell you if they can give you:

- some of your records quickly
- all of your records quickly.

Getting support



Asking for your records from Oranga Tamariki 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 by the Citizens Advice Bureau.



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



The ideas in this document are not the ideas of People First New Zealand Ngā Tāngata Tuatahi.



All images used in this Easy Read document are subject to copyright rules and cannot be used without permission.



Make it Easy uses images from:



- Photosymbols
- Change Images
- Huriana Kopeke-Te Aho
- SGC Image Works
- T Wood
- Studio Rebeko
- Inga Kramer.