



# KŌNAE My Records Guide

## How will Oranga Tamariki give me my records?



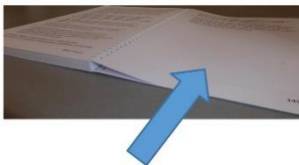
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# About this Easy Read



This Easy Read is about how **Oranga Tamariki – Ministry for Children** will 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 **records** means the information an organisation has kept / made about a person.



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.



The Kōnae **website** is found at:

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

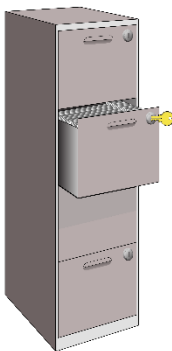


Oranga Tamariki – Ministry for Children is a government agency that keeps:

- 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:

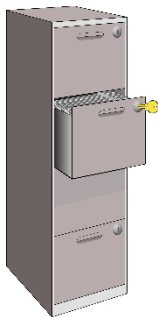
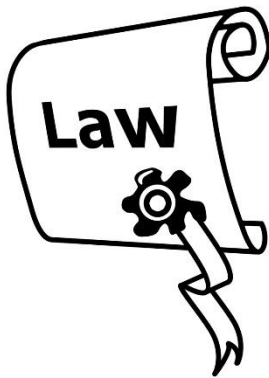
- Child Youth and Family Services / CYFS
- The Department of Social Welfare
- the Child Welfare Division of the Education Department.



# What ways can I get my records sent to me?



The **Privacy Act** says you have the right to get your records from Oranga Tamariki in a **format** that suits you.



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

- collected
- stored
- used
- shared.



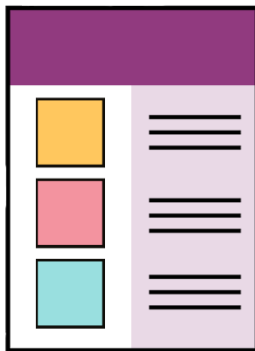


Here **format** means the way you can read a document like:

- on paper
- from a computer file.



If Oranga Tamariki cannot give you your records in the format you want they must tell you why.



The formats Oranga Tamariki usually provide your records in are:

- PDF which are read on a computer
- printed on paper.



## Getting your records in PDF

Oranga Tamariki can send you your documents by email as a **PDF**.



A **PDF** is type of document file you can read on your computer.



The PDF of your records will come with a password that keeps the file **private**.



**Private** means something you do not share with other people.



You can ask Oranga Tamariki for a new password to read your PDF if you lose the old password.



Oranga Tamariki can give you a new password for your PDF by:

- phone
- text.

## Getting your records on paper



You can get your records from Oranga Tamariki printed on paper.



You can choose to get the printed records:

- sent to you by **courier**

or

- by picking them up from an Oranga Tamariki office.



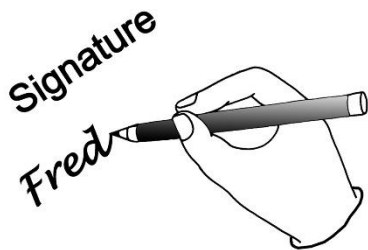


A **courier** is a way to send mail that is delivered to your door.



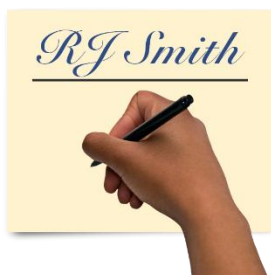
If you choose to have your records sent by **courier**:

- you will not have to pay for the courier
- someone will need to **sign for the courier package**.



**Signing for a courier package** means someone:

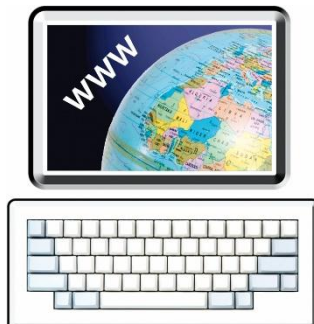
- must be at home when the courier does the delivery
- and**
- they sign something to say they got the package.





If you go to an Oranga Tamariki office to pick up your records make sure you take photo identification / ID like your:

- passport
- driver license
- Kiwi Access Card.



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

**[www.tinyurl.com/mrypur4k](http://www.tinyurl.com/mrypur4k)**



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

# How will Oranga Tamariki confirm my identity?



Oranga Tamariki will contact you when your records are ready to:

- ask you how you want to get your records

and

- **confirm your identity.**



**Confirm your identity** means giving someone information that says who you are.



This lets Oranga Tamariki know they are giving the right records to the right person.



To confirm your identity Oranga Tamariki might ask you questions about your records only you can answer.



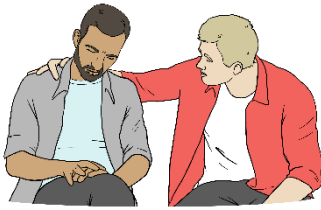
If you do not want to answer questions you can use photo identification / ID pick to up your records from an Oranga Tamariki office.

# Getting support



You might feel lots of things when:

- answering questions to confirm your identity
- getting your records.



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

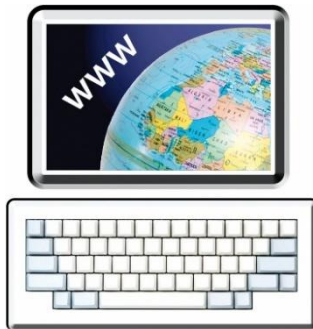


You can talk to your:

- whānau / family
- friends
- support person.



Kōnae 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.



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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