



KŌNAE My Records Guide

What are my rights when I ask for my records?



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About this Easy Read



This Easy Read is about what your rights are when you want to **access** your **records** from the time you were in care.



Here **access** means being able to get the information you want about the time you were in care.



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.





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



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.

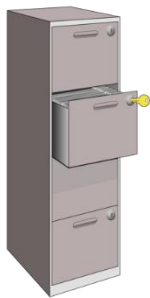
What is my legal right to access my records?



Here a **legal right** means there is a **law** that gives you the power to do something like ask for your records.



A **law** is a rule made by the Government that everybody must follow.



You have the right to ask an organisation like a government agency for your **personal information**.



Personal information means information about you.

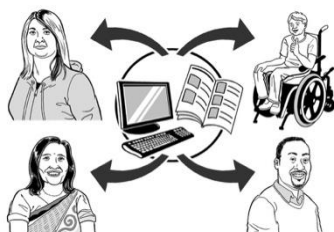


You have the right to access your records under the **Privacy Act**.



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

- collected
- stored
- used
- shared.



When you ask for your records organisations should give you:

- access to your records
- or
- copies of the records you have asked for that are about you.





Find out about the reasons you may not be given access to your records at this Kōnae **webpage**:

www.konae.org.nz/less-info

Why is some information missing from my records?



There may be some information missing in the records you get.



Sometimes some information may have been **redacted** from your records.



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.



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

www.konae.org.nz/redactions/



There may be reasons under the
Privacy Act why an organisation
cannot give you all the records you
have asked for.



Sometimes you may be asked to pay
some money to get your records.



People have told us that their
records:

- were not taken good care of
- are missing.





Find out more about why you might not get all the information you asked for at this Kōnae **webpage**:

www.konae.org.nz/less-info



You can contact the Privacy Commissioner if you have not been given the information you asked for.



The work the Privacy Commissioner does is guided by the Privacy Act.



Find out more about your rights under that Privacy Act at the **website** of the Privacy Commissioner:

<https://tinyurl.com/3zc5hpz4>



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

What is the Official Information Act?



You have the right to ask for information from a government agency.



Government agencies must follow the **Official Information Act**.



The **Official Information Act** tells government agencies what to do with **official information** they have.



The **Official Information Act** is called **OIA** for short in this document.

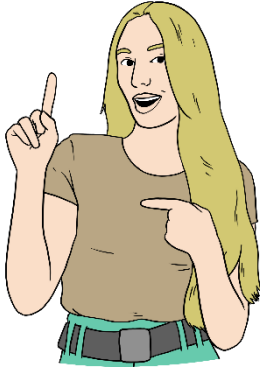


Official information is information the government has that is not personal information.



You can ask for **official information**.

Official information:



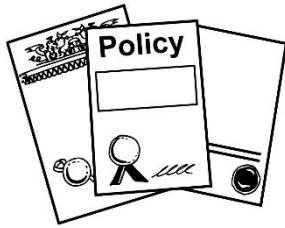
- is not your personal information
- can be about decisions made about you when you were in care.



Official information you might get can be things like:

- what **policies** were in place when you were in care
- how the place you were in care at used money it was given from the government
- what the agency should have been doing to care for you.





Here **policies** are the rules that organisations follow to do their work.



Other official information you might get can be complaints made to a government agency about:

- the organisation you were in care with
- your care giver.

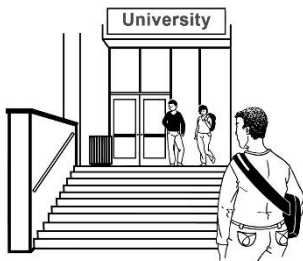
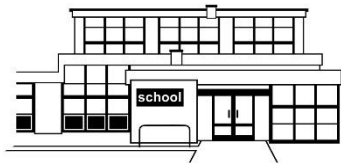


Some other organisations have to follow what the OIA says.



These other organisations:

- are not government agencies
- do care services for Oranga Tamariki
- are **tertiary education** organisations
- are **school boards** of schools run by the government.



Tertiary education is about education that happens after high school like university.



A **school board** is a group of people that makes some decisions about running a school.



A government agency may let you see information about your whānau / family under the OIA.



They have to decide if it is the best thing to do for your family member.



Usually if you ask for official information it should be given to you.



Find out more about your rights to get information from government agencies at this **website**:

www.tinyurl.com/frruhxbk



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

Court documents



Information held by a **court** is not covered by the:

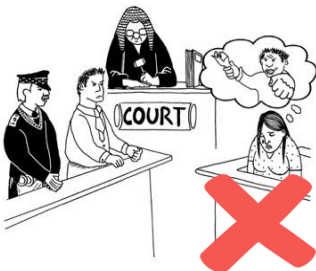
- OIA
- Privacy Act.



A **court** is a place where **legal** things about the law are worked out.



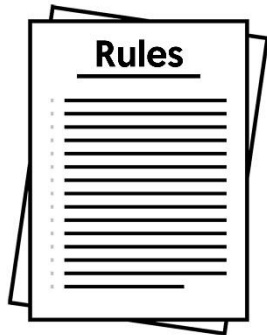
The court may decide not to give you the records you have asked for.



This can be because you were not part of the legal matters that took place in court.

Disability Support Services

You can ask for court records from other organisations like Disability Support Services.



These places should follow the rules set out in the:

- OIA
- Privacy Act.



They cannot give you the information if there is a reason like the court has said no.



You can find out more about asking for court records at this Kōnae **webpage:**

www.konae.org.nz/courts

Information in adoption records before 1986



1986

A law was made in 1986 called the Adult **Adoption** Act.



Here **adoption** is a legal word that means:

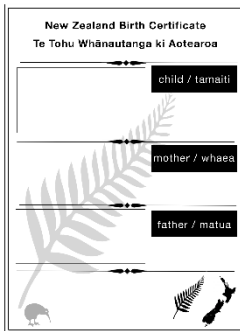
- a family takes the child of another person
- and
- raises the child as their own.



Before 1986 a **birth parent** could say no to putting their information on your **birth certificate**.

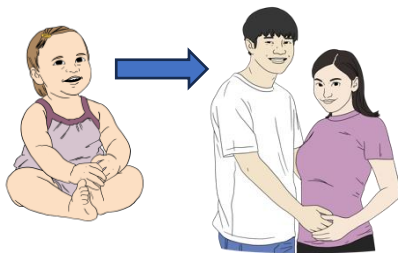


Birth parents are the parents when the baby was born.



A **birth certificate** is a legal document that has information like:

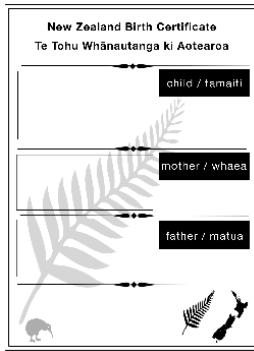
- the date your were born
- who your parents are.



This means if you are the adopted person you:

- cannot see any information about your birth parents
- will not see the names of your birth parents on your **pre-adoptive birth certificate**.





A **pre-adoptive birth certificate** is the birth certificate of a baby before they were adopted.



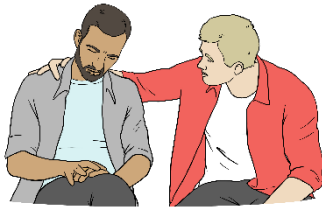
You can find out more information about how to ask for a pre-adoptive birth certificate at this Kōnae **webpage**:

www.konae.org.nz/b-c

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



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



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



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Make it Easy Kia Māmā Mai service of People
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