



Ngā Pou  
Whakawhirinaki  
o Aotearoa



# **KŌNAE** My Records Guide

## **Why are my records different to what I remember?**



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# About this Easy Read



This Easy Read is about what to do when you:

- get your **records** from the time you were **in care**

and

- the information about you is different to how you remember.



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](http://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.

# **Your memories are different to the information in your records**



You may think the information in the records you have been sent is different to the way you remember:

- what happened when you were in care
- how things happened when you were in care.



It is important to remember the records about you were written by somebody else.



The records may have been written by the person / people looking after you like your:

- guardian
- carer.



Your records may have many words you:

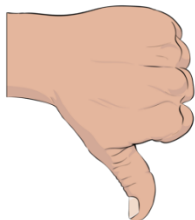
- do not understand.
- would not use.



Your records may only have information that is:

- important to the organisation
- not important to you.





You can ask an organisation to **correct** your records if you think the information is:

- not true
- wrong.

Here **correct** means to change the records about your time in care so it is true.



You have the right to ask an organisation to correct your records.



Find out how to ask for your records to be corrected at this Kōnae **webpage**:

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



## Your records may have upsetting words in them



Sometimes the information in your records can have upsetting words in them.



These words can be:

- mean
- hurtful.



It is upsetting when somebody who has cared for you has been mean about:

- you
- your whānau / family.





It is important you know what someone has said in your records is not who you are.



It is just one person who may:

- not know you
- not know your story
- have only seen you / your family when you are having a bad time.



You could read your records with someone you trust like a friend.

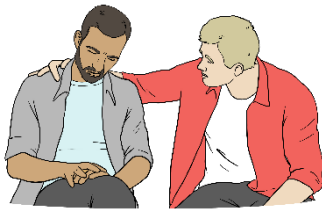


They can support you if you read something upsetting in your records.

# Getting support



Reading things said about you in your records can make you feel lots of things.



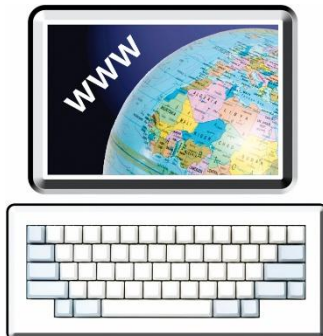
It can be good to have someone to talk to about it.

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](http://www.konae.org.nz/support)**



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



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



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