



Ngā Pou
Whakawhirinaki
o Aotearoa



KŌNAE My Records Guide

**Why did I get less information
than I asked for?**



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About this Easy Read



This Easy Read is about why information might be missing from **records** 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.



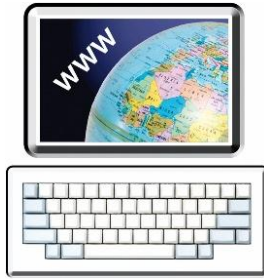
This Easy Read is of a webpage from the website **Kōnae – My Records Guide**.

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.

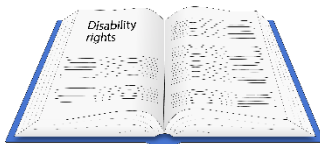


The Kōnae **website** is found at:

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:

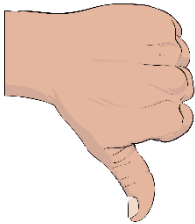
- housing
- being kept safe
- having enough food to eat.

Why did I not get much information?



When you start looking for your records you think you will get:

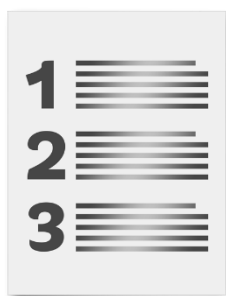
- good information about when you were in care
- a lot of information.



This does not always happen.



You may not be sent much information about your time in care.



The reasons you might not get much information can be things like the records:



- were never made about you
- do not have all the information in them they should
- have been lost
- have been **destroyed**
- have had a lot of information **redacted**.



Here **destroyed** means:

- records have been badly damaged
- and
- you cannot read the information on the 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/



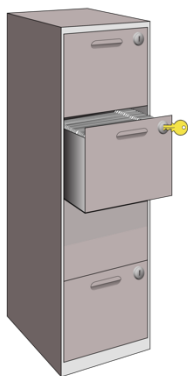
The organisation should give you the records you have asked for.



If an organisation cannot give you the records you have asked for they need to tell you why.

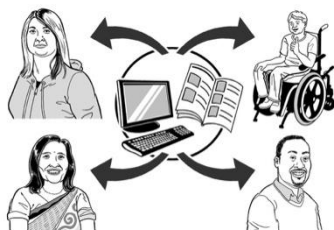


These reasons are set out in the **Privacy Act**.



The **Privacy Act** is about what organisations should do when they:

- collect your information
- keep your information
- use your information
- share your personal information.



How did organisations keep records in the past?



Here **past** means the time that has already been.



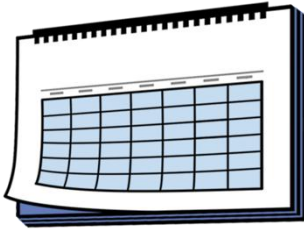
In the past organisations did not always make good records about people in their care.



Some people told us when they got their records there was not much information about their:

- guardians who were meant to be taking care of them
- time in care.





The information an organisation might give you is about:



- when you were in care
- the place you were in care
- the laws telling the organisation how to:



- make records
- care for records



- the staff who made the records.

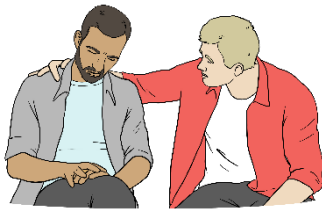


Information may be redacted from your records to protect the privacy of someone else.

Getting support



Getting your records about when you were in care can make you feel lots of things.



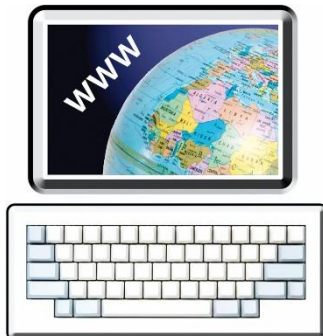
It can be good to have someone to talk to about it.

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 by the
Citizens Advice Bureau – Ngā Pou
Whakawhirinaki o Aotearoa.



It has been translated into Easy Read by the
Make it Easy Kia Māmā Mai service of People
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