



Ngā Pou
Whakawhirinaki
o Aotearoa



KŌNAE My Records Guide

Why did I get no records?



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About this Easy Read



This Easy Read is about why you did not get any **records** you asked for from 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.



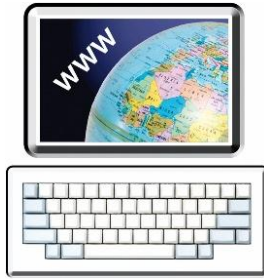
This Easy Read is of a webpage from the website **Kōnae – My Records Guide**.

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.

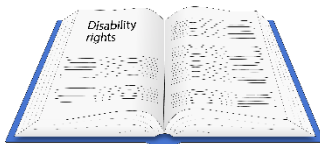


The Kōnae **website** is found at:

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 the records I asked for?



When you ask for your records you may be told that there are no records to send to you.



This may be because the records:
were:

- lost
- **destroyed**
- not made
- **redacted** a lot.





Here **destroyed** means:

- records have been very badly damaged
- 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/



You should be given the records you asked for unless there is a good reason not to.



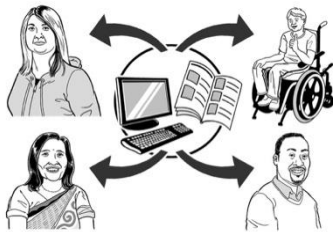
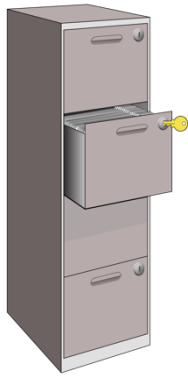
If an organisation cannot give you a copy of your records they need to tell you why.



There are some reasons an organisation may not give you information you have asked for.



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



The **Privacy Act** tells organisations how information must be:

- collected
- stored
- used
- shared.



Find out more reasons why an organisation may not give you the information you have asked for at this Kōnae **webpage**:

www.konae.org.nz/less-info

What other places can I find information?



If you are finding it hard to find your records you could try looking in some other places.



You can find the information you want in old records from the place you were in:

- guardianship

or

- care.





You may be able to find the information you want in things like old:

- newspaper stories
- photographs
- books
- audio histories.



This information may be on the **Archives New Zealand** website at:

www.natlib.govt.nz



Archives New Zealand takes care of government information about things like:

- public works like building roads
- schools
- state care organisations like Oranga Tamariki – Ministry for Children.

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

What other organisations may have my records?



It can be hard to find out which organisation has your records.



An organisation that made decisions about your care may have shut down.



This may mean your records were given to another organisation.



1 or more organisations may have made decisions about you your care.

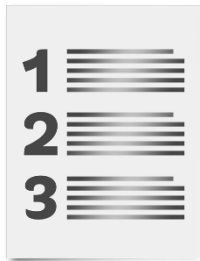


You can ask each organisation about records they may have about you.



You can visit this Kōnae **webpage** to find the organisation that has your records:

www.konae.org.nz/who-records



The organisations may also give you a **summary** of redacted information.



Here a **summary** tells you the main ideas about the redacted information.



You can make a complaint to an organisation if you are unhappy about how some information was redacted.



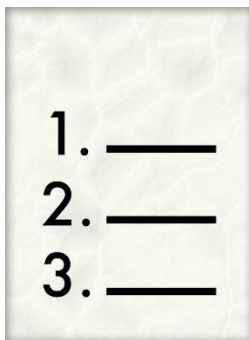
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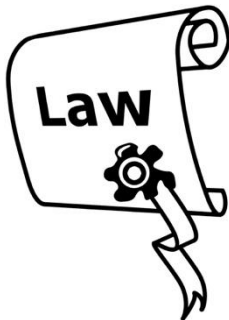
The Privacy Commissioner



You can contact the Privacy Commissioner if you are unhappy with what an organisation has said about your records.



There are some reasons an organisation may not be able to give you the information asked for.



These reasons are set out in the Privacy Act.



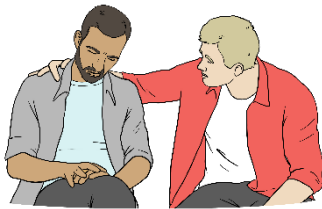
Learn more about making a complaint to the Privacy Commissioner at this Kōnae **webpage**:

www.konae.org.nz/PC

Getting support



Trying to get 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 First New Zealand Ngā Tāngata Tuatahi.



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