

Disability Support Services



**MINISTRY OF SOCIAL
DEVELOPMENT**
TE MANATŪ WHAKAHIATO ORA



Information about record-keeping for providers of disability support services

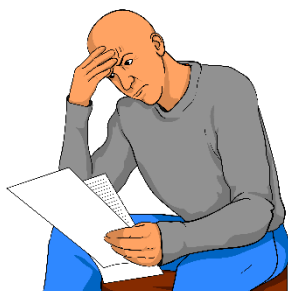


Published: July 2026

Before you start



This is a long document.



It can be hard for some people to read a document this long.

Some things you can do to make it easier are:



- read it a few pages at a time
- set aside some quiet time to look at it
- have someone read it with you to support you to understand it.

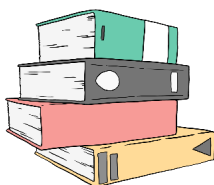


What you will find in here

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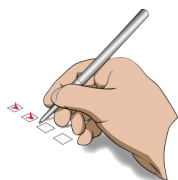


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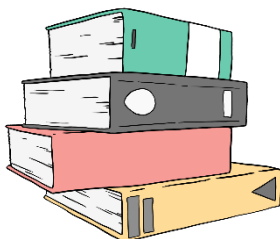
This Easy Read is from **Disability Support Services** at the Ministry of Social Development – Te Manatū Whakahiato Ora.

Disability Support Services

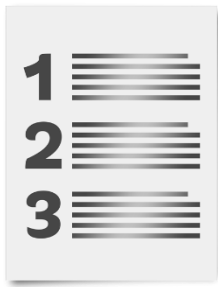


Disability Support Services gives support to disabled people like:

- money
- services
- equipment.



This Easy Read is a **summary** of **Record-keeping guidance for providers of disability support services**.



A **summary**:

- is shorter than the main document
- tells you the important ideas.

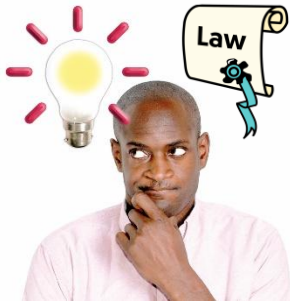


Record-keeping means:

- making good **records**
- looking after the records of a person properly
- making sure people can get their records easily.



Records means the information an organisation has kept / made about a person.



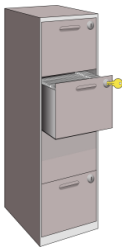
Here **guidance** means:

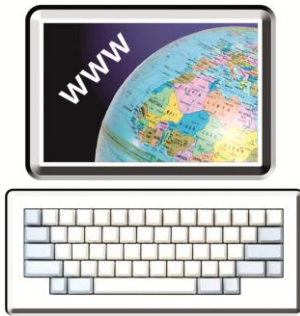
- ideas that are good things to do
- things that are important to do using the law / rules made by the Government.



The guidance is to support disability support providers to:

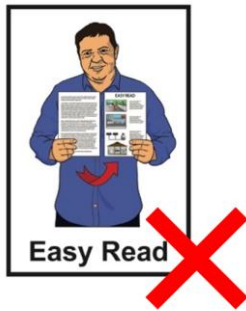
- understand what they must do with records
- look after records in better ways.





The full record-keeping guidance can be found at this **website**:

**[www.disabilitysupport.govt.nz/
dssproviderrecordsguidance](http://www.disabilitysupport.govt.nz/dssproviderrecordsguidance)**



The full guidance is **not** in Easy Read.

What are care records?



Name _____
Address _____

Phone Number _____

Care records are pieces of information an organisation makes about a person while providing:

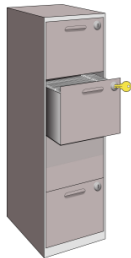
- care
- support.



Archives New Zealand says care records are the records people think are most:

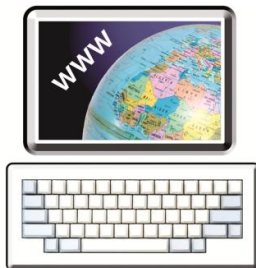
- important to them
- in need of protection / looking after.





Archives New Zealand is a place where old Government documents are:

- stored
- looked after.



You can find more information about care records at Archives New Zealand at this **website**:

<https://tinyurl.com/archivescarerecordsdefinition>



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

Why are care records important?



Care records are taonga / treasures for the person they are about.

Care records can:



- have memories in them
- have connections in them to:



- people
- places



- explain important decisions that were made about the person.



Records can give a person answers about their life if the records:

- are made properly
- are looked after
- can be accessed / looked at in ways that are good for the person they are about.



Record-keeping problems



People told the **Royal Commission of Inquiry on Abuse in Care** about problems with care records.



The **Royal Commission of Inquiry into Abuse in Care** looked into **abuse** that happened to people in care.



Abuse can be:

- hitting you
- calling you names
- **neglect** / not giving you the things you need like food.



Here being **in care** means the people in charge of your care were:

- the Government

or

- a **faith-based institution**.

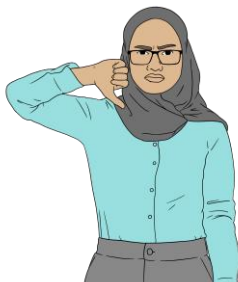


Faith-based institutions are run by religious groups like churches.



People told the Royal Commission of Inquiry on Abuse in Care how they felt about getting their records which had:

- offensive / hurtful words
- information missing
- nothing about what they:
 - thought
 - had said.





People said getting their care records:

- was confusing
- was slow
- made them feel bad.



People said when they did get their records there could be:

- lots of information blacked out so they could not read it
- difficult information they did not expect to get.



Areas of guidance for record-keeping

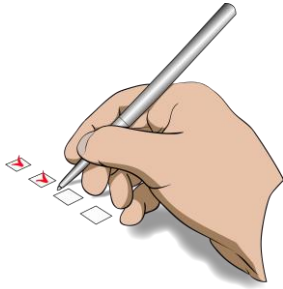


The important things in the record-keeping guidance are:

- making care records
- managing care records
- giving access to care records.



It is important to get these things right because they support answering questions people have.



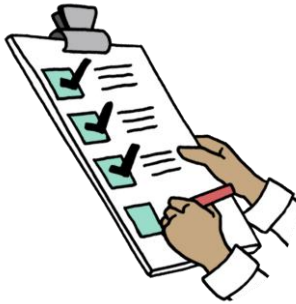
The record-keeping guidance explains how disability support service providers can:

- meet their **legal obligations**
- make things better in what they do with care records.



Legal obligations means things an organisation must do using laws / rules made by the Government.

Legal obligations



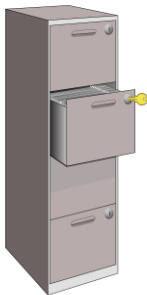
Disability support service providers must create:

- full records / records that have all the information
- accurate / correct records.



Disability support service providers must:

- store the information of a person in a **secure** way
- protect the records from getting:
 - lost
 - damaged
 - destroyed.





Here **secure** means making sure records cannot be read by someone who is not supposed to.



Disability support service providers must:

- make sure information about a person is **accessible** to them
- reply when someone asks for access:
 - in the time that has been set out for them
 - without being too slow.



Accessible means something can be used by everybody including disabled people.

Other things providers can do about records



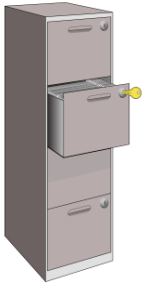
Disability support service providers should create care records by working together with disabled people.



Disability support service providers should use words in the records that:

- are respectful / careful of the feelings of a person
- are clear
- can be understood
- think about what the disabled person needs.





Disability support service providers should look after care records in ways that:

- keep them safe
- are respectful / think about the needs of a person like their **culture**
- are easy to access.



Culture is a way of:

- thinking that a group shares
- doing things as a group.



Disability support service providers should look after **requests** to access records:

- with empathy / kindness
- in ways that give people choices
- with good communication.



Request means asking someone to do something.

More information

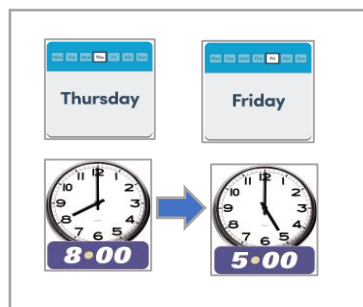
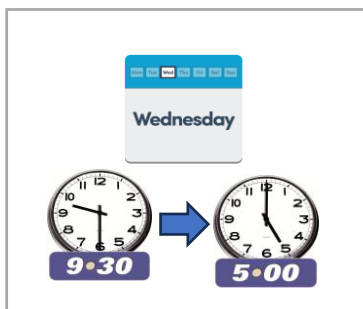
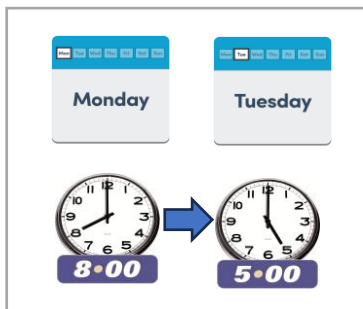
Disability Support Services

You can find out more about the record-keeping by contacting Disability Support Services.



You can **phone** Disability Support Services on:

0800 566 601



You can call this number:

- Monday to Tuesday
 - From 8 am to 5 pm
- Wednesday:
 - from 9.30 am to 5 pm
- Thursday to Friday:
 - from 8 am to 5 pm.



This phone number does not cost money to call.



If you find it hard to use the phone the **New Zealand Relay** service is for people who are:

- Deaf / hard of hearing
- deafblind
- speech impaired / find it hard to talk.



You can find out more about the New Zealand Relay service at:

www.nzrelay.co.nz

**Disability
Support Services**



This information has been written by Disability Support Services at the Ministry of Social Development.



It has been translated into Easy Read by the Make it Easy Kia Māmā Mai service of People First New Zealand Ngā Tāngata Tuatahi.



The ideas in this document are not the ideas of People First New Zealand Ngā Tāngata Tuatahi.



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