

Summary of Recordkeeping Guidance for Providers of Disability Support Services

Adapted in 2026 by Accessible Formats Service,
Blind Low Vision NZ, Auckland.

Transcriber's Note: At the top of the page, two logos are displayed: **Disability Support Services** on the left and **Ministry of Social Development—Te Manatū Whakahiato Ora** on the right.

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Purpose of the guidance

The guidance and its supporting resources are intended to help disability support service providers to better understand their care recordkeeping obligations and improve their practices.

What are care records?

These are the pieces of information that an organisation creates or records about a person while responsible for providing them with care or support.

Archives New Zealand defined care records by asking people which records were the most valuable to them and most needed protection.

For more information go here: For more information go here: <https://www.archives.govt.nz/manage-information/the-care-records-definition/read-the-care-records-definition/the-care-records-definition-plain-language-text> or here <https://tinyurl.com/archivescarerecordsdefinition>.

Why are they important?

Care records are taonga for the person the records are about. They can hold memories, connections, and explain important decisions that were made about the person.

When created, looked after, and provided in a person-centred way, these records can provide meaningful answers for questions in people's lives.

Which recordkeeping issues did people share with the Royal Commission of Inquiry?

Among other issues, people have described the impact of receiving records with offensive wording, big information gaps, and without any of their own views or voice reflected in them.

The process of accessing care records was often described as confusing, slow, and demoralising. When people did receive their records, there could be lots of information blacked out and difficult information they didn't expect to receive.

Which areas of recordkeeping practice does the guidance address?

The guidance focusses on the key practice areas of creating, managing and providing access to care records.

As these practices all play a role in helping to answer people's questions, they are all important to get right.

The guidance explains how providers can meet their legal obligations and make other improvements in each area.

What are some legal obligations that providers have when working with care records?

Providers must:

- Create full and accurate records of the services they are providing.
- Store people's personal information securely and protect it against loss, damage, or destruction for as long as is necessary.
- Ensure that people's personal information is accessible to them and respond to requests for access within the required timeframe and without unreasonable delay.

What are some other things that providers can do to improve people's experiences?

Providers should:

- Create care records alongside disabled people using respectful, clear, and understandable language and keeping their autonomy in mind.
- Store and look after care records in a way which keeps them safe, is respectful, and allows access to be as quick and easy as possible.
- Handle access requests with empathy, provide people with options wherever possible, and communicate proactively.

To see the full guidance go here:

<https://www.disabilitysupport.govt.nz/providers/quality-and-safeguarding/the-care-records-improvement-project/care-recordkeeping-guidance-for-providers> or here

<https://www.disabilitysupport.govt.nz/dssproviderrecordsguidance>

To find out more about the work you can contact Disability Support Services at 0800 566601 (Mon, Tue, Thur, Fri: 8am-5pm, Wed: 9:30am-5pm)

If you're deaf, hard of hearing, deafblind, have a speech impairment or find it hard to talk, you can use the New Zealand Relay Service www.nzrelay.co.nz.

End of Summary of Recordkeeping Guidance for Providers of Disability Support Services