



Quick reference guide

for staff managing care records

3 Quick reference guide for staff managing care records

3.1 The records you manage are important

Remember that the records you manage are taonga for the person the records are about. They can hold sensitive information, memories, and connections and explain important decisions made about the person.

When managed in a person-centred way, these records can provide meaningful answers for the questions in people's lives.

3.2 You have obligations when managing records

You must store people's personal information securely and protect it against loss, damage, or destruction for as long as is necessary.

3.3 The way you manage records can make a difference for people

You can make a difference by storing and looking after care records in a way which keeps them safe, is respectful, and allows lawful access to be as quick and easy as possible.

3.4 There are some guiding principles you can follow when managing records

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

What good practice could look like when following this principle

- Store physical records with appropriate protections by ensuring that storage is fire safe, mould free, not in a location with a flood risk, and not leaving records in spaces where they are likely to be handled or read by people where it is not required for their work.
- Store digital records in alignment with Archives NZ's best practice guidance on digital storage and preservation - [Best practice guidance on digital storage and preservation – Archives New Zealand](#)

- Ensure that historical records are accessible throughout their retention period and keep a clear record of where to locate records to enable timely and thorough searches to locate information when people make requests.
- Before transferring or disclosing a disabled person's personal information to another provider, ensure that your organisation considers the following:
 - o Was the disclosure of this information one of the purposes for which the information was originally obtained?
 - o Am I disclosing only the minimum amount of information necessary?
 - o Has the disabled person or their representative given their permission for this information to be disclosed?
 - o Do any other exceptions to Rule 11 of the Health Information Privacy Code apply which enable or require me to disclose the disabled person's information?
 - o Whether any of the information requested is out of scope?
- Be transparent if you've lost or destroyed someone's records. Encourage staff to locate the missing records where possible and to proactively make people aware of what has happened to their records.

Look for opportunities to identify the care records most valuable to people's identities in description and digitisation processes, including those of value to their whānau, hapū, iwi, and community

What good practice could look like when following this principle

- Consider the types of records likely to be of the most value to disabled people who request their care records. For example, birth certificates, medical documentation, letters from whānau members, support care plans or other documents detailing the key decisions or transition points in the disabled person's support journey.
- Consider which records might be the most valuable in the context of the specific services provided by your organisation.
- Review your organisation's current description and digitisation or metadata processes to look for possible opportunities to identify these most valuable records and make their presence and location visible.



Consider the enduring value of care records to people and their whānau, hapū, iwi and community in any decisions about their use, retention, transferral, or disposal and look for opportunities to involve them in these decisions

What good practice could look like when following this principle

- Build an organisational understanding of the scope and definition of care records using the [care records definition](#) published by Archives NZ and consider which records created and held by your organisation fit within this definition.
- Protect the care records that your organisation is responsible for in alignment with the [Temporary care records protection instruction](#) issued by NZ's Chief Archivist to prevent destruction of care records until Archives NZ completes its review of public office disposal authorities.
- When deciding how care records are used, retained, transferred, or disposed of; consider the value of these records to the people they are about and whether there is an opportunity to involve them in the decision. This could be by letting them know the reasoning behind a decision or giving them alternative options such as receiving their own copy of information.