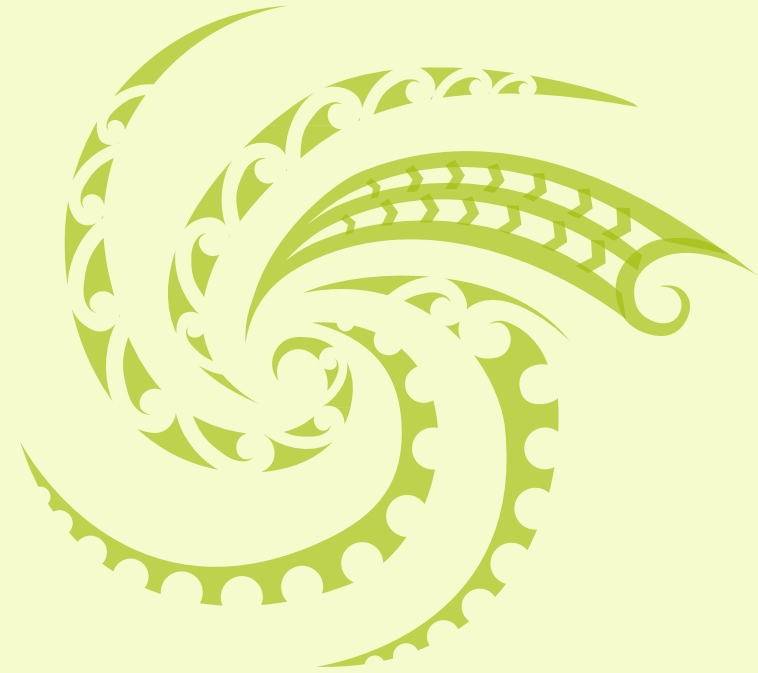


Improving recordkeeping in response to the Abuse in Care RCI

DSS Providers Quality Forum

19 August 2025



[Reports](#)[Ngā pūrongo](#)[Survivors](#)[Ngā purapura ora](#)[Research and engagement](#)[Rangahau me ngā tūhonhono](#)[Background material](#)[Te tuara me tōna raupapa](#)[Document library](#)[Kohinga tuhinga](#)

Whanaketia – Through pain and trauma, from darkness to light

The final report on the abuse and neglect of children, young people and adults in the care of the State and faith-based institutions in Aotearoa New Zealand between 1950 and 1999.

[Read more here](#)[Quick
Exit](#)

Some survivors' voices on the value of records

"Records are a very big part of our lives obviously. It's the first time that you sit down there and read them and you're reading about your life. And sometimes that can take a long, long time to come about. That is because, in part, in great part, the authorities do not make it easy for you."

"My records seem to end at age 10 and I had no more visits from [Social Welfare], but I was still in the system until 17 years old."

Abuse in Care Inquiry's Reports and Hearings Evidence

"records form[ed] a very important part of redress".

"being able to access their personal files and records usually represents their only hope in finding answers to the many questions that they have carried with them for a lifetime".

"The documents make my timeline a lot more understandable and provides a bit of clarity. However, I really wonder what happened there that is not included in these documents."

"I do not remember the police officers writing our names down or writing down anything that we were saying. No one seemed to be taking any notes. I told the police officer that I wanted to tell him about Kimberley, but he just focused on securing the cell. I told him there was sexual abuse going on but he just ignored me and walked off."

"The records I have received through my OIA request are very valuable to me because they give me a place to start when trying to understand what happened in my childhood and where I have been. Other children have photos ... all I have is my records"

UNCLASSIFIED

"Here's what we heard ..."

Summary of issues raised through lived experience lens

When I want:

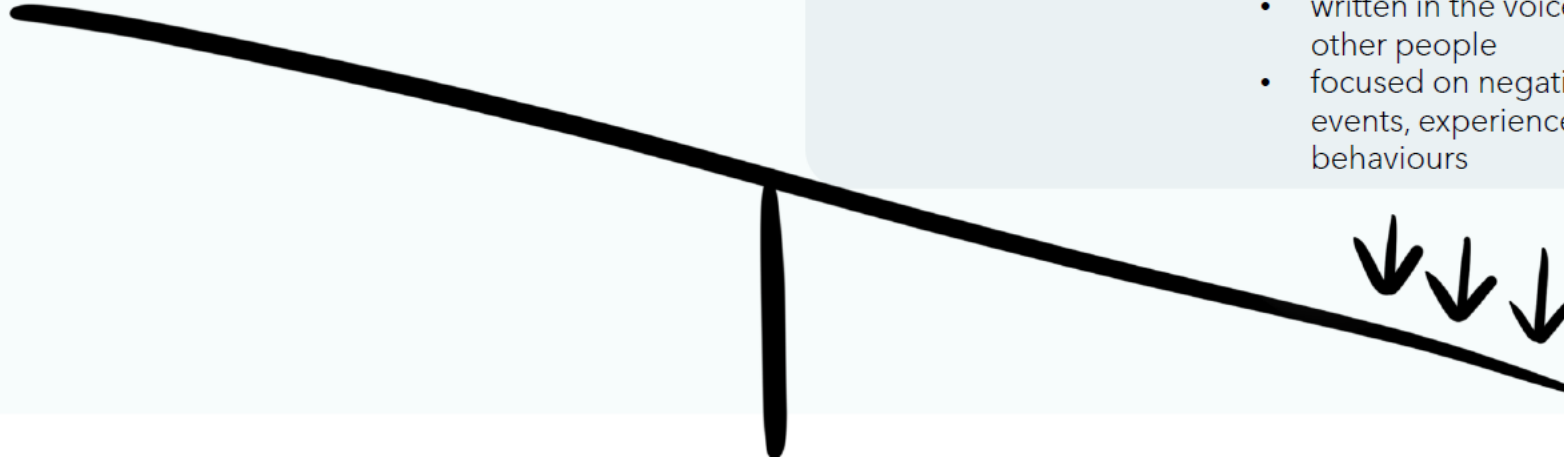
- to receive all information about me
- the context to my story
- control over my information
- honesty and empathy
- to set the record straight
- to reconnect
- evidence of harm

**I am met with:**

- a lack of empathy
- no clear path to apply
- long timeframes
- infrequent updates
- no or limited support or explanation
- only some of the information

I find that records have been:

- heavily redacted
- unequally accessible
- dispersed
- altered
- offensively worded
- not created
- lost or destroyed
- incomplete
- biased or inaccurate
- obscured
- written in the voices of other people
- focused on negative events, experiences, behaviours



RCI evidence showed significant recordkeeping failures

1. Issues with creation of information (includes Importance of format)
2. Issues with completeness of information
3. Issues with accuracy of information
4. Issues with retention of information
5. Issues with availability of information
6. Issues with releasing information to others
7. Issues with information not being used appropriately
8. Issues with the records of indirect State care
9. Issues of power and control over the records
10. System operating with a lack of understanding of Māori culture
11. Lack of independent and adequately funded monitoring

Te Whakapāha nā Te Poumanaaki ki ngā mōrehu o te tūkino i te wā tiaki

Chief Archivist apology to survivors of abuse in care

Ka nui te pono o te whakapāha a Te Poumanaaki Anahera Morehu, mō ngā mahi a Te Rua Mahara o te Kāwanatanga (ko National Archives i mua) mō tana mūhore ki te aroturuki tika i ngā mahi pupuri mauhanga Kāwanatanga.

The Chief Archivist Anahera Morehu, sincerely apologises on behalf of Te Rua Mahara o te Kāwanatanga Archives New Zealand (previously the National Archives) for failing to effectively monitor Government recordkeeping

Select your language

☒ Māori and English

☐ Māori

☐ English

20 o Nōema 2024

E ngā mana, e ngā reo, e ngā karangatanga maha, nei rā te mihi aroha ki a koutou katoa.

I te Whakapāha ā-Motu i te 12 o Nōema, i whakapāha te Pirimia mō ngā tini āhuatanga mūhore a te Kāwanatanga. Ka tautoko au i ana kupu – ko ngā mauhanga, me te pupuri mauhanga tētahi wāhanga tūturu o aua mūhoretanga. Ka nui te pono o taku whakapāha mō ngā mūhoretanga a Te Rua Mahara o te Kāwanatanga (ko National Archives i mua) mō tana mūhore ki te aroturuki tika i ngā pupuri mauhanga Kāwanatanga. Kāore te National Archives i whakapau i ōna kaha ki te whakanai ake i ngā pupuri mauhanga a te Kāwanatanga. nā reira

20 November 2024

E ngā mana, e ngā reo, e ngā karangatanga maha, nei rā te mihi aroha ki a koutou katoa.

In the National Apology on November 12, the Prime Minister apologised for the many ways you were failed by the Government. I tautoko his words – records and recordkeeping were a very real part of those failures. I sincerely apologise on behalf of Te Rua Mahara o te Kāwanatanga Archives New Zealand (previously the National Archives) for failing to effectively monitor Government recordkeeping. The National Archives did not use its powers fully to improve Government recordkeeping and for that I am truly sorry. The lack of monitoring

Responsibilities of providers and agencies

*“Every public office and local authority must create and maintain records of its affairs, in accordance with normal, prudent business practice, **including the records of any matter that is contracted out to an independent contractor.**”* – Public Records Act (PRA) 2005, section 17

A Public Record is “a record or a class of records, in any form, in whole or in part, created or received (whether before or after the commencement of this Act)...”

The PRA applies **where the State has passed on its care function to an NGO** by delegation, contract, license or in any other way.

The obligation to maintain records also applies to public records created or received **before the commencement of the PRA.**

Where this applies to records held by NGOs, the **statutory obligation is on the public office to maintain the records**, and not on the NGO.

Instructions on appropriate records management should be **included in contracts** between NGOs and agencies



What is information and records management?

– getting started

Make a record

To be complete and reliable, need to show:

- What happened
- Decisions or recommendations
- Advice or instruction given
- When it happened, who involved

Find & use a record

Should store:

- Easy to access (physical or digital)
- Appropriate security and protection
- Easy to find (good description of what and where they are)

Dispose of a record

Must be authorised.

Disposal includes:

- Transfer of control
- Sale
- Alteration
- Destruction
- Discharge



First principles of records management

Information and records of all formats, created in all systems, and in all locations must be well managed

[Implementation guide – Archives New Zealand](#)

Create and manage information and records as part of normal day to day work – have policies, rules and procedures for this

Make sure all staff are aware of requirements, and check that they are being followed

Information and records must be accurate, authentic and reliable, with trustworthy and reliable metadata

Information and records must be identifiable, retrievable, accessible and usable for as long as needed

They must be protected from unauthorised access, alteration, loss, deletion, destruction

Manage access and sharing in line with legal and business requirements

Keep as long as needed for business, legal and accountability – and for the needs of the people in the records

Disposal of records must meet standards, and be well documented



Ngā tohutohu taupua mō te tiaki i ngā mauhanga manaaki

Temporary care records protection instruction

Kua puta mai i te Kaipūranga Kōrero Matua ētahi tohutohu hou e taupua ana mō te tiaki i ngā mauhanga manaaki. Anei ngā mōhiohio me mōhio koe.

The Chief Archivist has issued a new temporary care records protection instruction. Here's what you need to know.

Select your language

☐ Māori and English

☐ Māori

☒ English

On this page

He tohutohu hou hei tiaki i ngā mauhanga manaaki
New instruction to protect care records

He aha ngā tohutohu taupua mō te tiaki i ngā mauhanga manaaki
What the temporary care records protection instruction is

He aha ngā mea kei raro i te maru o ngā tohutohu taupua mō te tiaki i ngā mauhanga manaaki

He tohutohu hou hei tiaki i ngā mauhanga manaaki

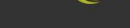
New instruction to protect care records

Kua puta mai i te Kaipūranga Kōrero Matua ētahi tohutohu taupua mō te tiaki i ngā mauhanga manaaki. Ko tā ēnei tohutohu tiaki he unu mai, he whakakapi hoki i te [aukati ākiri \(disposal moratorium\)](#) mō ngā mauhanga e hāngai ana ki Te Kōmihana Whakatewhatewha Pūwherowhero i te Tūkinotanga i Ngā Whare Whakamaru, i puta tuatahi mai i te 28 o Māehe 2019. Ko tā ngā tohutohu hou he tiaki i ngā mauhanga manaaki i a mātou e arotake ana i ngā tikanga pupuri, ākiri hoki i ngā

The Chief Archivist has issued a temporary care records protection instruction. This protection instruction withdraws and replaces the [disposal moratorium](#) on records relevant to the Abuse in Care Royal Commission of Inquiry originally issued 28 March 2019. The new instruction is to protect care records while work is undertaken to review the retention and disposal of State care records.

[Read the temporary care records protection instruction](#)

What is a care record? The definition



Te Rua Mahara o te Kāwanatanga

ARCHIVES

NEW ZEALAND

Records we hold

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Ā mātou kōrero Discover our stories

Mō mātou About us

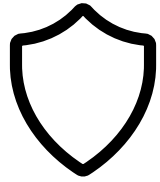
[Home](#) > [Manage information](#) > [The care records definition](#)



Te whakamāramatanga i ngā mahi tiaki pūranga

The care records definition

Get the details on our care records definition. Read our plain language and detailed versions of the care records definition and learn more about how we came up with it.



Types of information about care - The Care Records Definition

- Records of the core identity of people in care
- Records of providing services to people in care
- Records of incidents, responses and decisions affecting the safety and wellbeing of people in care
- Records about meeting recordkeeping requirements for people in care
- Records of State and non-state care settings

Which of your records
include this type of
information?

[read the detailed text version of our care records definition.](#)

Care Records Framework - Purpose

The purpose is to support a care experienced person to:

- Have their privacy protected and to have information about them kept safe
- Be free from discrimination and to be treated with respect and dignity
- Have access to information about them and their time in care
- Maintain or re-establish connections with family, whānau, hapū, iwi, whakapapa, culture and community
- Preserve or reclaim identity
- Hold organisations making decisions to account
- Be involved in decisions that affect them and be supported to participate in those decisions
- Be able to interact with, understand, challenge, and use information about their time in care, including reasonable accommodations for people with disabilities.

Care Records Framework - Values

Values (for Care Records Holders)

The values describe ways for records holders to work, and behaviours to consider, when trying to deliver on the purpose of the Framework and meet the needs of care experienced people.

- **Kaitiakitanga** - Recognise care records as taonga with intergenerational value that must be actively protected in a way that people trust
- **Manaakitanga** – Recognise and respect the mana and dignity of people and elevate this through compassion
- **He Tāngata** - Keep people at the centre of all that you do
- **Tino Rangatiratanga** – Uphold people’s rights and autonomy
- **Mahitahitanga** - Work as equals to create and share knowledge
- **Whanaungatanga** - Recognise and nurture the whakapapa, kinship and connections that exist between people
- **Ka mua, ka muri** - Be open to new ideas and willing to continuously learn and improve
- **Whakatapoko** - Actively promote accessibility for the whole population

Questions

We are planning to develop recordkeeping advice and guidance specifically for DSS care providers.

What I need to know from you:

- What kinds of questions come up most often for you about good recordkeeping? What do you most need to know about?
- What kind of advice and guidance would be most useful for you?

(You can also email me about this later)

- **Questions for me?**





**Te Kāwanatanga
o Aotearoa**
New Zealand Government

Nau mai, haere mai and welcome

This website is a guide to help you find and access records created about you (or your whānau) by government agencies, faith-based organisations, or other organisations involved in decisions about your guardianship or care.

[Learn how our website can help you](#)

[Quick Exit](#)[Find Support](#)

Welcome to Kōnae

We acknowledge and uphold the mana of manuhiri / visitors to this website. It has been designed with the views of people with lived experience at its centre.

People have shared how the process of getting your records can be challenging – both in terms of the range of emotions it can bring up, as well as the practical steps involved. We hope Kōnae will make the process of getting your records easier and that this website will be a safe and empowering space for you.



0800 456 090 or Text 8328
Weekdays 8:30am - 4.30pm

About ▼
Mō

Sharing experiences ▼
Te Toha Wheako

Records Support
Ratonga Āwhina - Puna Mauhanga

Deaf survivors/NZSL ▼
Mōrehu Turi/NZSL

Disabled survivors/Easy Read, Large Print, Audio, Braille
Mōrehu whaikaha

News ▼
He Karere

Contact Us
Whakapā mai

[Home](#) > Records Support

Records Support

Ratonga Āwhina - Puna Mauhanga

The Survivor Experiences Service offers support for people who have been abused in care to request, receive, and understand care records.

On this page:

- [Who the Service is for](#)
- [Help with records](#)
- [Who can get records support](#)

Some survivors' voices on the impacts of accessing records

" Every time I have approached an agency or department for help, I have been blocked. I have written so many letters. You can't just say there is no evidence that someone existed. Whanau deserve answers".

"What's in my file is another form of abuse. Some of it is true, but not all of it."

"That's one thing I did manage to do, I got an apology and I got that wiped off my notes, which to me was a big thing because I felt that I didn't want the label of [drug addict and schizophrenic]."

"... the agency would not regard her and Paul as siblings until they had it on a bit of paper.... Sarah found a responsive records manager [who] found files for Paul, and ... sourced the correct data from Government records...Sarah was now allowed to see photos of her oldest brother [and meet him]"

"My statement is about my adoption and the fraudulent birth certificate that severed my connection to my whakapapa and whenua...The moment my adoption happened was the minute I lost my legal Treaty rights as a Māori."

"For example, in one 90-page file, 45 of the pages were completely blanked out ... This made it really hard to go through, and like me, [my sister] was left wondering what was on those pages, and how the whole page can need to be redacted."

"A Samoan survivor...had his ethnicity wrongly recorded as part Māori. He described this as "another kick in the face because it shows me that how they did not care about me to get my information right."

Wrongly identifying ethnicity is a widespread issue and can have deep effects on survivor identity.