

# My Experiences Matter

The hardest thing  
wasn't what was in my  
file. It's what wasn't.

## The explainer

Missing records, heavy redactions, and unexplained gaps can be devastating to receive. When access requests are handled with empathy, clear communication, and proper support, you turn a traumatic process into one that restores dignity.

Develop records with me,  
not just about me.

**Disability  
Support Services**



**Te Kāwanatanga  
o Aotearoa**  
New Zealand Government

