

**Provider forum: Care records management | 19 August 2025**

**[Jacinda Allwood]**

Kia ora koutou. Ko Jacinda Allwood tōku ingoa  
Welcome everybody. I'm Jacinda from the quality team here at DSS and I'd like to welcome you all to this, our third provider quality forum which will focus on care records management.

I will start with an opening karakia and then I'll do some housekeeping before handing over to those of whom you actually want to hear from today.

**Traditional Karakia:**

Whakataka te hau ki te uru Get ready for the westerly  
Whakataka te hau ki te tonga and be prepared for the southerly.  
Kia mākinakina ki uta It will be icy cold inland,  
Kia mātaratara ki tai and icy cold on the shore  
E hī ake ana te atakura May the dawn rise red-tipped   
He tio, he huka, he hauhū on ice, on snow, on frost.  
Tihei mauri ora! The first breath of life!

Thank you and welcome. I will just run through the housekeeping before we get started.

We have a great number of people, up in the mid-90s today. So it's really exciting to see you all here.   
We have New Zealand Sign Language interpreters for this forum, so those of us speaking will try and keep our speech clear and not go too fast, but someone might give us a sign if we are speaking too quickly.

We are recording this session, so that the forum along with a copy of the presentation cam be posted on the DSS website once we have sorted out the transcription. So, you don’t need to take notes because it will be available to you afterwards.

We are running Q&As for this forum. We would really like this to be interactive, and hear from you, as providers, around what your requirements are with respect to care records management.

Maybe some of the questions that you receive and any tricky things that you would like some further guidance on that Belinda and the team from Archives New Zealand can work on. To manage written questions, we have disabled the chat function, but we have the Q&A function available.

You just need to click on the QA button at the top of your screen which works effectively like a chat. Make sure that on the Q&A panel, beside your initials or your name, the box says, ‘ask a question’. If it doesn't, just use the up down arrow to select ‘ask a question’. You can add written questions anytime throughout the presentation, but we will leave them till the end when we’ll run a Q&A session with those written questions. We will also give you time to ask questions verbally or through NZSL if you wish. While the presentation is going and if people are putting questions in the Q&A function, please don't repeat a question if you see that one's already up, but you can identify those questions you'd like to hear the answer to by upvoting.

On the left side of each question, there's a little up arrow. If you click on that, that's called an up vote. And those questions with the most up votes, we will make sure we address first, so we get to the most popular questions before the end of our time.

So, without further ado, I would like to hand over to Carmela Petagna, the General Manager of the quality team at DSS, who will do a short introduction. Over to you, Carmela.

**[Carmela Petagna]**  
Welcome everyone. As Jacinda has said, this is our third provider quality forum. It's really encouraging and great to see the level of interest continue.

Thank you all for being here. Today’s important topic will help us all better understand the responsibilities and accountabilities around care records management. We are delighted, as Jacinda said, to be co-hosting with Archives New Zealand. Led by Belinda Battley and two of her colleagues who we will hand over to shortly.

Thank you for joining us today. Just a bit of context. You will all be aware, I think, through Budget 25 and as part of the response to the Royal Commission of Inquiry into Abuse in Care, that DSS received funding to drive some initiatives to make the system safe.

That is the category that we received the funding under, and it included four different things:

1. to implement an enhanced audit programme.
2. to look at system investment to improve the management of critical incidents and complaints.
3. to work across several agencies in the workforce development area.
4. the final one and very importantly was to work specifically with Archives NZ along with other agencies on how we improve care records management.

We are making solid progress across all four areas, and we will keep all providers informed and up to date with how we're doing at the appropriate times.

And so today Jacinda will hand over shortly to the team from Archives NZ, who will share with us, some of the learnings from the findings of the Royal Commission of Inquiry, and the work they have underway to develop national guidance and standards on care records management processes and protocols.

We have undertaken to work closely with Archives NZ so we can help shape any specific guidance that we need tailored specifically for DSS-funded providers. That's why we have facilitated the session. Today is the first step in making some of those connections so I thank you all for coming.

I hope that you'll find this session incredibly valuable. I will hand back to Jacinda, to proceed with the introductions and the session for today. Thank you very much.

**[Jacinda Allwood]**  
Thanks so much, Carmela. That's great, I will just hand straight over to Belinda.

Introducing Belinda Batley, who will be sharing a slide show presentation with you today. Belinda is a Principal Advisor at Archives NZ. Part of Belinda’s work is following up on the findings of the Royal Commission of Inquiry findings that Archives NZ is developing work on. Handing over to you, Belinda.

**[Belinda Battley]**  
Jacinda, thank you very much for having me today. And Vernon and Belinda Chu as well, who I work with at Archives NZ. I'll just share my slide presentation now with you.

Vernon looks after the team who helps agencies establish rules for managing the disposal of their records, and so he's really interested today to hear from people who are working with those records every day.

Belinda Chu is a senior member of our web team. So she's interested in meeting the people who might be using our information to find out more about what you need and are interested in. Today I'm going to be talking about what we've learnt from the Royal Commission about the importance of care records and how to make sure they're available when they're needed.

Then I hope we'll have some time for questions. We need to find out from you, as Jacinda and Carmela said, what kinds of advice and guidance would be most helpful for you. And you might also have some questions for us as well.

The Royal Commission delivered its final report, Whanaketia, on 24 June 2024. It describes horrific abuse and neglect of children, young people, and adults in care. It was the result of the largest, longest and most complex public inquiry ever undertaken in New Zealand.

There are over 500 findings about abuse and neglect in the report. The governments broadly accepted the findings and it's committed to progressing the overall intent of the Royal Commission to address the wrongs of the past, make the current care system safe, and empower those in care, their families, whānau, and communities.

The Royal Commission highlighted many significant issues with record keeping, including multiple failures to meet the minimum requirements of the Public Records Act, which is the act that sets out what Archives NZ is responsible for, and how government records should be managed.

The failure to meet the minimum requirements helped contribute to ongoing serious abuse of people in care. Record keeping itself is an important part of care, and often instead it was experienced as another kind of abuse. So, this is why Archives NZ are part of the Crown response to the Royal Commission.

It's our job to lead government record keeping, provide guidance and advice, monitor record keeping to make sure it's being done properly, call it out where we see things that are wrong, and show what has to be done to make sure that it's fixed.

Survivors of abuse and other people who were in care gave a lot of feedback to the Royal Commission about why records were important to them and why not having records was a major problem.

Records help people understand their time in care and why they were in care. They contain important information about people's health and medication, education and other rights and needs. They help people keep connected or reconnect with their whānau, community, culture, and language. They help identify repeat abusers so they can be stopped, and they help people seek justice.

But without good record keeping, these all become problems. I'll just give you a minute to read some of the things that survivors told the Royal Commission about the value of records and their experience of not having records.

These slides will be available later, so if you didn't have time to read anything there, then you'll be able to go back to it later.

These are the points raised by people who were in care when they were asked by the Royal Commission in Crown response about their experiences of trying to find information about themselves.

They said what they wanted was to receive all information about themselves and the context of their stories. They said they wanted control over their own information, to be treated with honesty and integrity, to make corrections where things were written that were untrue.

To reconnect with family, whānau, their culture and communities. And they wanted evidence about harm to themselves that they could use to seek redress, but also just to prove to others that what they knew to be true about their lives was true.

However, often this was not their experience. They met a lack of empathy. It was hard to work out how to request their records. It took an incredibly long time. Often, they weren't updated with progress on their requests. They didn't get enough support.

People didn't explain well enough what was going on, what was happening, what their rights were, what the process was, and they were only given some of the information that they were looking for.

They experienced a lot of problems with the records that they did receive. A lot of the information had been redacted. Some people got more access than others to similar or the same information. The records might be held in a whole lot of different places.

It might be offensively worded, biased, focused on negative things only, never created, destroyed, obscured, and only too often only written in the voices of others.

Remembering that these might be the only records of a person's childhood, you can understand how hard and upsetting the experience would be for them.

Given what the survivors told us, we then analysed the evidence in the Royal Commission's hearings and reports and found all these types of record keeping failures in a wide range of organisations.

These issues are of particular concern to Archives New Zealand in our role as regulator of public sector information and records. There are issues with records not being created or with the way they're created, and barriers to the people most affected having a voice. People would report serious abuse, but it might not be recorded.

Sometimes because they weren't understood or weren't believed, or sometimes people wanted to protect their organization and because of the way their record keeping systems were set up, they could get away with not recording it or hiding the evidence.

Much of the information relating to care is incomplete and far too often inaccurate. A whole lot of information has been destroyed, too often inappropriately. Vital information has been unavailable or not released when it should have been.

Often leading to injustice, separation from whānau and communities, and sometimes to life threatening situations.

Information has been inappropriately shared, and the big power imbalance between people in care and those who should have been responsible for looking after them has been made worse through poor record keeping.

Importantly for our discussion today, records of indirect stake care have not been available when needed. Often because there hasn't been enough clarity about who's responsible and how the record should be managed.

There's strong evidence of very little understanding of Māori culture in the way information and records are created and managed in many organisations as well. Finally, and also very importantly, there's been a serious shortfall in independent or adequately resourced monitoring.

So, when care record keeping is badly done, it gives a free pass to abusers, and they keep on going for years sometimes. Good record keeping means they can be stopped and held to account. Poor record keeping creates barriers to connection, education, health, and other rights.

Seeing these problems has meant that Archives NZ has had to find a way to find some solutions. So, we're committed to better supporting rights and records. We've been working with the Crown Response Office and related agencies, including Disability Support Services and Ministry of Social Development to establish an evidence-based work program to address the many issues that have been uncovered by the Royal Commission.

One of our first steps in response, after the Royal Commission's final report was published, was an apology by the Chief Archivist. You can read this on our website. In it, the Chief Archivist acknowledged our failure to effectively monitor government record keeping.

And made a commitment to improving record keeping practice and regulation across government.

So now on to who's responsible for records relating to care when it's provided not by the state, but by non-government organisations under contract to the state.

Government agencies who contract out services, any kind of services, are responsible for making sure the record keeping about those services meets the requirements of the Public Records Act. They need to make sure the organisations providing the services are creating and managing the records to the required standard.

This means the record keeping requirements need to be clearly written into contracts. However, up until now, that often hasn't happened. Largely, it seems, because of a lack of awareness, because records are an important part of the care of people, not just a matter of administration. This is a major problem.

We're working on improvements to contract documents so that this is set out clearly from the beginning. In the meanwhile, we're starting to develop specific advice and guidance for the records of non-government organisations for work done under contract to the state.

We're also reviewing all of our standards and advice about how long the different kinds of care records need to be kept and what should happen to them afterwards, in line with what the Royal Commission recommended and survivors of abuse say that they need.

We also need to deal with historic records of care services from the 1950s to now and make sure that the responsible government agencies find out where these are and bring their management up to standard if they are the kinds of records that should be kept for the long term.

If they do need to be kept for the long term or permanently, but can't be transferred to Argives NZ, they need to be regularly monitored to make sure they're being managed and made accessible in the right way.

This means that we need to give you some guidance, so you understand what the standards you need to follow are. I'm going to give you a really quick basic overview in the next few slides, but one of the main reasons I'm here today is that we need to know what kind of guidance would be most useful for you about meeting the standards.

We want to provide advice and guidance that's targeted to your situations and the way that you work, and also what kinds of formats of guidance are most useful.

Here's a quick overview of what I mean when I talk about information and records management requirements.

During a typical workday, people carrying out care services create, receive, use, or dispose of information and records of all kinds. In simple terms, a record is any documentation or evidence of activity, including data.

Good records management means the appropriate creation, capture, management, retrieval, use and disposal of information and records, making sure their value is identified and they're effectively handled.

There are three steps to information and records management.

The 1st is **to make a record.**

Information and records are created every time someone in your organization records an activity or a decision that's part of the work that you do as an organization.

This might be writing an e-mail, or writing a report, or a case note, or an entry in a register. It might be adding data to a spreadsheet. It might be making a film or a sound recording, or it might be taking a photo.

And there are other ways that information might be recorded, so for example by phone, by text, or maybe social media message. It's not the format of the information that makes it a record, it's because the content relates to the work of your organization.

To be complete and reliable, information and records need to reflect what happened, what was decided or recommended, what advice or instruction was given, when it happened, and who was involved.

The next part is **to find and use a record**.

An essential part of managing your organization's information and records is not only to make records, but also to capture them and store them so they can be found, used and managed over time.

This means storing information and records somewhere that's easily accessible, whether in a digital or physical form, with appropriate levels of security and protection, and so they can be they can be easily found.

The 3rd and equally important is **appropriate disposal of records**.

Under the Public Records Act, disposing of information in records doesn't always mean destroying it. Dispose in this specific sense means decide what to do with it.

It can mean transfer of control to another organisational place, sale sometimes, alteration, destruction, or discharge. And I'm going to talk a bit more about the specific meanings of these words under the Public Records Act soon.

Public records can't be disposed of without the approval of the Chief Archivist, and this is set out in documents called disposal authorities. The contracting agency, so in your case DSS, will be responsible for making sure you know what should happen to your records once you no longer need it for your current work.

One type of disposal, as I said, is destruction. Some records are only of short-term value, and they can be destroyed after they've been used, but others must be kept for longer before destroying. The length of time they have to be kept is the minimum retention period.

And it varies depending on the value or importance of the information. You always need to make sure what the disposal authority says before you destroy any records. In most cases, the records your organization makes and uses during a normal working day are not of permanent value, and they can be disposed of after the minimum retention periods being reached.

But it's really important to check with the ministry what should happen with those records when you don't need them anymore for your day-to-day work, how long you should keep them on site, whether they need to be transferred to the ministry, or whether you can just keep them for as long as you want to, and then destroy them.

Or maybe return them to the people they are about. Returning them to the people that they're about is called discharge of the records.

I mentioned sale. That's pretty unusual. That kind of thing happens when, for example, a government role is privatized, like when the Ministry of Works or New Zealand Railways were broken up many years ago and some of the commercial type records might have been sold with the business.

I only mention it here because it's mentioned in the Public Records Act as a possible thing that can happen, but it's very unlikely that would relate to your records.

You can find out more about managing records at the link in the header of this slide: [What is information and records management?](https://www.archives.govt.nz/manage-information/getting-started-with-information-and-records-management)

These first principles of records management are also on our website, and if you want to see more about them and how to implement them, there's a link on this slide as well: [Implementation guide – Archives New Zealand](https://www.archives.govt.nz/resources-and-guides/statutory/implementation-guide)

These principles set out the importance of having set policies, rules, and procedures about records management that everyone on your staff knows and follows.

They emphasize the importance of trustworthy records that can be easily accessed, kept safe, well managed for as long as needed, and disposed of appropriately. Keeping a record of what happens to the records themselves all through their creation, management and use is also really important, just to make your work and your life easier.

So, a small investment of time and attention, and maybe a few new resources, but maybe not, to records management now, will pay off hugely in the future to save you time, expense, energy, and worry, and reduce risks of harm to the people in your care and your organisation.

A significant issue which was highlighted by the Royal Commission was that few of the records relating to people's time in care were available when, as adults, they wanted to see them. The Royal Commission found that often records have been disposed of inappropriately.

But also, disposal decisions have been made in the past, not recognising that sometimes it takes 30 or 40 years for someone to be ready to look at their records or to report abuse, and disposal schedules weren't taking this into account. So, we're working on a review of all disposal authorities, to make sure disposal settings are appropriate for care records wherever they might be held. Until that's done, all care records are protected with a temporary care records protection instruction.

In the meanwhile, for key records, no one can destroy, alter, sell, or discharge the public record. If necessary, the records can be transferred to another agency if the function moves, or they can be transferred to Archives MZ.

The first step in fixing the disposal settings was to develop a care records definition. We did this through engaging with survivors and their advocates, including Māori and Pacifica survivors, advocacy groups for people still in care, for people abused in care, and for people with disabilities.

We researched international best practice, consulted with people creating and managing key records, and did wider public consultation through an online survey. Again, you can find this definition on our website with versions in English and Te Reo Māori and other accessible versions for anyone who needs them.

These are the main categories of key records in the definition. Category one is the records of the individuals themselves in state and non-state key settings.

And the first of these is the core identity of individuals in care settings. Information about who someone is, including information about the person's connections, journey, and experiences, such as where they've been and who their whānau or family are. Examples of these might be copies of birth certificates, medical histories, and information about people's culture.

The next is provision of services to individuals in care settings. So, this is information about work which is done to support people in care. This includes records of the person being placed, moved, or leaving care and the reasons for the decisions being made. And it also includes day-to-day records of the care provided, like daily diaries or social work plans or work done to keep people in contact with their families.

The next one is complaints, allegations, incidents, responses, and decisions affecting the safety and well-being of individuals in care settings. So, information about incidents that happen to people. And complaints about things that affect their safety and well-being. So, information about what happened, what the organization did about it, how they informed the person and their family of their response and the outcome of any investigations.

The next one listed there is record keeping requirements of, and for, individuals in care settings. This is about how their records are looked after, what's been done to keep the records safe, accurate and up to date. It might be about who has access to the records, any changes to the records, and when they're transferred to another place.

Finally, category two is records of state and non-state care settings. So this is about the processes, rules and histories of the care organisations over time. It includes records about the staff, who they were, what training and support they got, the different policies that the care organisations were expected to follow. So you can read the detailed text of this on our website using this like using the link on this slide: [The care records definition — detailed text](https://www.archives.govt.nz/manage-information/the-care-records-definition/read-the-care-records-definition/the-care-records-definition-detailed-text)

As part of responding to the record keeping recommendations in the redress report, we worked with other agencies in a Records Working Group, to develop the Care Records Framework. The framework is a set of values and principles which aim to address the needs of survivors and other care experienced people in their interactions with care records processes.

The framework sets out best practice for managing key records, and it's being implemented by Archives NZ, supporting other agencies to implement it as well. It was endorsed by the chief executives of the Crown Response Agencies in February this year, including the chief executive of the Ministry of Social Development.

Its purpose is described like this:

It's to protect the privacy of care experienced people, not to discriminate against them, but to treat them with respect and dignity, enable them to get access to information about their lives, help them to keep and renew connections, support their identity, hold organizations to account, have a say in decisions about their lives, and be able to interact with, understand, challenge, and use information about their time and care.

The framework sets out values and behaviours describing the way records, creators and holders should work, and principles for managing key records, providing examples of what good practice can look like.

You can see the framework includes a set of values describing ways for records creators and holders to behave and work to meet the record keeping needs of care experienced people. These values recognise the value of care records and the mana and dignity of people wanting to exercise their rights in records.

They emphasise Mahitahitanga, that we're working together with people in care to create and share knowledge, the importance of connections, the need to be willing to listen and learn, and to promote accessibility for all. And this is in line with trauma-informed archival and record-keeping practice, and all our kaimahi have or are receiving training in this.

The framework's been published on the Crown Response website. Core care records holding agencies are beginning the process of implementing it. We'll be monitoring this as part of our role as Archives NZ of making sure that government record keeping is keeping to the required standards.

OK, so that's the end of my presentation. Now I really need to know what kinds of guidance and advice Archives NZ can provide that would be most useful for you as providers. What kind of questions come up most often for you about good record keeping and what do you most need to know about?

And you are welcome to e-mail me later at [belinda.battley@dia.govt.nz](mailto:belinda.battley@dia.govt.nz). Jacinda also has my e-mail contact on the closing slide.

I'll just stop sharing my slides now so we can see each other.

**[Jacinda Allwood]**  
Great. Thank you, Belinda. That was very comprehensive and a lot of information in there. I appreciate that people would have been taking time to listen to you and look at those slides rather than addressing questions and popping them in the Q&A function.

So, what we will do is give people a little bit of time to have a think about questions that they do have for Belinda. Remember that one of the key things that Belinda really wants to hear from providers, is what is the information and guidance that providers need Archives NZ to focus on for us. As disability support services care providers what information and knowledge do you need to ensure that your care records management system is compliant.

We have a couple of ways to ask questions through this part of the forum. As mentioned, there's the QA function, so you can type questions into that area of this team's webinar, and we will have the lovely Solmaz from our team read out questions for either Belinda or Vernon to address. Whoever is the most relevant person to answer them.

We would also love to hear from you. I know it's sometimes a little scary, but just think of yourself with about three of us on a call, and that there’s not 119 people watching!

We'd really love you to raise a hand if you have a question that you'd like to ask verbally or using NZSL. We can allow your camera and microphone so you can ask questions that way.

**[Solmaz Nazari Orakani]**  
This is Solmaz here. We have a written comment/question from Kevin:

**Q:** Under ‘Make a record’. What is a good structure? Is there a template? Or examples of what good looks like.

**A:** That's a really good question. And it's one of those, unfortunately, ‘it depends on’ questions. So, a really good record, would record (for example, if it's recording a decision made), who had made the decision and what the decision was and when it was made, and under what circumstances? But then a record about somebody's life, something that happened (an event that had happened, for example) would say who was involved and where it happened and when it happened. I'm just thinking off the top of my head.

**[Solmaz Nazari Orakani]**  
Thank you, Belinda. We have a raised hand, from one of our attendees. So yes, Kimberly.  
  
**[Kimberly Chalmers]**  
**Q:** Kia ora koutou. Thank you, Belinda, and everybody. Maybe a little bit in relation to what Kevin said. I suppose when larger scale projects like this are undertaken, often I find that the information or the advice or guidelines that are provided are quite high and lofty.

What would be really useful for us, is very practical guidance.

When I was looking at your ‘here's what we heard’ slide, which was I thought, a great representation, was how people should be writing in the voices of the people they're supporting, how they can be writing and or recording records in non-offensive, culturally appropriate ways that express empathy and things like that.

So, some very concrete, grounded guidelines and advice around that sort of thing would be really useful.

**A:** Thank you. That's a really good example of what we need to hear. And yes, that's exactly what the Royal Commission said. It's so important that records are made in the voice of the people that they are about. And remembering, always, that in the future those people will be wanting to look at those records to see what was said about them. And if all they read are negative things, then they'll have a very sad impression of their childhood. So yeah, thank you.

**[Jacinda Allwood]**  
Excellent. Thanks, Kimberly. Appreciate you popping up your hand.

**[Solmaz Nazari Orakani]**  
Thank you so much. We have another written question from Noel.

**Q:** You mentioned you were working on some guidelines for NGOs. Do you have a timeline when these may be made available and expectations of implementing any changes recommended?

**A:** I really wish I had a timeline. At this point I'm sorry, but we don't. Just to be completely transparent, we are still setting up the team that is going to be creating those guidelines and we haven't begun recruiting them yet. So it's going to be a wee while, so don't expect them in the next couple of months. But that doesn't mean that we don't want to hear from you already. We do want to hear from you already about what it is that you need, because then when we have our team set up, we'll be able to start immediately. In the direction that you want us to go.

**[Solmaz Nazari Orakani]**  
Thank you so much. We have another written question.

**Q:** Providers were told that they should not destroy any records until further guidance is given. Even if those records have passed the duration of minimum record keeping (for example, 10 years). As a result, many providers are still having to continue to bear the cost of rental at ReCall type facilities. What advice can you give to these providers?

**A:** Sure, that's another really good question. At the moment, we're working on reviewing the disposal settings for all care records until that work is complete. Unfortunately, it won't be possible to destroy any records. But we are nearing the end of the review process and once we have completed the review, we'll be providing agencies with new disposal authorities that will say how long those records need to be kept. And once that's done, then normal destruction of records that need to be destroyed can be done. But until that time, unfortunately it's not possible to destroy those records.

**[Solmaz Nazari Orakani]**  
Thank you so much. We have a few more written questions.

**Q:** So, if we scan a paper document and save the electronic version, must we keep the paper?

**A:** That depends, if the chief archivist can provide authorization for people to destroy paper records once they've been scanned. But it can't be done unless there's authorization. And that's not a every time you have to ask. It's a once the chief archivist is satisfied that the electronic version is an appropriate version. Then she'll be happy for that to continue to be done. But yeah, there needs to be authorisation first, but that would be something that you would do through DSS rather than having to go to the chief archivist yourself.

**[Solmaz Nazari Orakani]**  
Sure. Thank you so much. Thank you for great explanation. Another written question.

**Q: C**ould you provide a draft policy that we could adopt into our organization that covers our different records management obligations?

**A:** We're going to be working together with Um, with Carmela and her team at DSS to develop that kind of thing for you. We don't have expertise in the types of records that disability support providers create, because we deal with records from every single government agency. So, we can't be experts in that. So that's why we need to work with DSS to work out what those policies and settings should be.  
**[Jacinda Allwood]** Carmela may be able to add to this point, oh, Carmela has her hand up, there we go.  
**[Carmela Petagna]** Yes, thanks Belinda. And I guess to that point, Belinda, that's exactly why we want to work together. I fully appreciate as we all do, that you're doing the overarching, standards and guidance which is for diverse settings. And we're here to think about how we inform that process, but also then how we pull from that guidance and standards to look at what is practically useful for DSS providers and some of the points that have been raised around practical tools, templates, guidance, policies. That is exactly where we hope to work with providers. Maybe a small group of providers, perhaps through some workshops to really understand what's going to be useful and practical. Thank you for raising that and we will work out a mechanism and a process by which we can make that happen. I hope that helps explain things.

**[Solmaz Nazari Orakani]**  
Thank you, Carmela. We have a couple of more written questions.

**Q:** Do you hope to include NGO sectors members as a part of team reviewing the processes?

**A:** Definitely, yes. It needs to work for you, so you need to be part of the part of the development of the processes.

**[Solmaz Nazari Orakani]**  
Thank you so much. There is one comment:

**C:** We would love to have proforma best practice policy and procedures based on all regulatory requirements and the care records framework.

**[Solmaz Nazari Orakani]**  
I think one final written question.

**Q:** Can you advise further regarding the instruction that records should not be stored offsite? We use an archiving service as it is not practical to store all our records on site. Does this fulfil requirements?

**A:** I'm not sure exactly the background to that question, but certainly there are. Storage organizations that can quite adequately store records of site, so I'm not sure, yeah. Sorry, I can't answer that question. I know a lot of agencies do use commercial providers to store records off-site and many of them meet our requirements for storage.

**[Jacinda Allwood]**  
**Q:** If someone needs to check, whether an external provider is meeting the standards Belinda, is there some way that they can access that on your website?  
**A:** I will check that for you as to whether we have recommended people. I could check with my colleagues to see if they know any better than I do. Vernon?

**[Vernon Wybrow]** Hi, I'm Vernon. I look after the team setting disposal rules. In terms of storage standard, there's kind of two levels. There's one that is around physical standard, but there's also business requirement.

We do not provide a standard for managing privacy and access because that sits under the Privacy Act and official information. So, it's for the agency to have a set of standards as to what is appropriate storage. Archives does provide physical storage standards, but we don't provide those other levels that will also need to be clarified, like security and privacy access and all that kind of thing. So, there's a number of companies that are quite well known providing that. But we also can't recommend them, mainly because that's commercially sensitive. We're not allowed to be promoting one above another.

**[Belinda Battley]** Thanks, Vernon. It's also possible that DSS might have recommendations for you.

**[Jacinda Allwood]** We're probably in a similar position where we're unable to, for commercial sensitivity reasons, advise one provider of anything over another, but maybe that's something that can be addressed by the agency working group as to what levels of bullet point guidance people need to consider when they are procuring storage services. Thank you, Vernon, for your input on that response.

**[Jacinda Allwood]**  
**Q:** I guess just one final follow up question about the working group mentioned earlier with NGO sector involvement. You may not be up to this stage yet, Belinda, but can you advise how some of our providers might be able to express an interest in being involved in that. Is there a way that they can put up their hands?

**A:** Yes, thank you. Certainly, if you'd like to e-mail me, that would be fine. I'd be happy to add you to the to the list of people who would like to be involved or possibly Carmela might like to gather contact details for interested parties as well.

**[Solmaz Nazari Orakani]** Thank you so much. I think that's all the written questions we have.

**[Jacinda Allwood]**  
Great. And once we've finished this Q&A session, which might look like it's wrapping up shortly, so you might get a few minutes back in your day, we will post a slide which has the DSS quality e-mail address on it where you can obviously contact us here at DSS and it's got Belinda's archives e-mail address that you can contact her directly. We also have a link to the website so you can go hunting for some information yourself. We'll pop that up shortly, but just doing one last final scan to confirm that there's no more questions that have come up through the Q&A function. No, excellent. That's great.

Thank you for your reading out of the questions. So more than helpful. And thank you for Kimberly for raising your hand and asking a question verbally as last chance for anyone else to ask any questions. Otherwise, we will leave you with this slide for a moment which has Belinda's e-mail address and the website which is [www.archives.govt.nz](http://www.archives.govt.nz)

If you click through to the manage information tile on that front page, and then Scroll down to the key records definition box. That will take you through to the information that Belinda has referred to during her presentation.

And we also have on there, our quality e-mail address, for if you would like to contact us with any comments, questions, or suggestions.

Without any additional questions, I think we will call this a wrap for the day. It's been a pleasure having you all with us on this, in Wellington at least the sun is trying to poke through, wintry afternoon. We will give you a few minutes back in your day.

The video of this presentation along with a transcription, and Belinda's presentation will be posted on the DSS website under Quality provider forums page. We regularly send you the link to that page in the provider e-newsletters, and I believe there is a newsletter coming out in a couple of days. So, save the page to your favourites so you can watch this one or refer to previous recordings of forums that you've missed.

Thank you all for coming and thank you Belinda for your time and Vernon. Also thank you to our NZSL interpreters for keeping up with the pace of this information session.

I will close us out now with a closing karakia.

Kia whakairia te tapu Restrictions are moved aside  
Kia wātea ai te ara So the pathways is clear  
Kia turuki whakataha ai To return to everyday activities  
Kia turuki whakataha ai To return to everyday activities  
Haumi e. Hui e. Tāiki e! Signal of unity, agreement, and

readiness to move forward together.

Thanks everybody and have a great Tuesday.