

14 June 2023

Kirsty Peta Allmark
fyi-request-22581-a27ca4f5@requests.fyi.org.nz

Tēnā koe Ms Allmark

Thank you for your email of 27 April 2023 to Oranga Tamariki—Ministry for Children (Oranga Tamariki), on obtaining information. Your request has been considered under the Official Information Act 1982 (the Act).

I have answered each of your questions below.

When information held on cfs computer system is found to be false allegation or incorrect what is the protocol for its removal for the system or input of fact or correction and file closed.

Is information proven to be incorrect deleted off system?

Oranga Tamariki policies, guidance and standards are the benchmark for our practice as we work with tamariki and their whānau, caregiving families and others involved in their lives. These can be found on the Oranga Tamariki Practice Centre, which is accessible to the public at: <https://practice.orangatamariki.govt.nz/>.

Oranga Tamariki has a specific practice policy related to case recording, which can be found at: <https://practice.orangatamariki.govt.nz/policy/case-recording/>. In February 2023, Oranga Tamariki provided a proactive reminder and supporting training resources to remind our staff of the importance of maintaining accurate records.

In response to correction of information, CYRAS which is the Oranga Tamariki primary case management system, relies on individuals to input the right information. Where this is found to be incorrect, there are systems and processes in place to edit or correct the information. In the event incorrect information is identified and the user is unable to correct the information, this will be notified to the Oranga Tamariki CYRAS support team.

Our staff proactively verify information in CYRAS with other government agencies where relevant and permitted, and also regularly engage with families and individuals in their day-to-day work with tamariki.

What is the time period given for information uploaded into computer that allows for corrections to be made before they become permanent?

There are some areas of CYRAS that are always editable, however CYRAS has a seven-day validation rule, which means that after opening a casenote (which is the format where a significant amount of recording is captured), there is a seven-day period which enables editing before the casenote is locked.

The protocol for obtaining information for the correct resources without breaching my privacy.

A person has a right under Principle 7 of the Privacy Act 2020 to ask the organisation that holds the records to correct information if they think it is wrong (for instance if it listed an incorrect date of birth or misspelled their name). A correction can mean:

- Changing the information to say something else.
- Removing it altogether.
- Adding information so the record is correct.

People can request that information about them in CYRAS be corrected. If we decline or are unable to make a correction, we have an obligation under the Privacy Act 2020 to offer to attach a Statement of Correction to the record. This allows the complainant to present their view alongside our records. More information regarding this is available on the Privacy Commissioner's website at: <https://privacy.org.nz/your-rights/your-privacy-rights/>.

I trust the information provided is useful. I encourage you to raise any concerns about the response with OIA_Requests@ot.govt.nz. Alternatively, you are advised of your right to also raise any concerns with the Office of the Ombudsman by contacting them on 0800 802 602 or at info@ombudsman.parliament.nz.

Nāku noa, nā



Cassandra Anderson
DCE People Culture and Enabling Services