



MINISTRY OF SOCIAL DEVELOPMENT

Te Manatū Whakahiato Ora

Bowen State Building, Bowen Street, Wellington 6011, PO Box 1556, Wellington 6140 • Telephone: 0-4-916 3300 • Facsimile: 0-4-918 0099

- 4 OCT 2013

Ms Leigh Baillie
fyi-request-1080-f4d46530@requests.fyi.org.nz

Dear Ms Baillie

Thank you for your email of 19 August 2013 requesting, under the Official Information Act 1982, the following information:

When information held on cyfs computer system is found to be a false allegation or incorrect what is the protocol for its removal from the system or input of fact or correction? Is information proven to be incorrect deleted off system? What is the time period given for information uploaded into computer that allows for corrections to be made before they become permanent?

The Ministry of Social Development works hard with communities, partner agencies and Non-Government Organisations to create community environments where abuse and neglect of children and young people is not tolerated. Child, Youth and Family always works with the best interests of the child or young person in mind and is guided by the Children, Young Persons, and Their Families Act 1989.

CYRAS is Child, Youth and Family's main case management system. It provides for all Care and Protection, Youth Justice, Residential and Adoption Services recording requirements.

In accordance with principle 7 of the Privacy Act 1993, if a person is unhappy about what has been recorded on their CYRAS file, they can contact Child, Youth and Family with their concerns or to make a statement of correction. Child, Youth and Family will always endeavour to correct administrative information which has been recorded incorrectly. This may include updating an incorrect address or date of birth. Once an administrative error has been identified and corrected, a person's CYRAS file will be updated to reflect this and they will be notified of the correction.

Where the information in question is non-administrative an individual can provide a statement of correction (a written account of what they want corrected and/or their version of events) and Child, Youth and Family will attach it to their CYRAS file and notify them once this has been done.

Child, Youth and Family take all notifications of abuse and neglect seriously. When a notification is received, a report of concern is recorded on a person's CYRAS file and Child, Youth and Family will then investigate the notification to determine whether any further action is required. Not all reports of concern received by Child, Youth and Family will result in further action as it may become evident early in the process that there are no issues warranting further assessment.

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A decision of 'No Further Action' is reached when the notification does not need a response from Child, Youth and Family or another agency. This is the appropriate response where:

- There is no substance to the report of concern; or
- The information discloses no risk that the child or young person is in need of care or protection; or
- Family/whānau is actively pursuing safety and wellbeing of child or young person and has willingness and capacity to respond; or
- Matters have already been reported and have been or are being dealt with by the police, family/whānau or by another agency.

Every outcome of a notification is recorded on a person's CYRAS file. Please note that Child, Youth and Family does not remove unfounded notifications or allegations from a person's CYRAS file as the outcome of notifications is also recorded. For example, a notification without any evidential or factual basis will be updated to reflect this. A statement of correction provides the opportunity for a person to correct their personal information on CYRAS.

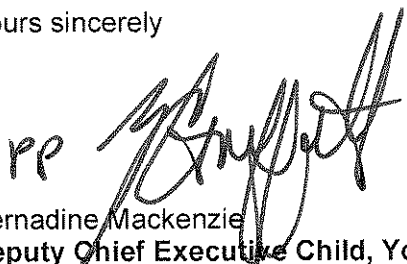
When further action is required cases will be referred for either a Child and Family Assessment or an investigation for situations including serious physical abuse, sexual abuse, serious neglect or cases in which a child witnesses serious family violence, thus warranting an investigation.

Once a case note has been entered into CYRAS, it will become permanent after seven days. However, some case notes require a Supervisor's approval before they become permanent.

I hope you find this information helpful. You have the right to seek an investigation and review of my response by the Ombudsman, whose address for contact purposes is:

The Ombudsman
Office of the Ombudsman
PO Box 10-152
WELLINGTON 6143

Yours sincerely


Bernadine Mackenzie
Deputy Chief Executive Child, Youth and Family