Seeking co-design partners in the unknown

SUSPICION AND SUPPORT AT THE START OF THE INQUIRY

Belinda Battley
ASA/ARANZ/ICA/PARBICA conference Adelaide October 2019
Issues re recordkeeping for care survivors in Aotearoa New Zealand

- Personal records for sense of identity controlled by Departments; often much withheld
- Incomplete records – lack family/whanau, medical, educational, photographic history, achievements, happy times
- Tribal affiliations not recorded
- Misleading, inaccurate, libellous - impact decision-making and justice
- Insensitive interactions when accessing
- Records hard to locate – distributed, lack of coordination
- Need to approach department responsible for care is problematic
- Long time before report of abuse – problem with retention
- Lack of information in staff records; complaints and abuse often not recorded; destruction of records
Key issues identified in workshop

- Whose record
- Leadership
- Coordinating point for records
- Resourcing
A resource for Forgotten Australians, Former Child Migrants and anyone interested in the history of child welfare in Australia.

Some people may find content on this website distressing. Read more.
Percentage of Māori people in care compared with population as a whole

NZ Population

People in state care

Māori Other
Māori Other
Communities with an interest in these records

➢ People who were in care or are still in care, including:
  ▶ Children
  ▶ People with physical disabilities, including deaf community, blind community
  ▶ People with intellectual disabilities
  ▶ People in psychiatric institutions
  ▶ People in prison

➢ Māori people – both connected and disconnected from family and knowledge

➢ Immigrant communities, including Polynesian and refugee

➢ People affected by forced adoption

➢ Gang members

➢ Social workers

➢ Academics

➢ Human rights lawyers and other advocates

➢ Records managers / archivists

➢ Residential care providers

➢ …?
“The archive can affect people, it can cause trauma, longing, sadness, rage and joy…”

Nathan Sentence, 2019
Starting somewhere and everywhere

- “Every moment is two moments... Every recorded event is a brick of potential, of precedent, thrown into the future. Eventually the idea will hit someone in the back of the head” (Anne Michaels (1997), Fugitive Pieces)
What care-leavers in NZ wanted to know about records held by agencies
(compiled by Pat McNair, CLAN NZ)

- Access conditions
- Different names, addresses, nicknames of institution over time
- Name of organisation / church / charity that ran it
- Who funded it
- Dates of all of the above
- Who was it for?
- Is it still standing?
- Are there photos / plans / any records available?
- Any published material about the place or people attending?
- Lists of staff
- Any court cases or criminal convictions related to staff members
- Any souvenirs or mementos kept?
Royal Commission of Inquiry - opportunities and barriers

Are you a survivor of abuse in State or faith-based care?

Sharing your experiences could make a difference for those in care in the future.

The Royal Commission of Inquiry into Abuse in Care is looking into what happened to children, young people and vulnerable adults in care between 1950 and 1999.

Latest news
Inquiry welcomes confidentiality waiver
20 Oct 2019
The Abuse in Care Inquiry has welcomed a move by Bishops and Congregational Leaders of the Catholic Church to lift confidentiality obligations on survivors.
Response - negative

**Recordkeepers / care providers**

- Assume only want to find records because of abuse
- Risk averse – e.g. Fears of reputational damage
- Fear will raise “unrealistic expectations” amongst record seekers
- Fear of trauma – unsupported access to information – misunderstandings of who will provide access / support
- Fear of breaches of privacy
- Want to wait for Royal Commission to ask them officially
- Different resourcing priorities
- “We are already doing this” – no need for more
- Records all held overseas – don’t feel responsible for them?
- No reason given – just don’t think it’s a good idea

**Care survivors**

- Consultation fatigue
- Distrust
- Talking past each other – different perspectives
Response – positive

- Network of interest groups developing
- Development of “Royal Commission Forum”
- Universities are interested in this area of research
- Government putting more funding into rights of people in care
- Archives NZ wants to be seen to be taking a lead in RK aspects
- Records are top-of-mind for agencies
- Funding is being put into access to records
- Some archivists and records managers have collated and sent excellent summaries of institutions and related records
- Sometimes no response just means they are busy – need to be patient
- Networks keep expanding
Co-creating purpose-built critical research / (purpose built resources?) through communication, reflexivity and friendship

Centre: IRD model (McKemmish, Burstein, Manaszewicz, Fisher, & Evans, 2012)
Applying findings and adapting methodology to new research

At centre: Inclusive research design model. McKemmish et al (2012)

Communication, reflexivity, friendship, & access to insider knowledge

Insights re community methods, needs and understandings

Careleaver / survivor communities

Communication, reflexivity, friendship, & access to insider knowledge

Advocacy communities

Legal community

"Illegal" community (gangs etc.)

Recordkeeping communities

Social work community

Care provider community

Māori communities

Find & Connect developers

Insights re community methods, needs and understandings

Empirical/Physical artifact Data Collection & Analysis

Technical/Logical design Method

Reflecting on, Analysing, Negotiating Needs, Values, Expectations

Conceptual design Methodology
WELCOME TO VOYCE
WHAKARONGO MAI
Living in a state of uncertainty....

Confidence levels over time

<table>
<thead>
<tr>
<th>Event</th>
<th>Confidence Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning - support from workshop participants</td>
<td>0</td>
</tr>
<tr>
<td>Find &amp; Connect offer software</td>
<td>2</td>
</tr>
<tr>
<td>Some data received</td>
<td>4</td>
</tr>
<tr>
<td>Start to load information</td>
<td>6</td>
</tr>
<tr>
<td>Push-back from some care institutions</td>
<td>8</td>
</tr>
<tr>
<td>Waiting for potential partners to reply</td>
<td>10</td>
</tr>
<tr>
<td>More academic partners come on board</td>
<td>12</td>
</tr>
<tr>
<td>Buy-in from CLAN, VOYCE, and member of RC Survivors Advisory Group</td>
<td>10</td>
</tr>
<tr>
<td>Buy-in from experts in Maori information needs</td>
<td>12</td>
</tr>
</tbody>
</table>
Growing supportive partnerships

Input from:

- Care leaver groups – CLAN, VOYCE, RC Survivor Advisory Group
- Find & Connect Australia
- Royal Commission Forum
- Massey University [Toi Aria Design for Public Good; Te Putahi-a-Toi School of Maori Knowledge]
- University of Auckland [Maori and Indigenous Studies, Info Systems; Law]
- Archives NZ
- ARANZ
- Monash University [COSI / Rights in records by design]
- AERI
- MIRRA project
- Individual researchers in UK, Australia, USA, Canada…
At the heart of this research is the issue of agency...

- what are the needs, values and expectations of Care experienced people in New Zealand concerning access to records?
- how can a participatory design process be used to co-create research on the needs of Care experienced people in New Zealand for access to records of their time in care?
- how can stakeholders in the research be identified and included in the process from the beginning, to the degree that best suits their needs, in particular Māori and Pacific partners?
- what is the impact of, and issues associated with, using a participatory research design methodology when researching information needs for multiple communities with differing cultural needs and understandings?
Thank you – and I would welcome your feedback

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