



Health and Disability Commissioner  
*Te Toihau Hauora, Hauātanga*

**Ka aha ina tūhuratia ai tō amuamu  
e Te Toihau Hauora, Hauātanga?**



**Ngāwari  
te Pānui**

# Tō tūhuratanga

Mēnā kei te hiahia koe ki te kōrero mō tō tūhuratanga, whakapā atu ki tō kaitūhura.



Ko te ingoa o tō Āteha Amuamu ko:

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Ka taea e koe tō kaitūhura te waea atu mā tēnei tau waea:

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Ka taea e koe te tuku Īmēra ki tō kaitūhura i tēnei wāhitau Īmēra:

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# He motika ōu



He motika ōu ina whakamahia e koe he ratonga hauora me te hauā i Aotearoa.

**In New Zealand, when you use a health or disability service you have rights.**

**HDC**  
Health and Disability Commission  
Te Kaitiaki Take Kōwhiri

**You have:**

1. the right to be treated with respect
2. the right to be treated fairly
3. the right to dignity and independence
4. the right to have good care and support that fits your needs
5. the right to be told things in a way you understand
6. the right to be told everything you need to know about your care and support
7. the right to make choices about your care and support
8. the right to have support
9. the right to decide if you want to be part of training, teaching or research
10. the right to make a complaint

If you are not happy with the services and support you receive, you can:

- Talk to the person you are not happy with
- Ask your family member or friend to help you make a complaint
- Call **0800 85 85 85** and see for a Health and Disability Advisor
- Call **0800 31 22 33** to make a complaint with the Health and Disability Commissioner



E kīia ana ēnei motika ko **Ngā Tikanga a Te Toihau Hauora, Hauātanga.**

Ki ētahi atu tāngata ko **Ngā Tikanga Motika.**



I ētahi wā kāore i te pai ngā ratonga hauora, hauā rānei e whiwhi ana i te tangata.



Mēnā ka pērā ka taea e koe te:

- kōrero atu ki tētahi atu mēnā kāore i te rata ki a koe
- tuku amuamu ki **Te Toihau Hauora, Hauātanga.**



I roto i tēnei pukaiti ka kīia te Te Toihau Hauora, Hauātanga i ētahi wā ko te **Toihau.**



Ka mātua whakarite **Te Toihau Hauora, Hauātanga:**

- ka whiwhi koe i ō motika
- ka pai te manaaki i a koe ina whakamahia e koe ngā ratonga hauora, hauā rānei.



# He aha kei roto i tēnei pukaiti?



I roto i tēnei pukaiti ka mōhio koe mō:



1. Te Toihau Hauora, Hauātanga



2. te āhua o te whakahaere i te tūhuratanga



3. me pēhea te whakapā atu ki Te Toihau Hauora, Hauātanga.

## Ngā tūhuratanga



Ka whakatau **Te Toihau Hauora, Hauātanga** ki te tūhura i tō amuamu.



He iti noa iho ngā amuamu ka pēneitia.



Ki te whakatau **Te Toihau Hauora, Hauātanga** kia tūhuratia tō amuamu ko te tikanga o tērā ka tiroirohia e te Toihau mēnā i whiwhi koe i ō motika, kāore rānei.



Mēnā ka **tūhuratia** tō amuamu,  
ka tukuna e **Te Toihau Hauora,**  
**Hauātanga** tō amuamu ki tētahi  
**kaitūhura** kia mahia.



Ko te Kaitūhura he tangata he  
tāngata tērā ka:



- mahi mā Te Toihau Hauora,  
Hauātanga

- ka whakakapi i tō **Āteha**  
**Amuamu**

- kōrero ki a koe mō tō amuamu

- kohikohi i ētahi atu mōhiohio  
mō tō amuamu.





Mēnā kei te mahi tētahi **kaitūhura** i tō amuamu, ko te tikanga o tērā **kei te tūhuratia.**

He **tōkeke** te kaitūhura.



Ko te tikanga o tērā ka ōrite te whakarite i a kōrua ko te kaituku ratonga hauora, hauā rānei.

Ka taea anō tētahi **kaituku ratonga hauora, hauā rānei** te kī he **ratonga.**



Kāore te kaitūhura i te:

- tautoko i a koe
- tautoko i te ratonga rānei.



## Te tukanga — he aha ngā mea me tutuki?



Ka whakapā atu te kaitūhura ki te ratonga mōna nei tō amuamu.



Ka whakamōhio atu te kaitūhura i te ratonga mō:

- tō amuamu
- te tūhuratanga.



Ka tuku pātai atu pea te kaitūhura ki tō ratonga.



Ka pātai atu pea te kaitūhura ki tō ratonga he aha ōna whakaaro mō tō amuamu.



I te wā o te tūhuratanga, ka tono mōhiohio anō pea te kaitūhura mai i:

- a koe, tō **kaitaunaki** rānei
- tō ratonga
- ētahi atu tāngata rānei.



Ka kōrero anō pea te kaitūhura ki ētahi atu tāngata i reira i te pupūtanga ake o te take e tuku amuamu nei koe.



E kī ana ēnei tāngata he **kaiwhakaatu**.



Ka kōrero anō pea te kaitūhura ki ngā tāngata e tino matatau ana ki te ratonga i te whakamahi koe.



E kī ana ēnei tāngata he **mātanga**.

# Te whakatika i tō amuamu



Ka whakamātauhia pea e Te Toihau Hauora, Hauātanga ētahi atu huarahi hei whakatika i tō amuamu.



Ka tukuna pea e Te Toihau Hauora, Hauātanga tō amuamu ki:



- te ratonga Ngā Kaitaunaki

tērā rānei

- te takawaenga ōkawa.





**Ko te tikanga o te takawaenga  
ōkawa** ka whakahuihui tāhi i a koe  
me tō ratonga ki te:

- kōrero ki mō te amuamu
- whiriwhiri me pēhea te whakatika i te raruraru.



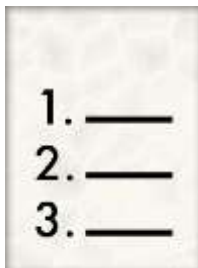
Mēnā kei te hiahia koe ki te  
whakamātau i tēnei tikanga whakatika  
i tō amuamu, me pātai atu ki tō  
kaitūhura kia whakaritea tēnei.

## Ka aha ā muri ake?



Ina oti tō tūhuratanga, ka tukuna e Te Toihau Hauora, Hauātanga he **pūrongo hukihuki** ki:

- a koe
- te ratonga mōna tō amuamu.



He **pūrongo hukihuki**:

- ko te tikanga o tēnei kāore anō kia tutuki te pūrongo
- he whakamōhio atu ki a koe mō ngā mōhiohio i kohia i roto i te tūhuratanga.



Ka whai wā koe ki te:

- pānui i te pūrongo hukihuki
- whakaputa i tō whakaaro mō te pūrongo hukihuki
- tuku mōhiohio atu anō ki te kaitūhura.



Ka whakarongo te Toihau ki **ō** kōrero.



Ka whakarongo anō te Toihau ki ngā kōrero a tō ratonga.



Ka tukuna pea e te Toihau ngā huringa ki te pūrongo hukihuki.

Kātahi ka tukuna e te Toihau he **pūrongo whakamutunga** mō tō amuamu.



Ko te tikanga o te **pūrongo whakamutunga** kua tutuki te pūrongo.

Ka tukuna tēnei pūrongo ki:



- a koe
- te ratonga mōna tō amuamu.





Te whakamōhio atu te pūrongo ki a koe mō:

- tō amuamu

- te tūhuratanga



- ngā mōhiohio katoa i kohia i roto i te tūhuratanga



- mēnā i whiwhi koe i ō motika

- ngā **mahi** me oti i tō ratonga.



Ko te **mahi** koirā ngā mea me whakatutuki.

Ka hiahia pea Te Toihau Hauora,  
Hauātanga ki whāia ētahi mahi e  
tō ratonga.



Ko ēnei mahi pea ko te:

- tuku whakapāha atu ki a koe
- whakarerekē i ētahi mahi.



Ka tukuna anō pea te pūrongo ki:



- Te Manatū Hauora
- ngā mana rēhitatanga
- tētahi Kaimātai ā-Rohe
- tētahi atu.



Ka whakamōhio atu Te Toihau  
Hauora, Hauātanga ki a koe ka  
tukuna te pūrongo ki hea.

## Kaitātaki i Ngā Whakahaere



I ētahi wā, ka tukuna atu pea tō tūhuratanga ki tētahi tangata e kīia ana ko te **Kaitātaki i Ngā Whakahaere**.

He iti noa iho ngā wā ka pēnei.

Ka pā mai tēnei ki a koe mēnā:



- kāore koe i whiwhi i ō motika
- i tino kino te manaaki i a koe.



Mēnā i pēnei, ka whiwhi  
whakamārama koe:

- he aha te tikanga o tēnei
- me aha koe
- ka aha pea.

# Ngā Pātai

## He pēhea te roa o te tūhuratanga?



Ko ētahi tūhuratanga he tata ki te **6 marama** te roa.



Ko ētahi tūhuratanga he tata ki te **18 marama** te roa.



Ko te take pea ka roa te wā e whiwhi ai pea i ngā mōhiohio.

Ka whakapā atu tō kaitūhura ki a koe i ia 2 marama.



Ka whakamōhio haere tō kaitūhura i a koe kei te pēhea te tūhuratanga.



I te mea he tūhuratanga ka whiwhi moni ahau?



Tē taea e **Te Toihau Hauora, Hauātanga** tētahi ratonga te whakahau kia tuku:

- **paremata**
- **whakahoki moni.**



**Ko te paremata** koinā tō whiwhi moni mō tētahi mea i hē.



Ko te **whakahoki moni** ko tō utu i tētahi mea, ā, ka whakahokia ō moni ki a koe.



**Ka aha mēnā kāore ahau i te rata  
ki te whakataua a Te Toihau  
Hauora, Hauātanga?**



Kāore e taea e koe te whakataua  
whakamutunga a te Toihau te huri.



Ka taea e koe te whakapā atu ki  
**Te Tari o te Kaitiaki Mana Tangata.**



Ka taea e te Kaitiaki Mana Tangata  
te tiroiro te āhua o te whakahaere i  
te tūhuratanga.



Ka tiroiro te Kaitiaki Mana Tangata  
mēnā i tika, i tika hoki i raro i te ture  
te mahi.



Ka taea e koe te whakapā atu ki  
**Te Tari o te Kaitiaki Mana Tangata**  
mā te:



- **Waea:** 0800 802 602  
Kāore he utu ki te waea atu.



- **Waea whakaahua:** 04 471 2254



- **Īmēra:**  
[info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz)



- **Te tuku reta:**

Te Tari o Kaitiaki Mana Tangata  
P.O. Box 10152  
Wellington 6143



- **Paetukutuku:**  
[www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz)

# Me pēhea te whakapā atu ki Te Toihau Hauora, Hauātanga



Mēnā kei te hiahia koe ki te kōrero  
mō tō tūhuratanga, whakapā atu ki  
tō kaitūhura.



Whakapā ki Te Toihau Hauora,  
Hauātanga Haratua mēnā koe:



- kei te hiahia ki te ako mō  
ō motika



- kei te māharahara koe kāore i  
tika te manaaki a tētahi ratonga  
i a koe.



Hei whakapā ki Te Toihau Hauora,  
Hauātanga Haratua, me:

**waea mai ki:**

(09) 373 1060

tērā rānei

0800 11 22 33 — kāore he utu ki  
te waea ki tēnei tau waea



**tuhi mai rānei ki:**



Te Toihau Hauora, Hauātanga

P.O. Box 1791

Tāmaki Makaurau



**tirohia rānei tā mātau paetukutuku:**

[www.hdc.org.nz](http://www.hdc.org.nz)



**He mea whakamāori ēnei mōhiohio kia Ngāwari te Pānui  
e People First New Zealand Inc. Ngā Tāngata Tuatahi**

