



Health and Disability Commissioner  
*Te Toihau Hauora, Hauātanga*

## **Ka aha i muri i tō tuku amuamu ki Te Toihau Hauora, Hauātanga?**



**Ngāwari  
te Pānui**



# He motika ōu



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

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

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

**HDC**  
Health and Disability Commissioner  
Te Toka Taonga, Whakarongo

**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 55 50 50** and ask for a Health and Disability Advocate.
- Call **0800 11 22 33** to make a complaint with the Health and Disability Commissioner.



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



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

Mēnā ka pērā ka taea e koe te:



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



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.

# Ko wai ka whakarite i tō amuamu?



Ina tuku amuamu koe ki **Te Toihau Hauora, Hauātanga** ka tukuna ki tētahi **Āteha Amuamu**.



Ko te **Āteha Amuamu** te tangata ka whakarite i tō amuamu.

Ka tuhi atu te **Te Toihau Hauora, Hauātanga** ki a koe me te whakamōhio atu:



- i te ingoa o tō **Āteha Amuamu**
- he pēhea tō whakapā atu ki tō **Āteha Amuamu**.



Ka taea te whakapā atu ki tō **Āteha**  
**Amuamu** ki te:

- tuku mōhiohio atu anō ki tō **Āteha**  
**Amuamu** mō tō amuamu



- kōrerorero mō te whiwhi āwhina mai i  
tētahi **Kaitaunaki** mai i **Ngā Kaitautoko**



- me tuku pātai mō tō amuamu
- whiwhi whakamārama.



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Ka whakapā atu anō pea ētahi atu tāngata e mahi tahi ana me **Te Toihau Hauora, Hauātanga** ki a koe mō tō amuamu, pērā i:

- tētahi atu Āteha Amuamu
- he Kaimahi Aromatawai Amuamu
- ētahi atu tāngata mai i **Te Toihau Hauora, Hauātanga**.



Ka whakarite te **Kaimahi Aromatawai Amuamu** ka tiakina ngā mōhiohio mō tō amuamu, ā, he māmā ki te kimi.

Ka tukuna te whakatauranga whakamutunga  
mō tō amuamu e:



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- **Te Toihau Hauora, Hauātanga**

**tērā rānei**

- tētahi o ngā **Toihau Tuarua.**



# Te tukanga aromatawai amuamu



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Ka tirohia e te **Te Toihau Hauora, Hauātanga** tō amuamu.

Ka whakamahia e **Te Toihau Hauora, Hauātanga** te tukanga aromatawai amuamu ki te:



- rapu kōrero atu anō mō tō amuamu
- whakarite ka aha i muri mai.



Ka mātua whakarite **Te Toihau Hauora, Hauātanga** ka taea i raro i te ture tō amuamu te tiroiro e **Te Toihau Hauora, Hauātanga**.

I roto i te **tukanga aromatawai amuamu** ko tā te **Āteha Amuamu** pea he:



- tuku i tō amuamu ki te kaituku ratonga hauora, hauā rānei mōna tō amuamu



- tono mōhiohio atu anō mō tō amuamu ki te kaituku ratonga hauora, hauā rānei mōna tō amuamu

- tono ki a koe mō ētahi atu mōhiohio mō tō amuamu



- tono ki ētahi atu tāngata mō ētahi atu mōhiohio mō tō amuamu

- he pātai ki tētahi tangata e matatau ana ki ngā ratonga hauora, hauā rānei mō ngā ratonga e whiwhi ana koe.



I te nuinga o te wā he **6 marama** te roa ka oti te **tukanga aromatawai amuamu**.



Ko tā tō **Āteha Amuamu** he:

- whakamōhio haere i a koe mō tō amuamu
- whakapā atu ki a koe i ia 2 marama mō ngā whakamārama hou.



# Ngā mea ka taea me tō amuamu



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Ko tā Te Toihau Hauora, Hauātanga  
**Haratua** pea he:



- tuku i tō amuamu ki tētahi **Kaitaunaki** mai i **Ngā Kaitaunaki** kia taea e te **Kaitaunaki** koe te āwhina



- tuku i tō amuamu ki te kaituku ratonga hauora, hauā rānei mōna te amuamu kia taea e rātau te:

- raruraru te whakatika

- tuku whakapāha ki a koe.





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Ko tā Te Toihau Hauora, Hauātanga  
anō pea he:



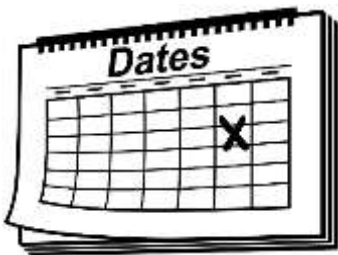
- **Tūhura** i tō amuamu

tirohia te **whārangi 15** hei pānui  
he aha te tikanga o te **tūhura**



- waiho mēnā:

- kua tirohirohia e te kaituku ratonga hauora, hauā tō amuamu, ā, kua whakaritea kētia e rātau



- nō mua noa atu te raruraru

- he pai ake te whakarite a tētahi atu i tō amuamu



- he take atu anō. Ka tuhi atu **Te Toihau Hauora, Hauātanga** ki a koe ki te whakamōhio atu i te pūtake.



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Ko tā **Te Toihau Hauora, Hauātanga**  
**Haratua** anō pea he:



- tohutohu atu ki te kaituku ratonga hauora, hauā rānei kia:

- whakarerekētia te āhua o ā rātau mahi

- tuku whakapāha atu ki a koe



- kōrero atu ki a koe mō ngā wāhi ka taea e koe te tiki āwhina.



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



- Te Manatū Hauora
- tētahi mana rēhitatanga



- Te Mana Mātāpono Matatapu
- tētahi Kaimātai ā-Rohe
- tētahi atu rānei.



Ka tuhi atu **Te Toihau Hauora, Hauātanga** ki a koe ki te whakamōhio atu ka ahatia.





# Ngā tūhuratanga



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Ka whakatau pea **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 Hauora, Hauātanga** mēnā i whiwahi koe i ō motika, kāore rānei.



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

Ko te **Kaitūhura** he tangata tērā ka:



- whakakapi i tō **Āteha Amuamu**
- tuku pātai atu anō mō tō amuamu
- kohikohi i ētahi atu mōhiohio mō tō amuamu
- kōrero ki a koe mō te whakawātanga
- kōrero ki te kaituku ratonga hauora, hauā rānei mōna tō amuamu.



Mēnā kei te tiroirohia e tētahi **kaitūhura** tō amuamu ko te tikanga o tērā kei te **tūhuratia**.



Ina oti ana tō tūhuratanga, ka whakamōhiotia koe e **Toihau Hauora, Hauātanga** mō ngā mea i kite rātau mō:

- tō amuamu
- ō motika.



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



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

# Moni



**Ko te paremata** koinā te utu ka whiwhi moni koe mō tētahi mea i hē.

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



Kāore e taea e **Te Toihau Hauora, Hauātanga** koe te āwhina ki te whiwhi paremata, **whakahokinga moni rānei**.



Te Kaporeihana Āwhina Hunga Whara

I ētahi wā ka taea e te tangata i whara te whiwhi moni mai i **ACC**. Me kōrero atu koe ki **ACC** mēnā ki ōu whakaaro i whara koe i tētahi kaituku ratonga hauora, hauā rānei.

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



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Ka taea e koe te whakapā atu ki  
**Te Toihau Hauora, Hauātanga:**

- ki te rapu mōhiohio atu anō
- mēnā kei te māharahara koe.



Ka taea e koe **Te Toihau Hauora, Hauātanga**  
te waea atu i 0800 11 22 33.

Kāore he utu ki te waea atu.



Ka taea e koe te īmēra atu ki  
**Te Toihau Hauora, Hauātanga i:**

[hdc@hdc.org.nz](mailto:hdc@hdc.org.nz)



Ka taea e koe te pōhi reta atu ki:  
Te Toihau Hauora, Hauātanga  
PO Box 1791  
Auckland 1140



Ka taea te tuku waea whakaahua ki  
**Te Toihau Hauora, Hauātanga i**  
(09) 373 1061.



Ko te paetukutuku a **Te Toihau Hauora,**  
**Hauātanga Haratua:**

[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**

