



HEALTH & DISABILITY COMMISSIONER  
TE TOIHAU HAUORA, HAUĀTANGA



# Ko ōu mōtika hei mahi ratonga hauora, ratonga hauātanga rānei



# I mua i tō tīmatanga



He tuhinga roa tēnei.



He uaua pea te pānui tuhinga  
pēnei te roa.



Ko ētahi mahi e māmā ai te pānui:

- pānui ētahi whārangi noa iho
- whakaritea he wā wahangū hei tiroiro
- mā tētahi atu e pānui ki tō taha kia mārama koe



# Ngā mea ka kitea e koe i konei

## Whārangi nama



HEALTH & DISABILITY COMMISSIONER  
TE TOIHAU HAUORA, HAUĀTANGA



Mō te aha tēnei tuhinga? ..... 5

Tiakina ōu mōtika ..... 6

Ōu Mōtika ..... 8



Mōtika 1: Mana ..... 8



Mōtika 2: Manaakitanga ..... 10

Mōtika 3: Tū rangatira motuhake ..... 14

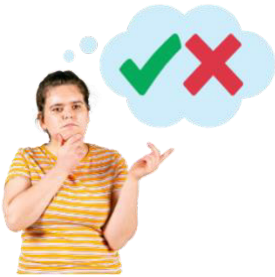


Mōtika 4: Tautikanga ..... 15

## Whārangī nama:



Mōtika 5: Whakawhitiwhitinga whakaaro ..... 17



Mōtika 6: Whakamōhio ..... 19

Mōtika 7: Whakaritenga mōu ake ..... 22



Mōtika 8: Tautoko ..... 30

Mōtika 9: Ako me te rangahau ..... 30

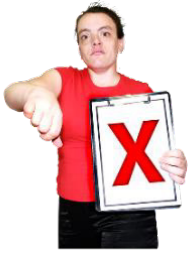


Mōtika 10: Amuamu ..... 31



Mate whakaahuru ..... 34

## Whārangī nama:



Ina whakaaro koe kāore ōu mōtika  
e tutuki ..... 37



HEALTH & DISABILITY COMMISSIONER  
TE TOIHAU HAUORA, HAUĀTANGA

Me pēhea e whakapā mai ai ..... 41



Me pēhea e whakapā atu ai ki tētahi  
ratonga tautoko ..... 44

# Mō te aha tēnei tuhinga?



Nā Te Toihau Hauora, Hauātanga tēnei tuhinga Pānui Māmā.



HEALTH & DISABILITY COMMISSIONER  
TE TOIHAU HAUORA, HAUĀTANGA

E kīia nei hoki ko Te Toihau Hauora, Hauātanga ko **HDC**.



Ka tiakina e HDC ngā mōtika o te tangata e whakamahi ana:

- i ngā ratonga hauora
- i ngā ratonga hauātanga.

**Ko ōu tika (mōtika) ina whakamahia e koe he ratonga hauora, hauātanga rānei**

**HDC**  
HEALTH & DISABILITY COMMISSIONER  
TE TOIHAU HAUORA, HAUĀTANGA

**Kei a koe ngā tika (mōtika):**

- kia tika te whakautu mai
- kia tika te manaaki mai
- kia tō rangatira, tō motuhake
- kia tika te atawhai me te tautoko e tutuki mai ai ōu hiahia
- kia mārama ki ngā kōrero
- kia tukua katoatia te kōrero mō tō atawhai me tō tautoko
- he mana kōwhiri mō tō atawhai me tō tautoko
- kia whai tautoko
- kia kōwhiri ina hiahia koe kia whāia he whakangungu, he rangahau, kāore rānei
- tuku he amuamu

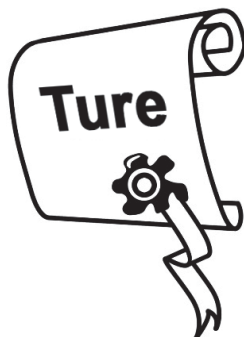
**Ki te kore koe e harikoa ki te āhua o te tautoko mai, ka taea e koe:**

Te kōrero atu ki te tangata nāna koe i whakararu  
Pātai atu ki tētahi o te whānau, ki tētahi hoa rānei hei āwhina i a koe kia tukua he amuamu

Waea atu ki **0800 55 50 50** kia tonoa he kaitautoko Hauora, Hauātanga kia tīmēra rānei ki a [advocacy@advocacy.org.nz](mailto:advocacy@advocacy.org.nz)  
Waea atu ki **0800 11 22 33** tīmēra atu rānei ki a [hdc@hdc.org.nz](mailto:hdc@hdc.org.nz) hei tuku amuamu ki a Te Toihau Hauora, Hauātanga (HDC)

Ka tiakina e HDC ngā mōtika tangata i raro i te **Tikanga Ratonga Hauora, Hauātanga mō ngā Mōtika Kiritaki.**

# Tiakina ōu mōtika



Kei ngā tāngata katoa te whakahaumaru i raro i te ture o Aotearoa e whakamahi ana te ratonga hauora, hauātanga rānei.



Me mahi e tēnā kaiwhakarato hauora, hauātanga me tēnā kia **whakaaro nui ai** tā rātou ratonga **ki ōu mōtika**.



He tangata, he rōpū rānei te kaiwhakarato hei whakarato hauora, hauātanga pēnei i ngā:



- rata/tākuta

- kainiho

- kaitohutohu

- whare hauora.





Hei whakaaro nui ki a koe mā tētahi atu:

- e tōkeke atu
- e atawhai atu
- e mōhio ana ki ōu mōtika
- e kore e huri tuarā ki ōu mōtika.

Me pēnei ngā kaiwhakarato:

- whākina ōu mōtika ki a koe
- tukua koa kia whakamahia ōu mōtika.



# Mō oū mōtika



10 ōu mōtika i raro i tō Aotearoa ture  
ina mahia ana he ratonga hauora,  
hauātanga.



Kei tēnei wāhanga o te tuhinga nei he  
whakamārama mō ōu mōtika.



## Mōtika 1: Mana

Me pēnei ngā kaiwhakarato:

- kia whakaaro nui ki a koe
- kia **matatapu** āu kōrero





Ko te **matatapu** kia kua e tuari mōhiohio mōu ki tētahi atu ki te kore koe e whakaae.



Me whakaaro ngā kaiwhakarato:

- ki ōu matea whakahoahoa
- ki ōu matea whakapono pēnei i te haere ki te whare karakia
- ki ōu matea ahurea pēnei kia kōrerotia tō reo ake
- matea ā-iwi pēnei i ngā tikanga.





## Mōtika 2: Manaakitanga

Me kua e rerekē te manaakitanga i a koe i runga:



- i tō pakeketanga

- i tō ira

- i tō iwi

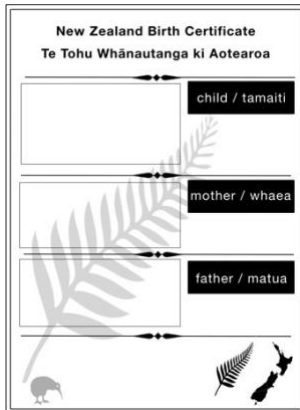


- i tō mahi kāore rānei

- i tō hononga tangata

- i te āhua o tō whānau.





Ko te **ira** ko tō momo pēnei pea:

- i tō ira i whānau mai ai koe
- i tō ira e rerekē ai i tō te mea o tō whānautanga mai



Tokomaha ngā ira tae atu ki te:

- wahine
- tāne
- takatāpui
- ira tāhūrua-kore
- irarere.



Me kua e rerekē te manaakitanga i  
a koe i runga:

- i tō whakapono
- i ōu hauātanga
- i tō **aronga taera.**



Ko te tikanga pea o te aronga  
taera:

- tāne moe tāne / wahine moe wahine
- tāne moe wahine
- hōkakarua / hōkakarau
- hōkatakore.





Me whakamahi e koe ngā ratonga me te korenga:

- e mahi i tētahi mahi e kore rawa ai e hiahia koe
- e whakawehi i a koe pēnei i te whakamamae i a koe ki te kore koe e mahi i tētahi mahi
- **hawene.**

Ko te **hawene** he mahi whakamamae nā tētahi ki a koe ahakoa ka kī atu koe ki a rātou kia whakamutua.

He nui ngā momo hawene pēnei:

- i te whakaiti mā tētahi ingoa rerekē
- i te patu tangata
- i te tuku īmērā hākere

## Mōtika 3: Tū rangatira motuhake

Me whakaaro nui ngā kaiwhakarato ki tō:



- **mana**
- **tino rangatiratanga.**



Ko te **mana** e whakaaro nui ana koe ki a koe anō.



Ko te **tino rangatiratanga**, māu anō āu whiriwhiri.



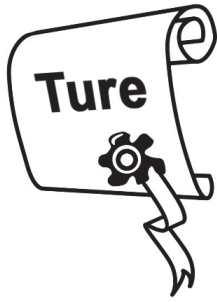
## Mōtika 4: Tautikanga

Ko te tikanga o ngā paearu tika me mahi ngā ratonga:



- kia kounga te manaakitanga
- kia mahia e tētahi mātanga e mōhio ana ki te mahi
- hei tautoko i a koe kia tino pai rawa atu tō oranga
- kia pai te manaakitanga ahakoa te momo kia kore ai te mamae e kino rawa atu.





Me pēnei ngā ratonga:

- kia whāia te ture
- kia tika te mahi a ngā kaimahi
- kia tika te āhua o te manaakitanga
- me **matatika**.



Ko te **matatika** he mahi pēnei i te

- mahi pono
- whiriwhiri tōkeke
- kia manaaki i te tangata.

## Mōtika 5: Whakawhitiwhitinga whakaaro



Me hoatu atu mōhiohio ki a koe kia mārama pū ki a koe.



Me ui atu kia whai **kaiwhakamāori** mēnā:

- ka hiahia koe ki tētahi
- e wātea ana tētahi.



Ko te **kaiwhakamāori** he tangata māna te kōrero a tētahi e whakamārama ki te reo e mārama ana koe.



Ko te whakawhiti whakaaro:

- ka tū i tētahi wāhi haumarū
- ka mahia:
  - he māmā kia mārāma
  - he hua mō te katoa
  - **he pono.**



Ko te kōrerorero pono:

- he tika, he pono
- he whakaputa whakaaro ki tāu e pono ai
- kia kaua e huna mōhiohio i te tangata ina hiahia rātou ki taua mōhiohio.



## Mōtika 6: Whakamōhio

Me whakamōhio atu i a koe:



- ngā mate kei a koe
- te roanga atu o te wā kia whakamahia e koe tētahi ratonga



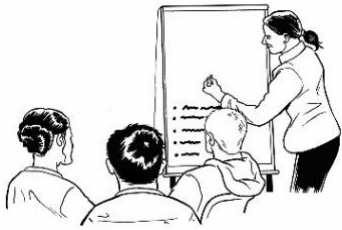
- he mōhiohio hei āwhina i a koe kia whiriwhiri whakaaro

- he kitenga nā ngā kaiwhakarato:

- o ngā whakamātautau

- o ngā maimoatanga.



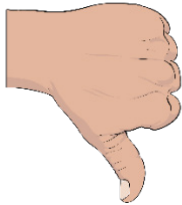


Me whakamōhio atu hoki i a koe ina uru koe ki tētahi:

- mahi whakaako
- rangahau.



Ko te **rangahau** he mahi e rapu ana te tangata i ētahi mātauranga.



Me whāki katoa atu i ngā whiringa ka taea e koe pēnei:



- i ngā āhuatanga hē ka puta
- i ngā āhuatanga papai ka puta



- i ngā utu me utu e koe

- **mate āpiti**





Ko te **mate āpiti** he mea pērā i te ānini, te rongo mate rānei nā te rongoā, te maimoatanga rānei.



Me hoatu whakautu ki āu pātai mō ngā ratonga pēnei:



- i te ingoa o te kaiwhakarato
- i te whakangungu a te kaiwhakarato
- i te tohutohu a te kaiwhakarato
- i te pēhea e ui ai mō ngā whakaaro o tētahi atu kaiwhakarato
- i ngā hua o tētahi rangahau i uru atu ai koe.



Kei a koe te mana hei ui atu kia tuhia mai he mōhiohio māu.

## Mōtika 7: Whakaritenga mōu ake



Me hoatu ratonga ki a koe e mutu rā anō ai i a koe:

- tētahi **whiringa** mōhio
- tētahi **kupu whakaae** te hoatu.



Ko te tikanga o te **whiringa mōhio** kia:

- whakamōhio atu i a koe i ētahi mōhiohio e hiahiatia ana mō te ratonga
- tino mārama koe ki te tikanga o te mōhiohio
- whiriwhiri koe ki te whakamahi i te ratonga, kāore rānei





Ko te **kupu whakaae** anō kia:

- nui te mōhiohio e taea ai e koe te whiriwhiri whakaaro
- whakaae koe ki te whakamahi ratonga
- mārama ki a koe:
  - o te tikanga o te whakamahi ratonga
  - o ka aha ina whakamahi ratonga koe.

Me whakaaro ngā kaiwhakarato he **matatau** koe, māna he take tō rātou, kāore i te matatau.





Mā te **matatau** ka taea e koe:

- te mōhiohio te mārama
- te whiringa pai rawa atu te whiriwhiri
- tuku pātai ki te kore koe e tino mōhio ki tētahi āhuatanga.

Kāore i te matatau ētahi tāngata hei whiriwhiri i runga i te mōhio.

Ki te kore koe e matatau hei whiriwhiri i runga i te mōhio me āhei tonu koe:

- ki te whiriwhiri ki tāu e mārama ana
- ki te tuku kupu whakaae mō ngā āhuatanga e mārama ana koe.



I ētahi wā kāore e taea e ētahi te tuku i tā rātou kupu whakaae pēnei e **mauri moe ana** rātou.



Mēnā e **mauri moe ana** koe, kāore koe e:

- aroā ana ki ngā āhuatanga i tō taha
- āhei ana ki te whakawhiti kōrero/kōrero



Ina mauri moe ana koe ānō nei e au ana tō moe me te uaua hei whakaoho



Me he ratonga e hiahia ana engari  
tē taea kupu whakaae te tuku, me  
pēnei ngā kaiwhakarato:

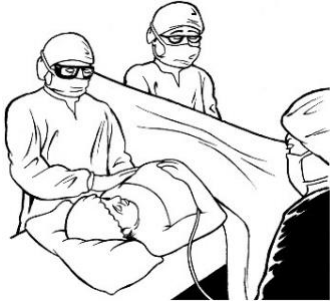
- me mahi hei oranga mōu
- me rapu ina tuku kupu  
whakaae koe ahakoa te aha
- me kōrero ki ētahi atu tāngata e  
mōhio ana ki a koe hei rapu ōu  
whakaaro.



Me whakaae ā-tuhi e koe mēnā ka  
whakaae koe ki te:

- noho hei wāhanga o tētahi  
rangahau
- whakamahi i tētahi **rehu whānui**
- whakamahia he **tukanga  
whakamātau.**





Ko te **rehu whānui** he rongoā ka whakamahia kia:

- whakamoe i a koe i te wā pokanga
- whakawareware i te pokanga
- kia kore e rongo mamae i te pokanga

Ko te **tukanga whakamātau** he maimoatanga e whakamātau tonutia.

Mēnā ka kino pea ngā mate āpiti me tuhi e koe he kupu e kīia nei ka mārama koe ki ērā momo mate āpiti.



Kei a koe te mōtika ki te:

- kore whakaae ki te ratonga
- huri i oū whakaaro mō te ratonga ahakoa te wā
- whakawhiti kaiwhakarato ina taea
- whiriwhiri mō i te nuinga o ngā maimoatanga.



Kāore e taea ētahi maimoatanga te whiriwhiri i mua i te hiahia kia mahia.



Kei a koe te mana whiriwhiri:

- hei kōrero ina tangohia pea tētahi wāhanga o te tinana hei wāhanga o tētahi maimoatanga



- hei kōrero mō ngā mea ā-tinana pērā i te tō toto



- hei kōrero mō ōu wāhanga tinana:

- o kia whakamahia

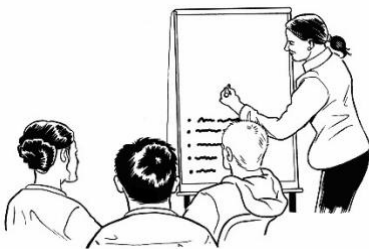
- o kia purihia

## Mōtika 8: Tautoko



Ka taea e koe tētahi hoa tautoko te mau mai mehemea:

- e haumaru ana
- kāore e pānga atu ki ngā mōtika a tētahi atu.



## Mōtika 9: Ako me te rangahau

Kei a koe ēnei mōtika mēnā he wāhanga koe o:

- tētahi whakaako
- tētahi rangahau.



## Mōtika 10: Amuamu



Ka taea e koe tētahi amuamu te tuku ki tētahi kaiwhakarato ki tāu e pai ai.



Me whakatikatika tahi e te kaiwhakarato me koe i tō amuamu:

- i runga i te tika
- kia tere.



Me whakamōhio atu i a koe he pēhea e tuku amuamu ai koe.







Me kī atu te kaiwhakarato ki a koe:

- kei te aha rātou i a rātou e whai atu ana i tō amuamu
- ka aha nā tō amuamu.



Me whakamōhio atu i a koe mā wai hei tautoko i a koe me tō amuamu:

- kaitautoko hauora
- kaitautoko hauātanga
- te HDC.



HEALTH & DISABILITY COMMISSIONER  
TE TOIHAU HAUORA, HAUĀTANGA



Ka kitea te Tikanga Mōtika i te pae ipurangi o HDC ki:

**[www.hdc.org.nz/your-rights](http://www.hdc.org.nz/your-rights)**



I ētahi wā kāore e taea ētahi  
kaiwhakarato te whakatutuki i ōu  
mōtika.



Me whakapau kaha ngā  
kaiwhakarato ki te āwhina i a koe i  
ngā wā katoa ahakoa kāore e taea e  
rātou te whakatutuki i ōu mōtika.

# Mate whakaahuru



Ka rerekē ētahi mōtika mō ngā ratonga **mate whakaahuru**.



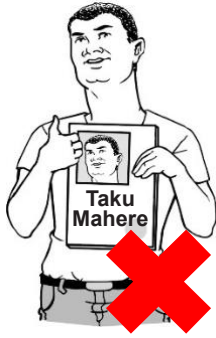
Ko te **mate whakaahuru** he manaaki pairuri e tautoko ana i ngā tāngata e hiahia tautoko ana kia mate ki tā rātou e whiriwhiri ai.



I raro i te Mōtika 6: Mōhiohio, ka wātea tētahi mātanga hauora ki te kōrero ki a koe mō te mate whakaahuru **ina anake** ka pātai atu koe.



Me whakaatu koe i tō matatau ki te whiriwhiri i runga i te mōhio mō te mate whakaahuru.



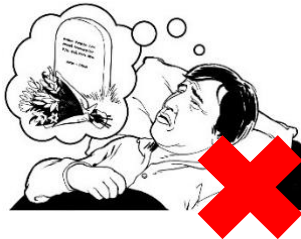
Kāore e taea e koe tētahi tuku **tohutohu wawe** i mua rā anō mō te mate whakaahuru.



Ko tētahi **tohutohu whakamua** he mahere ka tuhia e koe ki te kī atu ki tō rata/tākuta he aha koe e hiahia ai mō āpōpō.



Ka whakamahia he tohutohu wawe inā kore taea e koe ō hiahia te kī atu ki te kaiwhakarato.



Ehara i te mea me whakamahi e tō tākuta/rata te ratonga mate whakaahuru mōu.



Me manaaki tonu tō tākuta/rata i a koe ahakoa kāore ia e whakamahi ana i te ratonga mate whakaahuru.



Ka kitea he mōhiohio anō mō ōu  
mōtika me te mate whakaahuru i te  
pae ipurangi o HDC ki:

**<https://tinyurl.com/yr35nk6w>**

# Ina whakaaro koe kāore ōu mōtika e tutuki



I ētahi wā kāore:

- koe e pai ki tētahi ratonga
- ōu mōtika e tutuki.



Kia tere te raruraru e whakatikaina me mātua:



- kōrero ki te tangata nāna te ratonga i hoatu

anō hoki



- me kōrero ki te kaiwhakarite ratonga.



Me pātai atu ki ētahi atu hei tautoko i  
tō kōrero ki te kaiwhakarato pērā:

- i tō whānau
- i ōu hoa
- he kaitautoko nō te Ratonga  
Hauora Hauātanga ā-Motu.



Ka kite ētahi atu mōhiohio mō te  
Ratonga Hauora Hauātanga ā-Motu  
ki runga i te **whārangi 44**.



Me kua tētahi raruraru e pā atu ki a  
koe nā te:

- kōrero ki te kaiwhakarato mō  
tētahi mea whakararu ana i a koe
- tuku amuamu.





Ki te whakaaro koe kāore ōu mōtika i te whakatutuki mai i tētahi ratonga hauora, hauātanga ka taea te tuku amuamu ki HDC.



Ko tētahi amuamu e tukuna ai ki HDC ka meatia:

- ā-tōkeke nei
- kia pai ai.



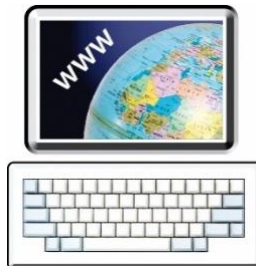
Ka tere a HDC ki te whai i tō amuamu i runga i te wā wātea.





Ka kitea he aratohu Pānui Māmā hei tuku amuamu i roto i te tuhinga nei:

**He puka hei tuku amuamu mō tō hauora me te manaakitanga hauātanga rānei**



Ka kitea tēnei pukapuka i te pae ipurangi o HDC ki:

**<https://www.hdc.org.nz/making-a-complaint/make-a-complaint-to-hdc/>**

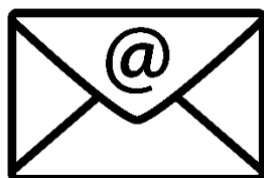
# Me pēhea e whakapā mai ai



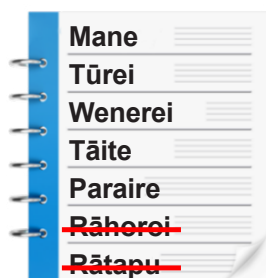
Ka whakapā atu ki Te Toihau Hauora,  
Hauātanga mā te:



- Waea: **0800 11 22 33**



- Īmēra: **[hdc@hdc.org.nz](mailto:hdc@hdc.org.nz)**



Ka tuwhera hei te:

- Mane ki te Paraire



- 8 karaka i te ata ki te  
6 karaka i te ahiahipō.



Ka kitea he mōhiohio atu anō mō Te Toihau Hauora, Hauātanga i tō mātou pae ipurangi ki:

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



Mēnā he uaua ki a koe te mahi waea ko te **New Zealand Relay** he ratonga mō ngā tāngata:

- turi
- turi me te kāpō
- uaua te kōrero



Ka kitea he mōhiohio atu anō mō te ratonga New Zealand Relay ki:

[www.nzrelay.co.nz](http://www.nzrelay.co.nz)



Ka taea hoki a Seeflow te whakamahi  
hei hopu whitiata kia tukua ki a mātou.



Hei whakamahi Seeflow me rere ki  
tō rātou pae ipurangi ki:

**<https://www.seeflow.co.nz/direct>**

# Me pēhea e whakapā atu ai ki tētahi ratonga tautoko



Mēnā ka hiahia tautoko anō hei whakatikatika i tētahi raruraru ki tētahi ratonga hauora hauātanga rānei me whakapā atu ki **Ngā Kaitautoko**.



Ka taea e **Ngā Kaitautoko** te tautoko i a koe i te wā e raruraru ana koe me tētahi ratonga hauora, hauātanga rānei mā te:



- kōrero ki a koe mō te pēhea e mahi
- kōrero mō ōu mōtika
- whakahoki i āu pātai
- tautoko i a koe hei tuku amuamu.



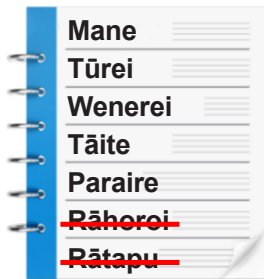


Ka taea te whakapā atu ki Ngā  
Kaitautoko mā te:

- waea: **0800 555 050**



- Īmēra:  
**advocacy@advocacy.org.nz**



Ka tūwhera hei te:

- Mane ki te Paraire
- 8 karaka i te ata ki te  
6 karaka i te ahiahipō.



Ka kitea he kōrero atu anō mō rātou  
i tā rātou pae ipurangi ki:

**www.advocacy.org.nz**



Kua tuhia tēnei mōhiohio e Te Toihau Hauora, Hauātanga.



Kua whakamāoritia ki te Pānui Māmā e te ratonga Make it Easy Māmā Mai nō Ngā Tāngata Tuatahi.



Kua rāhuitia katoatia ngā whakaahua o tēnei tuhinga Pānui Māmā ki tā ngā ture manatā me kua e whakamahia ina kore e whakaaetia.



HEALTH & DISABILITY COMMISSIONER  
TE TOIHAU HAUORA, HAUĀTANGA

