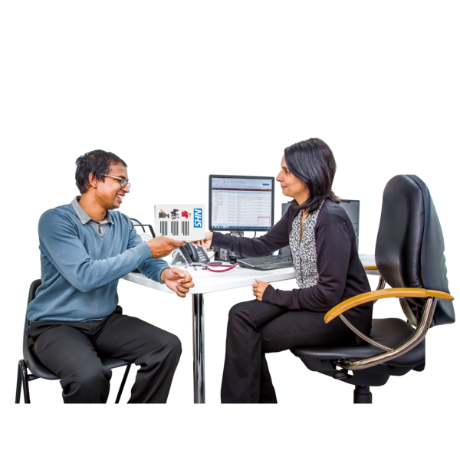


**Pānui māmā**

Ka aha ina tūhuratia ai tō amuamu?

**?**



**Pānui māmā**

**Pānui māmā**

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

Nā **Te Toihau Hauora, Hauātanga** tēnei tuhinga Pānui Māmā.

**Mō te aha tēnei tuhinga**

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.

Kia kitea ētahi atu mōhiohio mō ōu mōtika he tuhinga Pānui Māmā e kīia nei ko:

# Ōu mōtika ina whakamahia ngā ratonga hauora, hauātanga rānei.

Ka kitea tēnei tuhinga Pānui Māmā i tēnei pae ipurangi **website:**

# https://[www.hdc.org.nz/disability/easy-](http://www.hdc.org.nz/disability/easy-) read-resources/

**I roto i tēnei tuhinga ka mōhio koe ki:**



**Ka aha ina tūhuratia ai tō amuamu**

**?**

1. te āhua o te whakahaere i te tūhuratanga

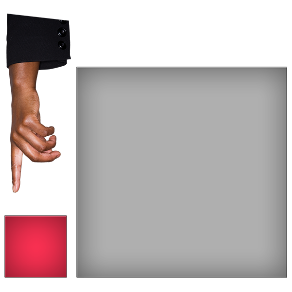


**Rārangi arowhai**

1. me pēhea te whakapā atu ki HDC.

Ka whakatau HDC ki te tūhura i tō amuamu.

**Ngā tūhuratanga**

He iti noa iho ngā amuamu ka pēneitia.

Ki te whakatau HDC kia **tūhuratia** tō amuamu ko te tikanga o tērā ka tirotirohia e te Toihau mēnā i whiwhi koe i ōu motika, kāore rānei.

Mēnā ka **tūhuratia** tō amuamu, ka tukuna e HDC tō amuamu ki tētahi **kaitūhura** kia whāia.

Ko te Kaitūhura he tangata he

tāngata tērā ka:

* mahi mā HDC
* 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 **tōkeke** kia ōrite te whakarite i a kōrua ko te kaituku ratonga

hauora, hauātanga rānei.

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

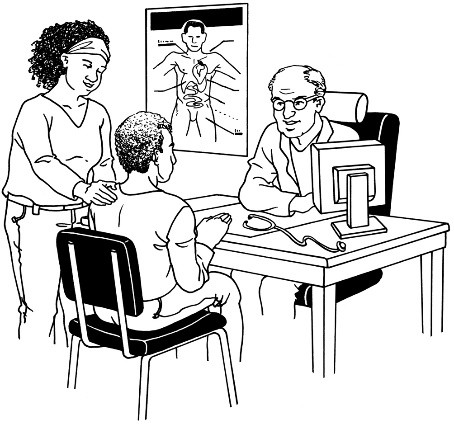
he **ratonga**.

Kāore te kaitūhura i te:

* + tautoko i a koe
  + tautoko rānei i te ratonga.

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

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

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 **kaitautoko** rānei
  + tō ratonga
  + ētahi atu tāngata rānei.

Ka kōrero anō pea te kaitūhura ki ētahi atu tāngata i reira i te hāpainga 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 **kaitohutohu haumanu**.



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

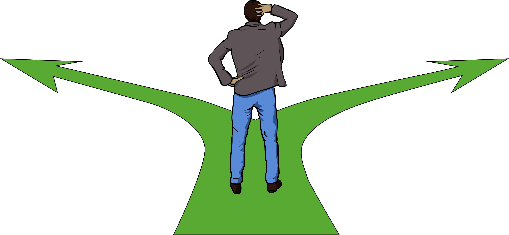
**Tō kaitūhura**

Tēnā koa whakakīa tēnei whārangi kia taea ai e koe te whakapā mai.

Ko te ingoa o tō Āteha Amuamu ko:

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

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

Ka whakamātauhia pea e HDC ētahi atu huarahi hei whakatika i tō amuamu.



**Te whakatika i tō amuamu**

Ka tukuna pea e HDC tō amuamu ki:

* te ratonga Ngā Kaitautoko



ki

* **te takawaenga ōkawa** rānei.



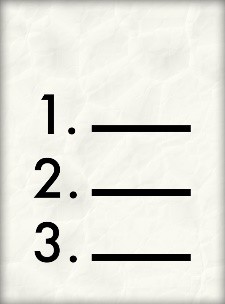
**Ko te tikanga o te takawaenga ōkawa** ka whakahuihui tahi i a koe me

tō ratonga ki te:

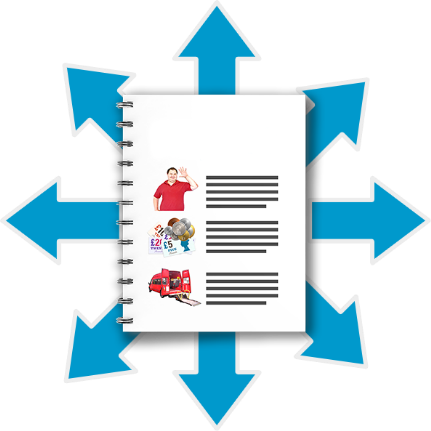
* kōrero ki mō te amuamu
* whiriwhiri me pēhea te

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.



Ina oti tō tūhuratanga, ka tukuna e HDC he **pūrongo hukihuki** ki:



**Pūrongo**

**Ka aha ā muri ake?**

* a koe
* te ratonga mōna tō amuamu.

He **pūrongo hukihuki**:

* ko te tikanga o tēnei kāore anō te

pūrongo kia tutuki

* he whakamōhio atu ki a koe mō ngā mōhiohio i kohia ai i roto i te

tūhuratanga.

Ka whai wā koe ki te:

* pānui i te pūrongo hukihuki
* whakaputa i ōu whakaaro mō te pūrongo hukihuki
* tuku mōhiohio atu anō ki te kaitūhura.

Ka whakarongo HDC ki ō kōrero.

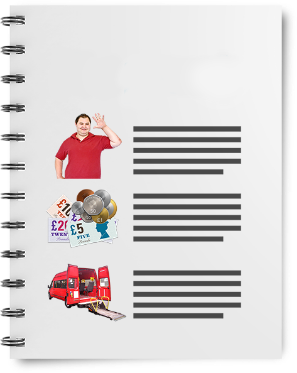
Ka whakarongo anō HDC ki ngā kōrero a tō ratonga.

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



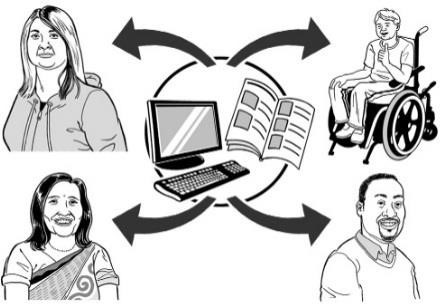
**Whakaaetia**

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



**Pūrongo**

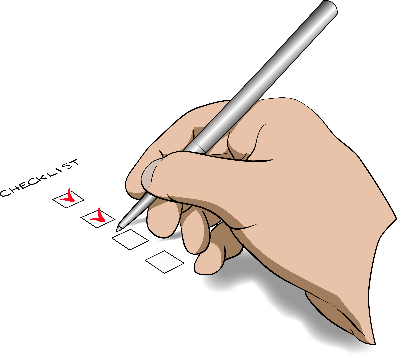
Ko te tikanga o te **pūrongo whakamutunga** kua tutuki te amuamu.

Ka tukuna tēnei pūrongo ki:

* a koe
* te ratonga mōna tō amuamu.

Te whakamōhio atu te pūrongo whakamutunga ki a koe mō:

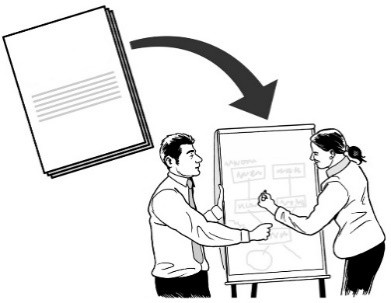
* tō amuamu
* te tūhuratanga
* ngā mōhiohio katoa i kohia ai i roto i te tūhuratanga
* mēnā i whiwhi koe i ōu mōtika
* ngā **mahi** me oti i tō ratonga.



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

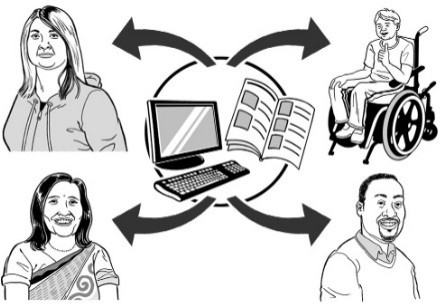
Ka hiahia pea HDC kia whāia ētahi mahi e tō ratonga.

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 HDC ki a koe ka tukuna te pūrongo ki hea.

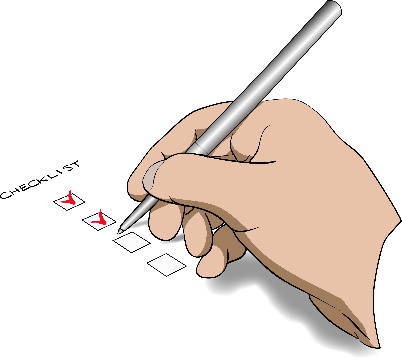
I ētahi wā, ka tukuna atu pea tō tūhuratanga ki tētahi tangata e kīia ana ko te **Kaitātaki Whakahaere**.

**Kaitātaki Whakahaere**

He iti noa iho ngā wā ka pēnei.

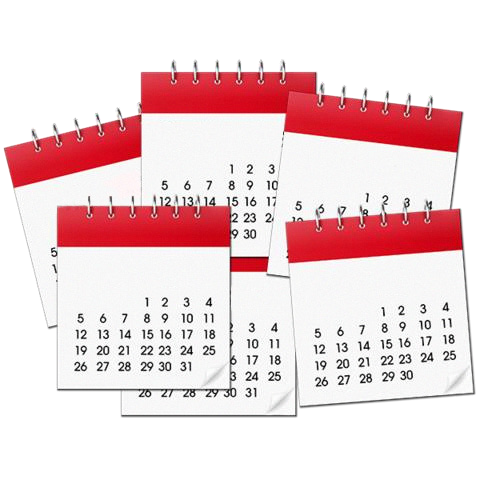
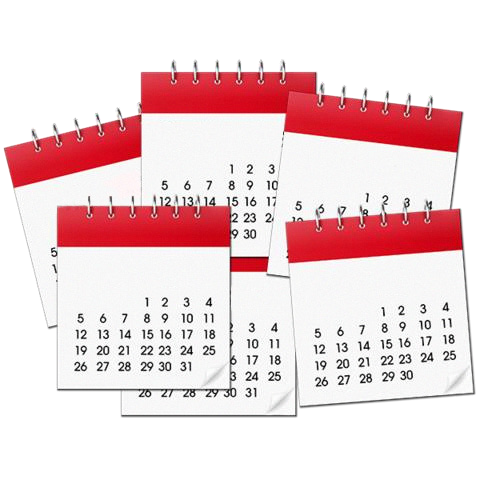
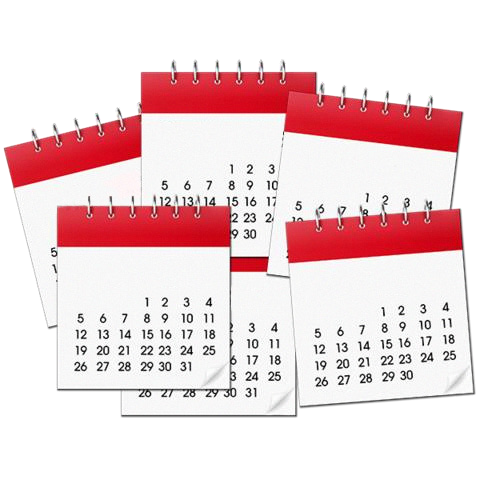
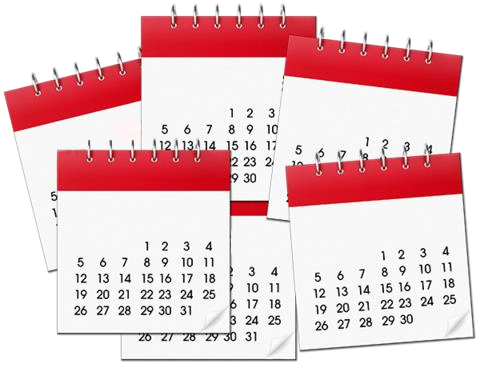
Ka pā mai tēnei ki a koe mēnā:

* kāore koe i whiwhi i ōu 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.

# He pēhea te roa o te tūhuratanga?



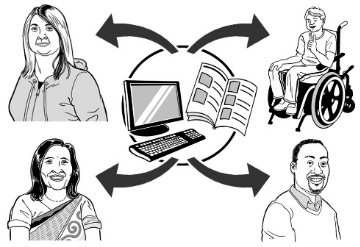
**Ngā Pātai**

Ko ētahi tūhuratanga he tata ki te

**e rua tau** te roa.

Ko ētahi tūhuratanga he tata ki te

**e toru tau** 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 10 wiki.

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

# I te mea he tūhuratanga ka whiwhi moni ahau?

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

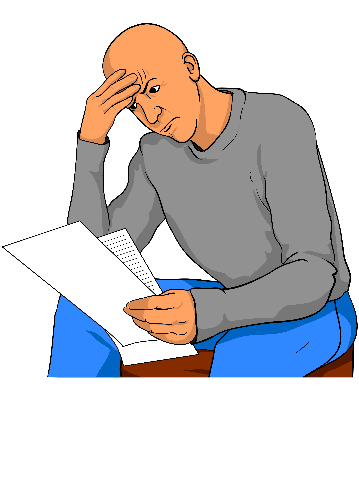
Tē taea e HDC tētahi ratonga te whakahau kia tuku:

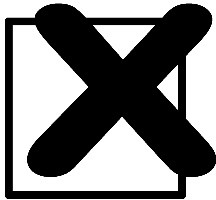


* **paremata**
* **whakahoki moni**.

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



**Ka aha mēnā kāore ahau i te rata ki te whakatau a HDC?**

Kāore e taea e koe te whakatau whakamutunga a HDC 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 tirotiro te āhua o te whakahaere i te tūhuratanga.

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

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

* **Waea:** 0800 802 602

tēnei rānei



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

# 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

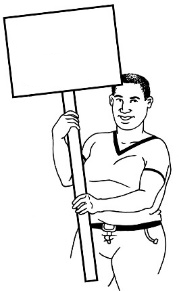
# Pae Ipurangi: [www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz/)

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

**Me pēhea te whakapā atu ki HDC**

Whakapā ki HDC mēnā koe:

* kei te hiahia ki te ako mō ōu motika



**Tika**

**Hē**

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

Hei whakapā ki HDC, me:

# waea atu ki:

(09) 373 1060

tēnei rānei



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

Ka tuwhera:



**Mane Tūrei Wenerei Tāite Paraire Rāhoroi Rātapu**

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

# tuhi mai rānei ki:

Te Toihau Hauora, Hauātanga PO Box 1791

Tāmaki Makaurau

# tirohia rānei tō mātau pae ipurangi: [www.hdc.org.nz](http://www.hdc.org.nz/)

Ko ēnei kōrero kua tuhia e te Te Toihau Hauora, Hauātanga.

Kua whakamāoritia ki te Pānui Māmā e te ratonga Make it Easy Kia Māmā Mai.

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





**2024**

27