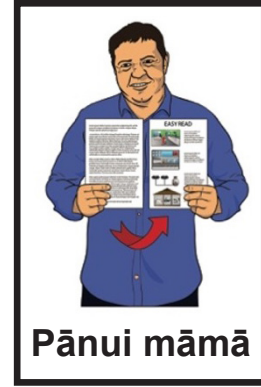




HEALTH & DISABILITY COMMISSIONER  
TE TOIHAU HAUORA, HAUĀTANGA



Pānui māmā

# He puka tuku amuamu mō tō hauora, te manaaki hauātanga rānei



# I mua i te pānui mai



He tuhinga roa tēnei me te maha o ngā:

- mea hei pānui māu
- whārangi hei whakakī māu.



Anei ētahi mahi māu kia māmā ake ai te pānui:



- me pānui ētahi whārangi noa iho i ia wā
- me whakakī ētahi whārangi noa iho i ia wā
- karangahia tētahi hei tautoko i a koe ki te whakakī haere pērā i tētahi:



- tangata nō te whānau
- hoa
- kaitautoko.

# Ngā kōrero kei roto

Whārangi:



Ko te take o tēnei tuhinga ..... 4



Mō āhea whakakī ai i tēnei puka ..... 8



Me aha e koe mēnā ka hiahia āwhina  
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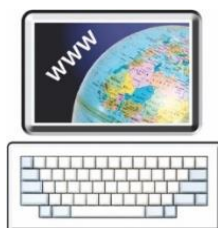


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# Mō te aha tēnei tuhinga



Nā Te Toihau Hauora, Hauātanga tēnei tuhinga Pānui Māmā.



HEALTH & DISABILITY COMMISSIONER  
TE TOIHOU HAUORA, HAUĀTANGA


I kīia nei ko Te Toihau Hauora Hauātanga Health ko **HDC**.



Ka tiakina e HDC ngā mōtika a te tangata e whakamahia ana:

- ngā ratonga hauora
- ngā ratonga hauātanga.

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




**Kei a koe ngā tika (mōtika):**

- kia tika te whakaute mai
- kia tika te manaaki mai
- kia tū rangatira, tū 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 imēra rānei ki a [advocacy@advocacy.org.nz](mailto:advocacy@advocacy.org.nz)  
Waea atu ki **0800 11 22 33** imēra atu rānei ki a [hdc@hdc.org.nz](http://hdc@hdc.org.nz) hei tuku amuamu ki a Te Toihau Hauora, Hauātanga (HDC)

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



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

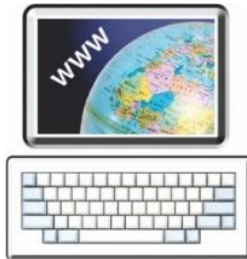


Hei rapu mōhiohio atu anō mō ōu  
mōtika he tuhinga Pānui Māmā e  
kīia nei ko:

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

Ka kitea tēnei tuhinga Pānui Māmā i  
te **pae ipurangi** o HDC:

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





Ko tēnei tuhinga Pānui Māmā he puka hei whakamahia māu ki te hiahia koe ki te tuku **amuamu** mō tētahi ratonga hauora, hauātanga rānei.



Ko tētahi amuamu he kōrero ki tētahi atu mō te korenga e pai o tētahi ratonga i mahia ai e koe.



Ka tuku amuamu mēnā:

- i puta he mahi kino
- i pāmamae koe i tētahi mea
- kāore i pai te ratonga
- kāore i pai ki a koe te ratonga i homai ai ki a koe.



i mua i tō tuku amuamu ka hiahia  
koe ki te tukua amuamu ki:



- te kaiwhakarato
- tētahi atu.



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



- rata/tākuta
- kainiho



- kaihaumanu mirimiri
- kaitohuora



- kaimahi tautoko.



# Mō āhea whakakī ai i tēnei puka



Me whakakī tēnei puka mēnā he amuamu tāu mō tētahi:

- kaiwhakarato hauora
- Kaiwhakarato hauātanga.



Ka āhei koe ki te tuku amuamu mō tētahi ratonga:

- i hoatu ki a koe
- i hoatu ki tētahi tanga e mōhio ana koe
- i kite koe i tētahi atu i whiwhi ana.





Ka āhei koe ki te whakamahi i tēnei puka hei tuku amuamu mehemea koe:

- e kore e noho pai hei tuku amuamu tōtika atu ki te kaiwhakarato
- i tuku amuamu ki tētahi kaiwhakarato engari kāore e pai ki a koe tā rātou mahi ki tō amuamu.



# Me aha e koe mēnā ka hiahia āwhina hei whakakī i tēnei puka



Me whakakī te puka ki te reo e pai ana ki a koe.



Mā mātou tō reo e whakapākehā e mārama ai ki a mātou.

Mā tētahi **kaitautoko** koe e āwhina ki te:



- whakakī i tēnei puka
- tuku amuamu ki te ratonga e whakararu ana i a koe.

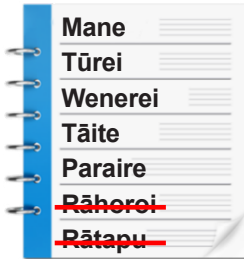


Ko te kaitautoko he tangata hei tautoko i a koe me tō kōrero.



Mēnā koe a hiahia kaitautoko me  
waea mai ki a mātou:

**0800 555 050**



Ka taea te waea mai:

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



Karekau he utu hei waea mai ki tēnei  
nama waea.



Mēnā he uaua māu ki te whakamahi waea ko te **New Zealand Relay** he ratonga mō ngā tāngata:



- turi / uaua te rongō
- turi me te kāpō
- waimaero / ka uaua te kōrero.



He kōrero atu anō mō te ratonga New Zealand Relay kei:

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

# I mua i tō whakakāi i tēnei puka



Me tuhi ki te puka nei.

Tuhia ki ngā rārangi ira pēnei i tēnei:

.....



Ka kī atu me kōwhiri e koe, me tohu pēnei ngā pouaka:



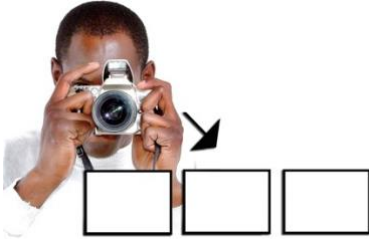
Mēnā koe ka kite i tētahi \* i mua i tētahi pātai me whakautu taua pātai.

Mēnā karekau he \* kei a koe te tikanga hei whakautu kāore rānei.



Ka āhei koe ki te tāpiri atu i ētahi kōrero ki tēnei puka pērā i:

- ngā tuhinga atu anō
- ngā reta
- ngā ĩmēra
- ngā whakaahua.



Ka hiahia kōrero pea mātou ki a kōrua ko te tangata / kaiwhakarato o tō amuamu.

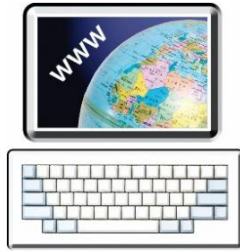
Kia pērā ka hiahia pea mātou kia tukua atu ki a rātou:



- he kape o tō puka amuamu
- ngā kōrero hauora mōu.



Ka pērā e taea ai e rātou ā mātou pātai te whakautu mai.



He kōrero anō hei ako māu mō te pēhea e tiakina ai e mātou tō taha matatapu kei tēnei **pae ipurangi**:

**[www.hdc.org.nz/privacy-statement/](http://www.hdc.org.nz/privacy-statement/)**



Ka rite tonu tā mātou tiro tiro amuamu me te:

- tōkeke
- whakaaro nui.



Mōhio ana mātou mēnā koe e tuku amuamu ana kua pā mai pea ki a koe:

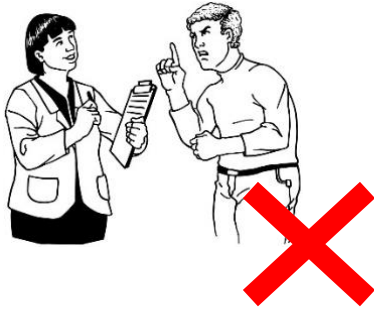
- te pāmamae
- te takariri.





Kia kōrero koe ki ā mātou kaimahi me:

- noho mārie
- manawa popore.



Me kaua:

- e hāparangi atu ki ngā kaimahi HDC
- e āhuaatua ki ngā kaimahi HDC.



Ki te kore koe e mahi pai ki ā mātou kaimahi ka pēnei pea mātou:



- tuku kupu whakatūpato ki a koe
- kōrero ki ngā Pirihimana



- tini tō huarahi hei whakapā mai ki ā mātou kaimahi.



Mā te katoa o ēnei take ka uaua ake  
tā mātou āwhina i a koe me to  
amuamu.

## Tuhia he kōrero mōu



Me mōhio e mātou ētahi kōrero mōu e mārama ai mātou ki ōu hiahia.

Tēnā, whakamārama mai ngā mea e whai ake nei:



\* **Ko taku taitara:**

.....

Ko te **taitarā** te kupu ki mua i tō ingoa pērā i a Mr / Mrs / Miss / Ms / Mx / Dr.

**\* Taku ingoa tuatahi:**



.....

**\* Taku ingoa whānau:**

.....



**\* Taku ira:**

Tāne

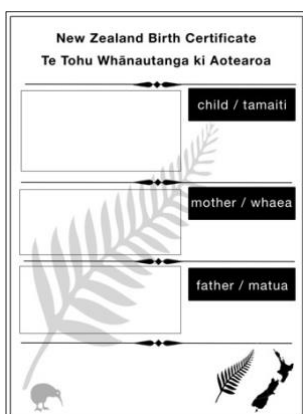
Wahine

T/ētahi atu (me tuhi):

.....

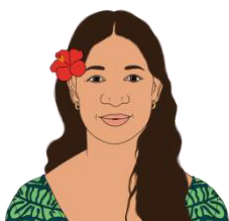
Kāore au i te hiahia tuhi

Kāore au e mōhio.



Ko te **Ira** ko te momo tangata koe pērā pea:

- he ōrite i tō whānautanga mai
- He rerekē i tō whānautanga mai



Tokomaha ngā ira tae atu ki te:

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



\* **Taku rā whānau:**

.....

**\* Ko taku pakeke kei tēnei rōpū:**



iti iho i te 15 tau



15 ki te 17 ngā tau



18 ki te 24 ngā tau

25 ki te 34 ngā tau



35 ki te 49 ngā tau

50 ki te 64 ngā tau

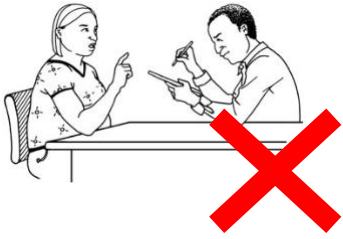


65 ki te 74 ngā tau

75 ki te 84 ngā tau



85 tau neke atu rānei.



Mēnā koe ka hiahia me kōwhiri  
tētahi o ēnei whakautu:

Kāore au i te hiahia ki te  
whāki mai i ōku tau



Kāore au i te mōhio ki ōku tau.

**\* Ko tōku rōpū mātāwaka:**



Tohua ōu rōpū mātāwaka katoa i tēnei whārangi me te whārangi e whai ake nei.



NZ European / Pākehā

Māori



Samoan



Cook Islands Māori

Tongan



Niuean

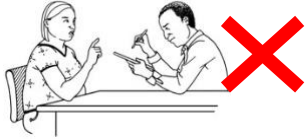


Chinese



Indian.





Kāore au e mōhio ki tōku rōpū mātāwaka

Kāore au i te hiahia whakautu

Nō tētahi atu rōpū mātāwaka ka tuhia i konei:

.....



## He hauātanga tōu?

Āe

Kāo

Kāore au i te hiahia whakautu.



Ko tētahi **hauātanga** he mate kei a koe kia uaua ake te mahi i ngā mahi a te tangata kāore he mate.

Ka pā atu tētahi hauātanga i tō/ōu:

- tinana
- rongo pērā i te titiro / rongo
- hinengaro
- ngā momo ako.



## Kei te hiahia āwhina koe ki ētahi o ēnei?



Te kite atu i ngā mea tae atu ki te mau mōhiti



Te rongo atu i ngā mea tae atu ki tētahi pārongo



Te hīkoi / te piki arawhata



Te whakaaro pērā i te maumahara / hihiwā



Te tiaki tinana pērā i te horoi tinana

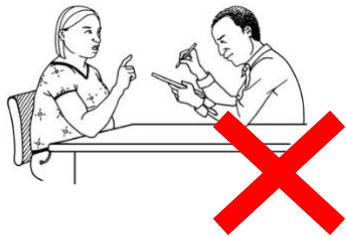


Te kōrero ki te tangata ki tōku ake reo / kia mārama ngā tāngata ki taku kōrero.



Tēnā pea ka hiahia koe ki te kōwhiri tētahi o ēnei kōwhiringa:

Kāore au i te hiahia āwhina mō ēnei mea katoa



Kāore au i te hiahia whakautu i tēnei pātai



Kei te hiahia āwhina ahau mō tētahi atu mea ka tuhituhi ki konei:

.....

.....

.....

.....

.....

## He mate tōu mō te whai huarahi atu?



Ko te **whai huarahi** he āhei koe ki te mahi pai i tētahi taputapu, hei tauira:

- Ka hiahia au kia nui atu te kupu tā
- Ka hiahia au ki tētahi kaiwhakamāori reo rotarota nō Aotearoa
- Me kōrero au ki ngā tāngata i tētahi rūma iti te kōankonako o ngā rāiti.

Me tohu koa ōu mate whai huarahi ki te whārangi e whai ake nei.



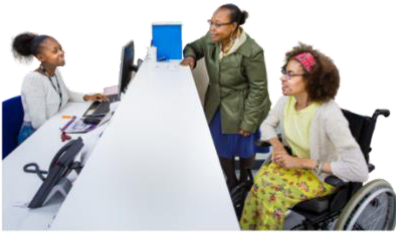
E kāo, karekau ōku mate whai  
huarahi pēnei i tēnei

Āe, he mate whai huarahi ōku  
ka tuhia i konei:

.....

.....

.....



## Kei te mōhio koe ki tō nama Hauora ā-Motu?

Ko tō nama **Hauora ā-Motu** ka mahia e ngā ratonga hauora / hauātanga kia mōhio rātou ko koe tonu te tangata.

E kīia nei hoki he **nama NHI**.



Ka kitea tō nama NHI ki tētahi:

- reta mai i tō rata/tākuta
- puka tūtohu rongoā
- tapanga o tō rongoā.



Kei te pai ki te kore koe e rapu i tō nama NHI mā mātou kē e rapu māu.



E k̄ao, k̄ao au e m̄ohio ki  
taku nama NHI

Āe, e m̄ohio ana au ki taku  
nama NHI, anei:



.....



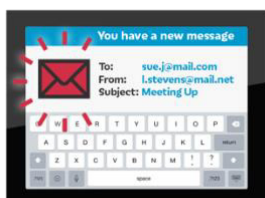
# E pēhea e whakapā atu ai ki a koe?



Me whakakī i tēnei wāhanga o te puka e taea ai e mātou te whakapā atu ki a koe.

## Me whakapā mai ki a au mā te:

Waea



Īmēra



Tuku reta mā te mēra



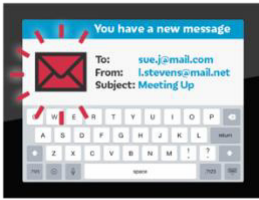
New Zealand  
RELAY

NZ Relay Service

Tēnei huarahi ka tuhia i konei:

.....

.....



**Ko taku īmēra:**

.....



**Ko taku nama waea:**

.....



**\* Ko tōku kāinga:**

Nama o te whare / wāhi noho: .....

Tiriti: .....

Paenoho: .....



Tāone / tāone nui: .....

Tātai poutāpeta: .....

# Tuhia mai mō tō amuamu



i tēnei wāhanga me tuhituhi mai mō tō amuamu.



Me tuhituhi mai mō ngā ratonga hauora / hauātanga o tō tuku amuamu.



Mēnā he tokomaha ngā kaiwhakarato i tō amuamu he wāhi atu anō kei te **whārangi 40** hei tuhituhi.



**\* Tokohia ngā kaiwhakarato o tō amuamu?**

.....

**\* Ko te ingoa o te  
kaiwhakarato hauora /  
hauātanga o taku amuamu ko:**

---

---

**He aha tā rātou momo  
ratonga hauora / hauātanga?**



Rata/Tākuta



Nēhi

Kaitiaki kāinga



Kaimahi tautoko

Ratonga hauātanga ā-kāinga



He kōwhiringa anō e whai ake nei.



Ko te kaiwhakarato pea ko tētahi o ēnei:

Kaito huora



Whare Rongoā



Tapuhi whakawhānau

Hōhipera



Ko tētahi atu momo kaiwhakarato ka tuhia mai i konei:

.....

.....

.....

.....

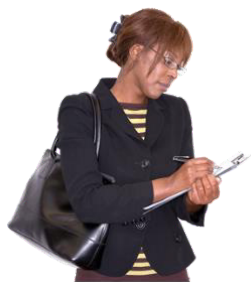
.....

**Me tuhituhi mai mō te wā i noho tahi koe me te kaiwhakarato.**

**\* Ko koe / tonu tā rātou:**



Tūroro / tangata i whai ratonga mai i a rātou



Kaituku mahi / rangatira

Kaimahi / hoa kaimahi



Tūao, arā, i mahi utukore koe mā rātou



Kaikirimana / tangata i mahi mā rātou



Tangata whaiora / kaiwhakamahi ratonga

Mēnā koe ka hiahia kia tuhia mai  
ētahi atu kōrero, tuhia mai ki konei:



- I noho tahi pēnei me te  
kaiwhakarato ka tuhia mai ki  
konei:

.....

.....

.....

.....

.....

.....

.....

.....

.....

**\* Me tuhituhi mai te wāhi mahi  
o te kaiwhakarato hauora /  
hauātanga:**

Whare / nama o te wāhi: .....



Tiriti: .....

Paenoho: .....



Tāone / tāone nui: .....

Tātai poutāpeta: .....





**Mēnā he kaiwhakarato anō ka hiahia koe ki te tuku amuamu, me tuhituhi mai i konei:**

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

# I ahatia? Tuhia mai



i tēnei wāhanga o te puka me tuhituhi mai e koe ētahi atu kōrero mō te take e tuku amuamu mai ana koe.



Ka āhei hoki koe ki te tāpiri mai i ētahi atu tuhinga ki tēnei puka hei tiroiro mā mātou.

**\* Me āta tuhituhi mai i ngā taipitopito kōrero katoa mō te mahi i mahia ai:**



**I ahatia?**

.....

.....

.....

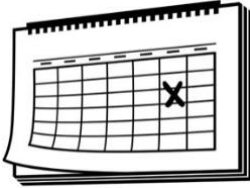
.....



I ahatia a wai?

---

---



Nōnahea i mahia ai tae atu ki te rā / wā?

---

---



I hea mahia ai?

---

---



Nā wai i mahi?

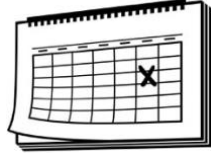
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**I mahia i neke atu i te 2 tau ki muri?**



Āe

E kāo



**Mēnā ka neke atu i te 2 tau te mahi me tuhituhi mai e koe te take e kore ai e taea e koe tō amuamu te tuku tōtika mai:**

.....

.....

.....

.....

.....

.....

.....

.....

## He kōrero atu anō tāu hei kōrero mō tō amuamu?



i tēnei wāhanga ka āhei koe ki te tuhituhi mai i ētahi atu kōrero mō tō amuamu.

**He tāngata atu anō ka taea e mātou te uiui atu:**



- mō te mahi i mahia
- mōu
- mō te kaiwhakarato hauora / hauātanga?

Āe

E kāo

**Mēnā he tāngata atu anō hei uiui atu tēnā tuhia mai:**



- **ō rātou ingoa**
- **te huarahi hei whakapā atu ki a rātou, pērā i te nama waea / īmēra.**

Ingoa:

.....

Whakapānga:

.....

Ingoa:

.....

Whakapānga:

.....



**Me tuhituhi mai te take e tuku amuamu mai ana koe tae atu ki te:**

- **huarahi tuku amuamu e pai rawa atu ai tō ao**
- **ngā mahi ka hiahia koe kia mahia ā muri atu i tēnei amuamu.**

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**Kua kōrero atu koe ki te  
kaiwhakarato hauora /  
hauātanga hei tuku amuamu ki  
a rātou?**

Āe

E kāo



**Mēnā āe, tuhia mai i ahatia:**

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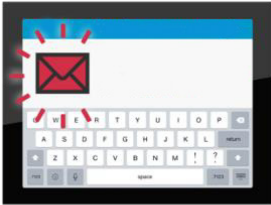
.....

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Mēnā he tuhinga āu mō te wā i tuku amuamu atu koe ki te kaiwhakarato ka āhei koe ki te tāpiri ki tēnei puka.



Ko ngā momo tuhinga ko ngā:

- Īmēra
- reta
- pitopito kōrero mō ngā hui.



**Mēnā kāore anō koe kia tuku amuamu atu ki a rātou, me tuhi mai koa i te take:**

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**Kua pātai atu koe ki a Ngā  
Kaitautoko hei āwhina i a koe  
mō tēnei amuamu?**

Āe

E kāo



**Mēnā āe, tuhia mai he kōrero i  
ahatia me rātou:**

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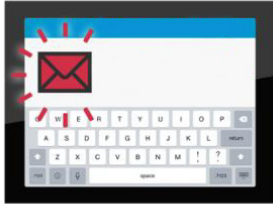
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Mēnā he tuhinga āu mō te wā i āwhina mai Ngā Kaitautoko i a koe me tāpiri mai ki tēnei puka.



Ko ngā momo tuhinga ko ngā:

- Īmēra
- reta
- pitopito kōrero mō ngā hui.



**Mēnā kāore anō koe kia wpātai atu ki Ngā Kaitautoko hei āwhina mai me tuhituhi mai te take i konei:**

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**Kua tukua mai tēnei amuamu  
ki tētahi atu wāhi pērā i te:**

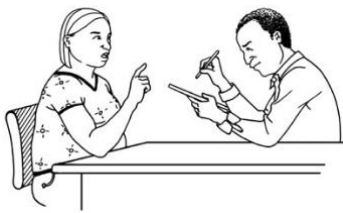


- ACC
- Te Kāhui Tika Tangata
- Te Mana Mātāpono Matatapu
- Ngā Pirihimana?



Āe

E kāo



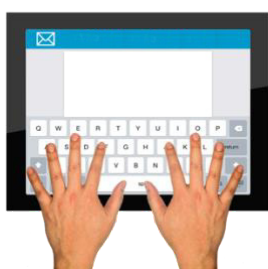
**Mēnā āe kua tukua he  
amuamu, tuhia mai i ahatia:**

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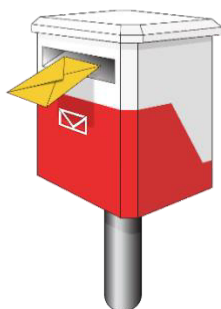
# Me pēhea e tuku mai ai te puka nei ki a mātou



Ka āhei koe ki te tuku mai i tēnei  
puka ki a mātou:

- ki roto i tētahi kōpaki mā te mērā
- hei tuhinga tāhiko mā te īmērā.

Ko tā mātou kāinga poutāpeta:



**Te Toihau Hauora, Hauātanga  
Health & Disability Commissioner**

**Pouaka Poutāpeta 1791**

**Tāmaki-makaurau 1140**



Ko tā mātou īmēra:

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



Mēnā ka mahia e koe te reo rotarota o Aotearoa, NZSL hoki ka āhei te tukua mai he whitiata.



Ka āhei koe ki te mahi i tētahi NZSL whitiata me te īmēra mai ki a mātou.

Mā mātou te whitiata e whakamāori.



Me tukua mai te whitiata ki tēnei īmēra:

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

Ka āhei hoki koe ki te whakamahi  
i te ratonga **Seeflow** hei whakapā  
mai ki a mātou.



Kei tēnei **pae ipurangi** he kōrero  
atu anō mō Seeflow:

**[www.seeflow.co.nz](http://www.seeflow.co.nz)**

# Mō ētahi atu mōhiohio



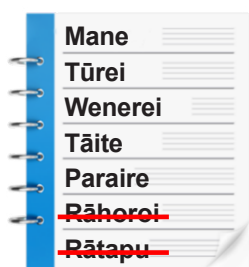
Kei tō mātou **pae ipurangi** he mōhiohio atu anō mō te HDC:

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



Mēnā he pātai āu ka āhei koe ki te **waea mai**:

**0800 11 22 33**



Ka taea te waea mai:

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







Mēnā he uaua māu ki te whakamahi waea ko te **New Zealand Relay** he ratonga mō ngā tāngata:



- Turi / uaua te rongō
- Turi / kāpō
- waimaero / ka uaua te kōrero.



He kōrero atu anō mō te ratonga New Zealand Relay kei:

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

