



HEALTH & DISABILITY COMMISSIONER  
TE TOIHAU HAUORA, HAUĀTANGA



Pānui māmā

**Ka aha ina tūhuratia  
ai tō amuamu?**



# Mō te aha tēnei tuhinga



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Nā Te Toihau Hauora, Hauātanga tēnei tuhinga Pānui Māmā.

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.



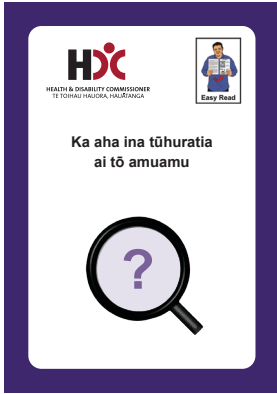
Kia kitea ētahi atu mōhiohio mō ōu mōtika he tuhinga Pānui Māmā e kīia nei ko:

**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-read-resources/>**





I roto i tēnei tuhinga ka mōhio  
koe ki:



1. te āhua o te whakahaere i  
te tūhuratanga



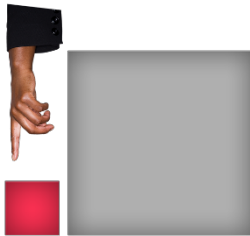
2. me pēhea te whakapā atu ki  
HDC.

# Ngā tūhuratanga



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Ka whakatau HDC ki te tūhura i tō amuamu.



He iti noa iho ngā amuamu ka pēneitia.



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



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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.

## 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 **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.**

# Tō kaitūhura

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

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

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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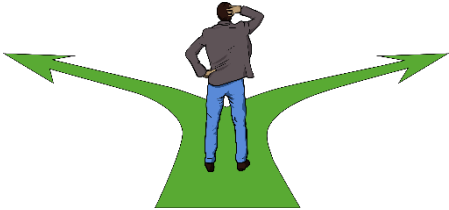


Ka taea e koe te tuku īmēra ki tō kaitūhura i tēnei wāhitau īmēra:

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# Te whakatika i tō amuamu



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



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Ka tukuna pea e HDC tō amuamu ki:



- te ratonga Ngā Kaitautoko

ki



- te takawaenga ōkawa rānei.



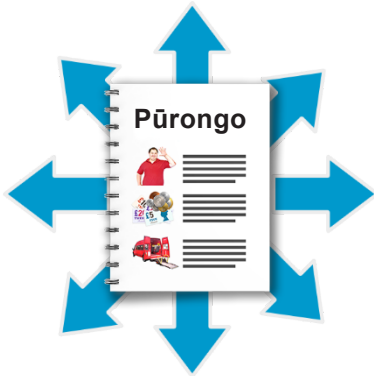
**Ko te tikanga o te takawaenga ōkawa ka whakahuihui tahi i a koe me tō ratonga ki te:**

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



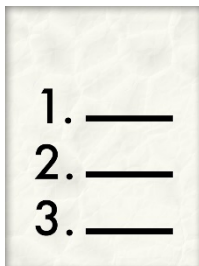
Mēnā kei te hiahia koe ki te whakamātau i tēnei tikanga whakatika i tō amuamu, me pātai atu ki tō kaitūhura kia whakaritea tēnei.

# Ka aha ā muri ake?



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

- 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 mōhiohia atu anō ki te kaitūhura.



Ka whakarongo HDC ki ō kōrero.

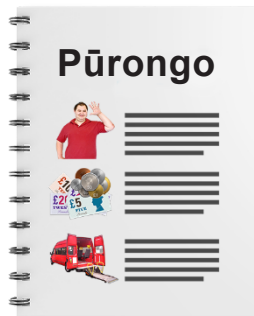


Ka whakarongo anō HDC ki ngā kōrero a tō ratonga.



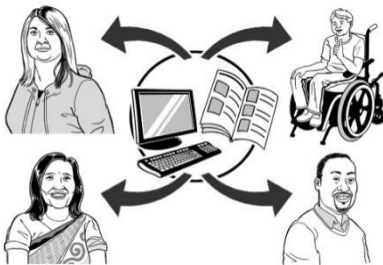
Ka tukuna pea e HDC ngā huringa ki te pūrongo hukihuki.

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



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

Ka tukuna tēnei pūrongo ki:

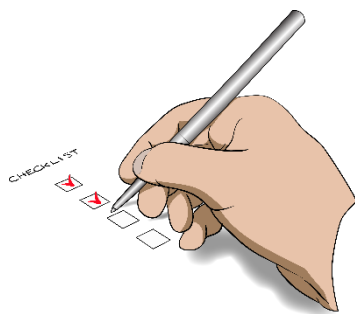


- a koe
- te ratonga mōna tō amuamu.



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.





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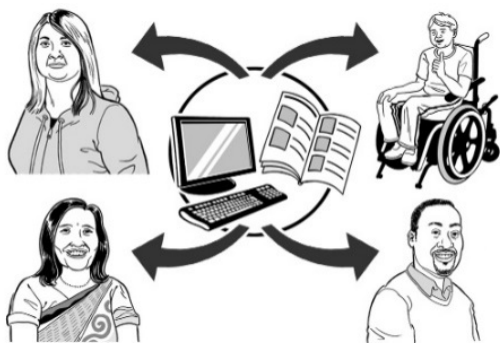
Ka hiahia pea HDC kia whāia ētahi mahi e tō ratonga.

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.

# Kaitātaki Whakahaere



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

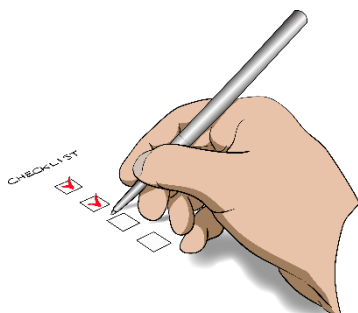
He iti noa iho ngā wā ka pēnei.



Ka pā mai tēnei ki a koe mēnā:

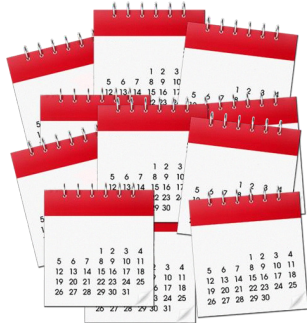
- kāore koe i whiwhi i ōu motika
- i tino kino te manaaki i a koe.

Mēnā i pēnei, ka whiwhi whakamārama koe:



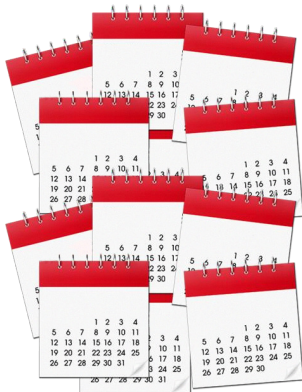
- he aha te tikanga o tēnei
- me aha koe
- ka aha pea.

# Ngā Pātai

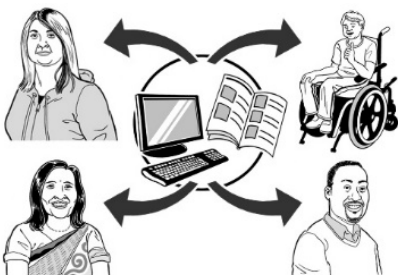


He pēhea te roa o te tūhuratanga?

Ko ētahi tūhuratanga he tata ki te  
**e rua tau** te roa.



Ko ētahi tūhuratanga he tata ki te  
**e toru tau** te roa.

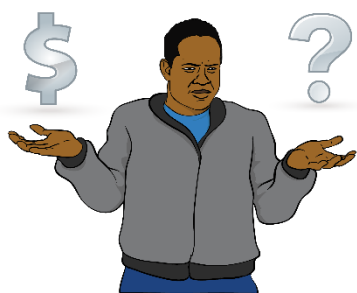


Ko te take pea ka roa te wā e whiwhi ai  
pea i ngā mōhiohio.

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?

Tē taea e HDC tētahi ratonga te whakahau kia tuku:

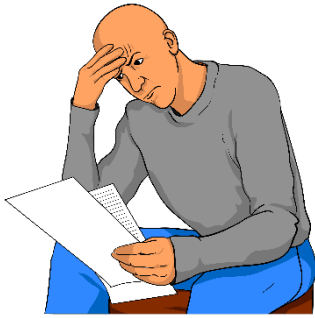


- **paremata**
- **whakahoki moni.**

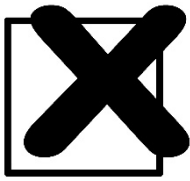


Ko te **paremata** koinā tō whiwhi moni mō tētahi mea i hē ai.

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



**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.

**Ombudsman**  
Tuia kia ōrite • Fairness for all

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



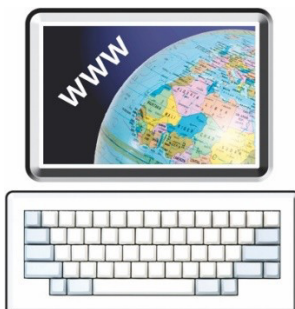
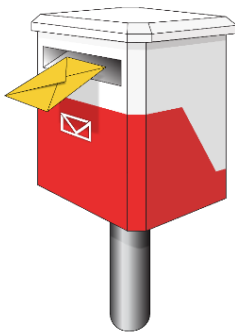
Ka taea e te Kaitiaki Mana Tangata te tirotiro te āhua o te whakahaere i te tūhuratanga.



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

# Ombudsman

Tuia kia ōrite • Fairness for all



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)

# Me pēhea te whakapā atu ki HDC



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



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Whakapā ki HDC mēnā koe:



- kei te hiahia ki te ako mō ōu motika



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





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Hei whakapā ki HDC, me:

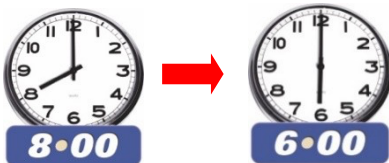
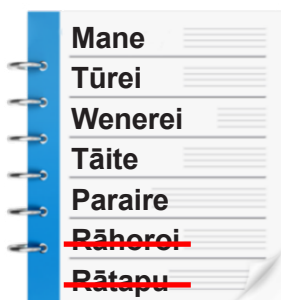
**waea atu ki:**

(09) 373 1060



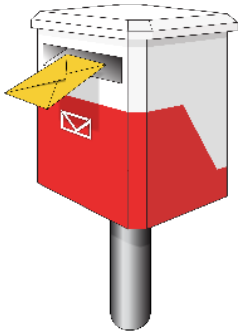
tēnei rānei

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



Ka tuwhera:

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

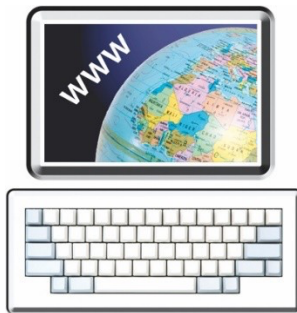


**tuhi mai rānei ki:**

Te Toihau Hauora, Hauātanga

PO Box 1791

Tāmaki Makaurau



**tirohia rānei tō mātau pae ipurangi:**

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



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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 kua e whakamahia  
ina kore e whakaaetia.



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