



Health & Disability
Advocacy Service
Ngā Kaitautoko



**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 tiro tiro
- mā tētahi atu e pānui ki tō taha kia mārāma koe



Ngā mea ka kitea e koe i konei

Whārangi nama



HEALTH & DISABILITY COMMISSIONER
TE TOIHAU HAUORA, HAUĀTANGA



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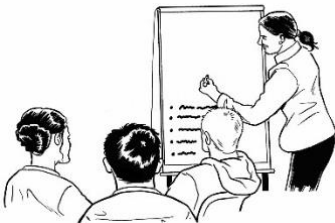


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HEALTH & DISABILITY COMMISSIONER
TE TOIHAU HAUORA, HAUĀTANGA

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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

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



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 whakaranu

Pātai atu ki tētahi o te whānau, ki tētahi hōia rānei hei āwhina i a koe kia tukua he amuamu

Waea atu ki **0800 55 50 50** kia tonoa he kaitautoko Hauora, Hauātanga kia tīnira rānei ki a advocacy@advocacy.org.nz

Waea atu ki **0800 11 22 33** tīnira atu rānei ki a 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 ōu 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 kaua 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.



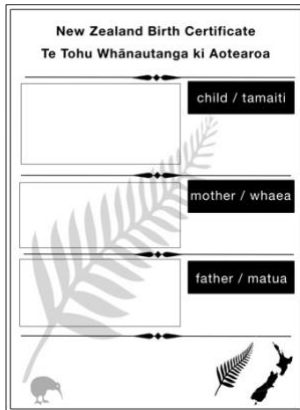


Mōtika 2: Manaakitanga

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
- hōkagakore.





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 kouna 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 mārama
 - 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:



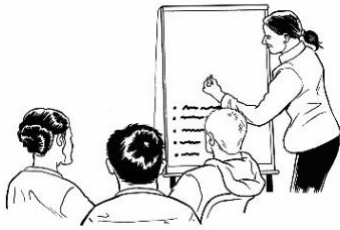
- ngā mate kei a koe
- te roanga atu o te wā kia whakamahia e koe tētahi ratonga



- he mōhiohio hei āwhina i a koe kia whiriwhiri whakaaro
- he kitenga nā ngā kaiwhakarato:



- o ngā whakamātautau
- o ngā maimoatanga.

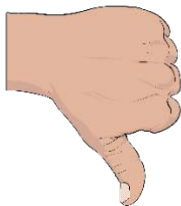


Me whakamōhio atu hoki i a koe ina uru koe ki tētahi:

- 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:

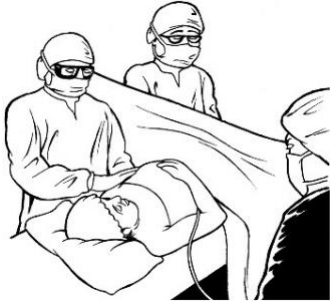
- me mahi hei oranga mōu
- me rapu ina tuku kupu
whakaae koe ahakoa te aha
- me kōrero ki ētahi atu tāngata e
mōhio ana ki a koe hei rapu ōu
whakaaro.



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 mārāma 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

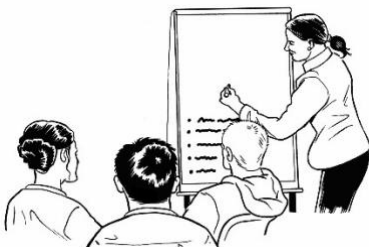


Mōtika 8: Tautoko



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



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**.



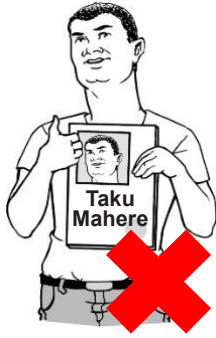
Ko te **mate whakaahuru** he manaaki pairuri e tautoko ana i ngā tāngata e hiahia tautoko ana kia mate ki tā rātou e whiriwhiri ai.



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.

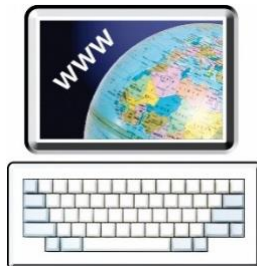


Ka tere a HDC ki te whai i tō amuamu i runga i te wā wātea.



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:

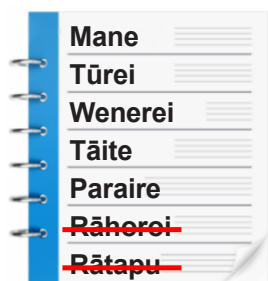
<https://www.hdc.org.nz/making-a-complaint/make-a-complaint-to-hdc/>

Me pēhea e whakapā mai ai



Ka 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
5 karaka i te ahiahipō.



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

www.advocacy.org.nz



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

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



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.





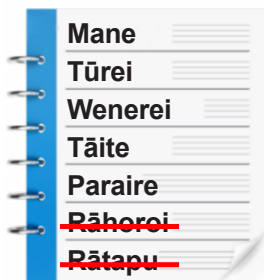
Ka whakapā atu ki Te Toihau Hauora,
Hauātanga mā te:



- Waea: **0800 11 22 33**



- Īmēra: **hdc@hdc.org.nz**



Ka tuwhera hei te:

- Mane ki te Paraire



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



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 kaua e whakamahia ina kore e whakaaetia.

