

# ō Tika

## Nau mai ki Te Toka Tumai o Tāmaki Makarau

E pūmau ana mātou ki te mahi ngātahi me koe kia tutuki ai te mea pai rawa mōu i a koe e maimoatia e mātou. Ina whiwhi manaakitanga koe, ratonga rānei i a mātou, anei ō tika:

- Kia manaakitia koe i runga i te ngākau rangatira, whakaute rānei.
- Kia pono te whakarite i a koe me te kore whakaparahako.
- Kia whai wāhi atu koe ki ō manaakitanga, maimoatanga hoki.
- Kia whakautehia ō hiahia ahurea.
- Kia whakamāramahia atu tō mate ki a koe me tō mōhio anō ki ngā huarahi ki a koe, tae atu ki ōna painga me ōna mōreareatanga. Kāore pea ēnei e taea i ngā wā katoa i ngā wā mate whawhati hauora.
- Ka whakamōhiohia atu te hunga manaaki i a koe me te whakahua i ō rātou ingoa me ā rātou māhi ina manaaki ana rātou i a koe.
- Kia whakarongohia, kia tukuna hoki ngā kōrero ki a koe e mārāma ai koe, tae atu ki tētahi kaiwhakamāori mēnā e hiahiatia ana.
- Kia noho muna koe me te noho matatapu o ngā kōrero mōu.
- Kia whai kaitautoko, whānau rānei i tō taha i te nuinga o te wā. Kāore pea tēnei e taea i ētahi wā nā ngā take haumarū.
- Kia taea e koe āu ake whakatau mō ō manaakitanga.
- Kia āhei koe te whakahē, te huri rānei i ō whakaaro mō ngā āhuatanga o ō manaakitanga.
- Kia whakamāramahia atu ngā maimoatanga, aromatawai, tukanga rānei ki a koe.
- Kia pātaihia koe mō tō whakaaetanga ā-tuhi, ā-waha rānei i mua o tētahi whakamaimoatanga, whakahaere rānei e pā ana ki a koe. Ki te kore e taea e koe te kōrero i tō hiahia, ka whai whakaaro pea mātou ki ngā whakaaro o tō whānau.

Ka hāngai katoa ēnei tika mēnā ka pātaihia koe ki te whakauru ki tētahi mātai rāngahau, wāhanga akoranga whakangungu kaimahi.

Ko te Code of Health and Disability Consumer's Rights te pūtake o ēnei tika. Ka taea e koete tiki tārua o ēnei tika kei te paetukutuku a Te Toihau Hauora, Hauātanga [www.hdc.org.nz](http://www.hdc.org.nz)

## Ngā mea e hiahia ana mātou i a koe:

- Ina taea ana, kia whai wāhi atu ki ō maimoatanga, manaakitanga hoki.
- Te tautoko i ngā maimoatanga i whakaaehia e koe.
- Kia homai kōrero hei āwina i ō maimoatanga, manaakitanga hoki.
- Kia whakaaro nui koe ki ngā hiahia, munitanga o ētahi atu.
- Te whakaute i ngā kaimahi katoa a Te Toka Tumai.
- Te manaaki i ngā rawa a Te Toka Tumai.
- Te aro ki tā mātou kaupapa here auahi kore.

## Tō munatanga

Ka kitea e ngā tākuta, nēhi me ētahi atu mātanga ngaio e pā ana ki ō maimoatanga, ō kōrero hauora kia tōtika ai, kia haumaruru ai hoki te manaaki i a koe. Ka taea pea e ētahi atu kaimahi a Te Toka Tumai te toro atu i ō kōrero mō ngā take whakahaeretanga, ngā mahi kouniga whakapaitanga, whakaakoranga hoki, ā, i ētahi wā mō ngā rangahau hauora.

Ko tā mātou i ngā wā katoa:

- He whakarite kia matatapu ngā kōrero mōu.
- He whakawātea i ō pūranga kōrero ki a koe.
- He whakaae ki ō tono kia whakatikaina ō pūranga kōrero.
- Whakarite i tō tono kia kaua e tukuna ngā kōrero mōu.

Ka whākina pea ō kōrero hauora ki tētahi atu kaiwhakarato hauora kei roto i ō maimoatanga, mēnā rānei ka whakahauhia e te ture. Mō ētahi atu kōrero mō te matatapu o ō kōrero, waea atu ki: (09) 367 0000 ki te kōrero ki tētahi Kaimahi Tūmataiti a Te Toka Tumai.

## Ngā tohutohu mēnā kāore koe i te rata ki ngā ratonga manaaki e whiwhi ana koe

Mēnā kei te māharahara koe, he amuamu rānei tāu mō te ratonga, manaakitanga rānei ka whiwhi koe, tētahi mema rānei o te whānau, he pai ake kia whakatikaina wawetia. Ka taea e koe tēnei mā te kōrero ki te hunga manaaki i a koe, te nēhi, te tapuhi rānei e whakahaere ana i te wāhanga, whare haumanu rānei kei reira koe.

Mēnā kāore i te tau ki a koe te kōrero ki te hunga manaaki i a koe, kāore rānei i te rata ki a koe tā rātou urupare, ka taea e koe te whakapā atu ki te Consumer Experience team:

- ▶ [feedback@adhb.govt.nz](mailto:feedback@adhb.govt.nz)
- ▶ 09 375 7048
- ▶ Consumer Experience team, Te Toka Tumai Auckland, Private Bag 92024, Auckland

## Ka aha i muri ake?

Ka tukuna he whakaaturanga ki a koe i tae mai tō amuamu, māharahara rānei i roto i te rima rā mahi o te taenga mai. Ka whakapau kaha mātou kia wawe tonu te āta tuku urupare ki a koe. Mēnā ki ō mātou whakaaro ka roa ake i te kotahi marama, ka whakamōhio atu mātou ki a koe.

Kāore e puritia tō amuamu me tō pūranga kōrero hauora, ā, e kore rawa e whai pānga ki ō maimoatanga i muri ake.

## Ka aha mēnā kāore i te pai ki a koe tā mātou hātepe

Ki te kore e pai ki a koe te āhua o tā mātou whakarite i tō amuamu, ka taea e koe te waea atu ki Te Toihau Hauora, Hauātanga: 0800 112 233, whakakāia rānei te puka tuihono kei te paetukutuku a Te Toihau Hauora, Hauātanga: [www.hdc.org.nz](http://www.hdc.org.nz)

He pai ki a mātou te rongō ake mēnā i eke rawa i a mātou ō hiahia. Ki te hiahia tuku whakamihi koe ki tētahi o ā mātou kaimahi, me whakapā atu ki te Consumer Experience team (kei runga ngā taipitopito).

## Ētahi atu hōputu, reo hoki

Mēnā e hiahia ana koe i ēnei kōrero ki ngā tuhi pū nui me pātai koe ki tētahi o ngā kaimahi a Te Toka Tumai, tirohia rānei tā mātou paetukutuku [www.adhb.govt.nz](http://www.adhb.govt.nz)