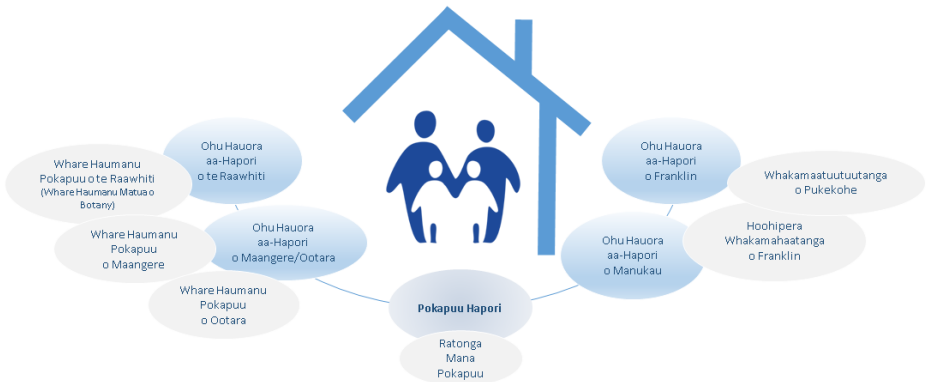




## NAU MAI KI TE

### Hauora Taiwhanga aa-iwi Community Health Service



Ohu Hauora aa-Hapori o Manukau  
(Papatoetoe ki Papakura me ngaa rohe)

09 295 1250




Ohu Hauora aa-Hapori o Manukau  
 5-19 Great South Road, Papakura






Ka taea raanei te rapu i a maatou i runga o  
 Google Maps. Patoa a “District Nurse Clinic  
 Papakura”

<b>Ohu Hauora aa-Hapori o Manukau</b>	
<b>Waahitau:</b>	5-19 Great South Road, Papakura
<b>Waea:</b>	09 295 1250 (Waea whakautu i ngaa poo) Waea Kawe: 021 418 382 I ngaa ohotata, waeahia atu te Waka Tuuroro – Waea ki 111
<b>Haaora:</b>	Raahina – Raamere; 8.00am – 4.30pm Raahoroi – Raatapu; Neehi anake 8.00am – 4.30pm Ngaa poo, raa whakataa me ngaa raa whakangaa tuumatanui he iti ake ngaa kaimahi. I ngaa Poo: Whakapaa atu ki too taakuta, too whare hauora poo raanei.
<b>Whare Haumanu Neehi aa-Rohe</b>	He roa ake aa maatou haaora tuwhera i ngaa Raatuu me ngaa Raapare 7am ki te 7pm (i runga anoo i te hiahia). Ka whakaritea teetahi waa toronga maau.

## Kei roto i ngaa Ohu Hauora aa-Hapori

 Neehi aa-Rohe, Maatanga Kai, Kaitauwhiro aa-Iwi, Kaihaumanu Reo Koorero, Kaihaumanu Poare, Kairomiromi; Kaituku Haumanu Ngangahau, Neehi Mimi Tuuturu, Kaitautoko aa-Hapori (Kirikaa Ruumaatiki), Whakahaere Keehi Matatini, Kaiarotake Matea, Kairuruku Ratonga, Kaiaawhina Hauora, me ngaa Neehi.

## Ngaa ratonga ka tukuna i runga anoo i te aahua o ngaa matea me ngaa arotake takitahi

-  Ka aronui maatou ki te mahi tahi ki ngaa tuuroro me aa raatou whaanau ki te whakamahere me te whakarato i te maimoatanga hauora pai rawa maa ngaa matea takitahi. Ka taea te tuku maimoatanga i eetahi waahi huhua peeraa i te kaainga o te tuuroro, te waahi mahi, te kura, te whare haumanu hapori raanei.
-  E poowhiritia ana koe ki te koorero i ngaa paanga katoa ki too hauora ki teetahi mema o te Ohu Hauora aa-Hapori.
-  Ka whakarato maatou i te tautoko e aahei ai koe ki te noho tonu i te kaainga me te tuku tohutohu ki too whaanau me ngaa kaitiaki meenaa e hiahitia ana.
-  Ka tukuna pea ngaa ratonga e ngaa momo maatanga katoa e mahi ana i roto i te Ohu Hauora aa-Hapori.
-  E waatea ana ngaa whakaritenga maa runga waea, maa runga ataata hoki, meenaa he pai ake teenei moou, aa, noou te whiringa. Ka koorero pea too maatanga hauora ki a koe moo eenei whiringa.

**He kore utu aa maatou ratonga maa ngaa kainoho o Aotearoa**

## Aau ake Takohanga

**Meenaa kaaore koe i te kaainga** i te waa ka whakaritea teetahi toronga Kaimahi Hauora aa-Hapori **teenaa waea mai i mua o te 9.00am i te raa tonu o te toronga ki te whakakore.** Waeahia te nama kei mua o te puka. He whaitake tonu kia wawe te whakamoohio i te tari. Meenaa kaaore koe i te kaainga i ngaa waa toronga kaimahi e rua; teeraa pea ka tukuna koe mai i taa maatou ratonga, aa, ka mate koe ki te tiro i too taakuta moo eetahi atu aawhinatanga.

## Ngaa Kainoho ehara noo Aotearoa

Ka mate ngaa kainoho ehara noo Aotearoa ki te utu moo ngaa ratonga ka tukuna, haaunga anoo te maimoatanga ACC.

## Haumaru Kaimahi

Ka mate pea ki te whakarite i eetahi atu whakaritenga hauora meenaa ka wehe atu teetahi kaimahi naa te mea e kore ia e noho haumaru i roto i too whare.

Moo ngaa take hauora me te haumaru e kore e unuhia e ngaa kaimahi oo raatou huu i te kuhunga ki roo kaainga, engari ka taea te whakamau uhi huu ki te tonoa.

## Kurii

Noou te haepapa ki te pupuri i too kurii i te waa ka toro atu aa maatou kaimahi. **Teenaa** me here i too kurii, me taiapa raanei i ngaa waa katoa i mua i te taenga atu o ngaa maatanga hauora.

## Auahi Kore

Noo oo maatou kaimahi te mootika ki te mahi i teetahi taiao mahi auahi kore, aa, ka maioha maatou ki te kore koe e kai paipa i te waa ka toro atu raatou.

## Kupu tohutohu moo te aukati kai paipa

E moohio ana maatou i ngaa paanga kino o te kai paipa ki too hauora. Ka taea e maatou te tuku tautoko ki a koe ki te whakamutu, ki te aarahi raanei i a koe ki ngaa rauemi hei aawhina i a koe ki te whakamutu.

## Tuukino Whaanau

He take hauora nui maarika te tuukino whaanau, aa, he paanga hauora mauroa pea toona ki a koe me aa tamariki. He whaanui ngaa wheako tuukino whaanau, aa, ka uru pea ngaa whanonga tuukino aa-tinana, aa-puukare, aa-oohanga, aa-uruhi me te taitookai hoki.

Kaaore i pai te Tuukino Whaanau. Kei ia taangata te mana ki te oranga tuukino kore.

Koorero ki too maatanga hauora, ki teetahi tangata e whakapono ana koe raanei mee peehea te rapu tautoko, ki hea rapu ai hoki. Meenaa e matakua ana koe, e wehi ana raanei moo too haumarutanga waea ki 111 moo te aawhinatanga wawe.

Ka taea te tiki i eetahi atu tautokotanga i konei:

0800 456 450, Areyouok.org.nz raanei

## He whakaetanga tuku korero:

I whakamaaramatia mai ki au ngaa moohiohio kei roto i teenei puka i teetahi reo i maarama ai ahau, aa, i whakautua katoa aku paatai.

Te Raa: \_\_\_\_\_

Waitohu Tuuroro: \_\_\_\_\_

Waitohu Kaimahi: \_\_\_\_\_

## Too Mana Matatapu (Ture Matatapu 2020)

I te waa e whakarato ana maatou i te maimoatanga hauora ki a koe, me koe ki te kite. E ahae ana hoki koe ki te tono kia whakatikaina i nga waa e hiahia ana.

Nga Moohiohio Tuuroro Matihiko Tohatoha

- o Naa nga whakawhiti matihiko hou kua ahae nga tuuroro ki te tiki i eetahi o aa raatou moohiohio matihiko. Teeraa pea ka tukuna oo moohiohio ki eetahi atu, peenei i too taakuta, too maatanga hauora aa-hapori raanei.

## Oo Mootika i te Waa e Whiwhi ana i Teetahi Ratonga Hauora, Hauaatanga Raanei

He tirohanga whaanui teenei o nga mootika e oaitia ana e te ture e moohiotia nei ko te **Kawenata Mana Kaiwhakamahi Ratonga aa-Hauora, aa-Hauaatanga (Code of Health and Disability Services Consumers' Rights)**. Ka whaipaanga eenei ki nga ratonga hauora, hauaatanga katoa, ahakoa ka utu koe, kaaore raanei. E waatea ana teetahi kape katoa o te Kawenata Mana mai i too kaiwhakarato hauora, te Toihau Hauora, Hauaatanga, te Toa Pukapuka Kaawanatanga o Bennetts raanei. **Ki te hiahia aawhina koe, paatai ki te tangata, te kaiwhakarato raanei.**

Ka taea te whakapaa atu ki te Toihau Hauora, Hauaatanga i Taamaki Makaurau (09) 373 3556, i 0800 112233 raanei, i [www.hdc.org.nz](http://www.hdc.org.nz), i Health Advocates Trust raanei; Ruuma 21, Whaiora Marae Whare Kaakaariki, 19 Ootara Rori. Ootara Waea 09 273 9510 me 09 273 9549.

### 1. WHAKAUTE

Me whakautetia koe i nga waa katoa. Ka whaipaanga teenei ki too ahurea, oo tikanga me too whakapono, me too mana matatapu whaiaro.

### 2. TOOKEKE MATATIKA

Me kore koe e whakahaaweatia, e peehia raanei koe ki te mahi i teetahi mahi e kore koe e hiahia ana, me kore hoki koe e makihuhunutia.

3. RANGATIRATANGA

Me tautoko ngaa ratonga i too tauoranga kia rangatira ai.

4. PAEREWA TIKA

Noou te mootika kia aata maimoatia koe, me te whiwhi i ngaa ratonga e whakaata ana i oo matea. Me mahitahi katoa te hunga e whaipaanga ana ki too maimoatanga.

5. WHAKAWHITI KOORERO

Noou te mootika kia rongohia koe, kia maaramatia aau koorero, me te whiwhi moohiohio i runga i aau hiahia. I te waa e tika ana me waatea teetahi kaiwhakamaaori.

6. MOOHIOHIO

Noou te mootika kia whakamaaramatia too mate ki a koe me te whai moohio he aha ngaa whiringa. Kei roto i teenei ko te roa o te tatari, te aawhiwhi o ngaa utu, ngaa mooreareatanga, ngaa tuupono hua me ngaa paanga kino. Ka taea e koe te whiu paatai hei aawhina kia maarama tika ai koe.

7. NOOU TE WHAKATAU

Kei a koe te tikanga moo too whakataunga. Ka taea e koe te kii kao, te panoni i oo whakaaro raanei i te waa e hiahia ana koe.

8. TAUTOKO

Noou te mana kia noho teetahi i too taha hei tautoko i a koe i te nuinga o ngaa aahuatanga.

9. TE WHAKAAKO ME TE RANGAHAU

Ka whaipaanga eenei mootika katoa i te urunga ki ngaa mahi whakaako me te rangahau.

10. AMUAMU

Maa too amuamu e aawhina ki te whakapai i taa maatou ratonga, aa, e kore e whai paanga atu ki te aahua o too maimoatanga.

## Ngaa Moohiohio Whakawaateatanga

I too whakawaateatanga mai i taa maatou ratonga, ka tukuna teetahi whakaraapopototanga o too tiakanga i te raatonga ki too taakuta, kaituku raanei, aa, teeraa pea ka whiwhi koe i teetahi kape o teenei. Meenaa he raruraru anoo aau whakapaa atu ki too taakuta ki te koorero i ngaa whiringa maimoatanga.





Aku paatai moo taku ohu hauora, ngaa whaainga/mea e whaitake ana ki ahau:

### Ngaa Tukanga Whakahoki Koorero

E hiahia ana maatou i ngaa whakahoki koorero pai me te kino moo aa maatou ratonga. Ahakoa ka mahi maatou ki te whakarato i te maimoatanga pai rawa ki a koe, he waa anoo ka poouri pea koe ki eetahi aahuatanga o too maimoatanga, too too whanaunga raanei. Ka taea e koe te tuku koorero maa te:

- Whakamahi i taa maatou puka Whakahoki Koorero: paatai ki te kaiwhakarato moo teenei
- Waea atu ki te pokapuu hauora aa-hapori me te koorero ki te Kaiwhakahaere Neehi
- Waea atu ki te waea Ratonga Kiritaki: 09 277 1660
- Iimeera: [feedbackcentral@middlemore.co.nz](mailto:feedbackcentral@middlemore.co.nz)
- Tuhi ki: Feedback Central, Pouaka Motuhake 93311, Ootaahuhu 1640



## Ngaa Paatai Uiui Tuuroro Ohu Hauora aa-Hapori o Manukau

Te Raa:

Te Pakeke: Maataawaka: Ira:

Ngaa mihi ki a koe moou i whai waahi ki te whakautu i eenei paatai. He whaitake oo koorero ki a maatou, aa, powhiri ana maatou i ngaa whakahoki koorero e tautoko ana i te whakapainga ratonga.

Q1. E peehea nei te pai ki a koe o te whakarongo a too kaihaumanu/neehee/kaitiaki whai utu ki oo hiahia i te waa e whakarato arotake ana, maimoatanga ana raanei?



**He tino pai**



**He pai tonu**



**Kaaore i pai**



**Kore rawa i pai**

**N/A**

Q2. E peehea nei too pai ki ngaa taputapu hou/urutau i whiwhi koe i te waa whakarato hei whakatutuki i oo hiahia?



**He tino pai**



**He pai tonu**



**Kaaore i pai**



**Kore rawa i pai**

**N/A**

Q3. I pai ki a koe too whai maaramatanga mai i te kaihaumanu/neehee/kaitiaki whai utu Hauora aa-Hapori i te roanga o te tukanga?



**He tino pai**



**He pai tonu**



**Kaaore i pai**



**Kore rawa i pai**

**N/A**

Q4. I peehea nei too pai ki te wawe o te ratonga i tukuna ki a koe?



**He tino pai**



**He pai tonu**



**Kaaore i pai**



**Kore rawa i pai**

**N/A**

He koorero anoo aau?

Ngaa mihi moo te whakahoki koorero mai, otiraa kia tau too noho i runga i te whakaaro e kore e whai paanga kino teenei ki too maimoatanga.

Tiihaea teenei wahanga ka tuku ki teetahi kaimahi, aa meenaa kei teetahi whare haumanu koe teenaa rau atu ki te pouaka, ngaa mihi.

# Ngaa Uara Hauora o Counties Manukau

*E whai ana maatou ki te whakatinana i oo maatou uara ia raa hei tuaapapa o too maatou whaainga rautaki o te eke ki te hauora taurite moo too maatou hapori:*



**HE MANA TOO TE KATOA** - He manaaki i te katoa

**ATAWHAI** - Kia atawhai i te oranga o eetahi atu

**KOTAHITANGA** - Kia whai waahi te katoa i roto i te ohu

**HIRANGA** - He haumarū, he ngaio, he whanake tonu

## ***Te Kawenata Mana***

Ko te tikanga o teenei me whiwhi koe i te

- |                            |   |
|----------------------------|---|
| 1. Whakaute me te matatapu | 7. Oo whiringa, oo whakataunga ake          |
| 2. Tooheke matatika        | 8. Tautoko                                  |
| 3. Rangatiratanga          | 9. Mootika i te waa whakaako me te rangahau |
| 4. Paerewa Tika            | 10. Ka whai paanga nui oo amuamu            |
| 5. Whakawhitinga tootika   |   |
| 6. Moohiohio               |   |



countiesmanukau.health.nz