Nōu te tikanga kia tuku amuamu mai, kia whakahoki kōrero mai rānei mō ētahi tautoko, ratonga whaikaha rānei kua wheakohia e koe. Kimi kōrero mai me pēhea koe e tuku amuamu mai, ā, he aha hoki hei kawatau māu ā muri atu.

E mārama ana mātou i ētahi wā ko ā mātou tautoko, ratonga hoki ka kore e ea ai ngā kawatau katoa, ngā hiahia rānei, me te aha pea, he wheakotanga kāore i te tino pai. Ko tā mātou hiahia kia rongo ai koe i te haumaru, tautoko hoki i ā mātou ratonga me ā mātou kaimahi i ngā wā katoa. Mā tō whakahoki kōrero mai, ahakoa kino, pai rānei, e tautokotia ai te whakapaipaitanga ake i a mātou me te whakapai ake anō i ā mātou mahi whakarato tautoko, ratonga hoki e tino ea ai ngā hiahia o tō tātou hapori.

E taea ai ngā amuamu e koe ake, e tētahi kē rānei māhou, pēnei me he whanaunga, he hoa, he mātua, he kaitautoko rānei. Me whai kupu whakaae pea e mātou ki te urupare atu ki ngā amuamu mō tangata kē atu.

**Me pēhea e tuku amuamu mai**

E taunaki ana mātou kia wawe te whakahoki kōrero mai, te tuku amuamu mai rānei kia taea ai e mātou te whai tautoko tika māu. E whai ake nei ko ngā ara e taea ai e koe te tuku amuamu mai:

**Amuamu mai ki Whaikaha**

Ko ngā kōrero ka hōmai e koe ki a mātou, he matatapu tonu, ā, ehara i te mea me tuku mai e koe tō ingoa. Kei te hiahia rongo mātou i tō wheako me tō kaiwhakarato ratonga, me ngā tautoko whaikaha rānei. Ko āu whakahokinga kōrero pono e tautoko ai i a mātou ki te tātari he aha ngā kawenga e pai haere ana māu, ā, ki hea rā ngā anigitūtanga hei whakatikatika mā mātou. Arā pea ko ngā kupu whakamihi, ngā whakaaro me ngā māharahara.

Kia tuku whakahokinga kōrero mai, kia tuku amuamu mai rānei, tēnā tikiake te pepa e tika ana mō tō pūāhua.

* Pepa Whakahokinga Kōrero Tautoko Ratonga

Whakamahia ai tēnei pepa mēnā rā he whakahokinga kōrero whānui āu, he amuamu rānei, he whakaaro rānei ōu.

* Pepa Amuamu Tautoko Ratonga Whaikaha

Whakamahia ai tēnei pepa mēnā rā he amuamu āu mō tētahi ratonga.

E taea ana e koe te tuku mai i tō pepa kua whakaoti kē:

* mā te īmēra [complaints@whaikaha.govt.nz](mailto:complaints@whaikaha.govt.nz)
* mā te pouaka tāpeta ki:

Whaikaha - Ministry of Disabled People  
RepyPaid: 262204  
PO BOX 1556  
Wellington 6140

Mēnā rā e mariu kē ana māhau kia kōrero ki te tangata, kāore rānei e āhei ana ki te whakakī i te pepa, tēnā waea mai ki a mātou:

[0800 566 601](tel:0800%20566%20601) (Mane me te Paraire 8:30am ki te 5pm).

**Tuku amuamu tonu atu ki tō kaiwhakarato ratonga**

Hei ētahi wā, ka tere ake, ka ngāwari ake hoki pea māu kia kōrerotia tonu atu tō take me tō kaiwhakarato ratonga.

Ko tā rātau he tautoko i a koe, me whakarongo atu ki a koe, ā, i te nuinga o te wā, hei ā muri atu i te matapakina papai, ka taea tāu take te whakatikatika tonu atu.

Ki te hiahia koe, e whakaae ana he mema whānau, he hoa, he kaitautoko rānei ki tō taha ina tūtaki mai ai ki tō kaiwhakarato ratonga.

Ki te tuku mai tō amuamu ā-kanohi tonu, a-tuhi nei, ā-muna rānei ki tō kaiwhakarato ratonga, ki tō mātou Manatū rānei, ka pupuri tonu tō amuamu ā-matatapu tonu, ā, ka whakahoki urupare atu.

Me mātua whakarato e tō kaiwhakarato ratonga:

* tuku kōrero ā-tuhi nei mō te āhua o te tuku amuamu
* whakamōhio atu he aha rā te tukanga amuamu, arā, me haere rānei koe ki hea, ka amuamu rānei ki a wai
* whakamōhio atu ki a koe kei te pēhea kē te haere o tō amuamu

whakamōhio atu anō ki a koe he aha anō pea hei mahi māu

**Whiwhi tautoko me te tuku amuamu**

E pai ana kia tonoa e koe he kaitautoko, he hoa, he kaitautoko kaimahi, he whanaunga rānei ki te tautoko i a koe ki te tuku amuamu mai.

He ratonga anō e wātea amna hei tautoko i a koe:

* [New Zealand Relay Service](https://www.nzrelay.co.nz/index): E taea ana e koe te whakapā atu ki te New Zealand Relay Service kia tautoko ki te tuku amuamu. Ko ngā ratonga a Relay mō te hunga Turi, he waimaero whakarongo, ha kāpō me te turi, me te hunga anō he waimaero te reo kōrero e hiahia ana ki te whakawhiti kōrero ki ngā hoa, whanau, ki ngā rōpū whakahaere. Waea atu ki a rātou ki 0800 771 771
* [Nationwide Health and Disability Advocacy Service](https://advocacy.org.nz/): Ki te hiahia tautoko koe me te tuku amuamu, e taea ana e koe te whakapā atu ki te Nationwide Health and Disability Advocacy Service, he ratonga utu kore motuhake nei e tuku kōrero tohutohu, tautoko hoki e hāngai ana mō te tukanga amuamu. Whakapā atu ki a rātou mā te waea ki 0800 555 050, tuku īmēra rānei ki: [advocacy@advocacy.org.nz](mailto:advocacy@advocacy.org.nz)

**He aha rā te hua ina tuku amuamu ai koe?**

Ki te tuku amuamu mai he aha ka hua ake:

* he tangata hei whakawhiti kōrero māu mō āu māharahara
* ka kawea ngaiotia tō take
* ka whakautehia rawatia koe
* ka manaakitia koe ka noho matatapu ai
* ka wawe te mahi tahi me koe ki te whakatika ake i ngā māharahara
* ka mōhio rā koe ki te hua o tāu amuamu

Kia mauri tau tō noho i te tukutanga mai o tō amuamu me te mana anō hoki ka kore e whai hua kino āu manaakitanga, ka kāore hoki koe e raruraru. Ka matapakina kautia tō amuamu ki te hunga tonu e whai wāhi ana.

**He aha rā ā muri i tō tuku amuamu mai**

Ki te tuku amuamu koe ki a Whaikaha, mā mātou e whakapā  ki a koe i roto i ngā rangi mahi e rima.

Me kōrero pea mātou ki ētahi atu tāngata mō tāu nā amuamu mai. Ka kōrero pea ki

ētahi i whai atu tāngata. E pērā ai me kimi kupu whakaae mātou i a koe.

Ka whakamōhio atu mātou i a koe he aha rā te hua o tāu amuamu me ngā take o ā mātou whakataunga. Ko tā mātou aronga kia whakatikahia ai ngā amuamu i roto i te 20 rangi mahi.

Ka whakamōhio atu mātou i a koe ki hea atu anō e taea ai e koe te tuku amuamu mēnā rā kāore koe e noho tau ana ki te whakataunga.

**He aha rā hei amuamu mai māu?**

Ko te tikanga o te amuamu, kāore koe i te noho harikoa, ā, e hiahia ana koe ki te kōrero he aha rā te take ki tangata kē. Kāore kau he ture mō ngā tū amuamu e taea ana e koe.

Anei ētahi tauira o ngā amuamu i tae mai i mua, koia ēnei:

* te kounga o te manaakitanga
* kāorekau ngā tautoko e hāngai ana ki te ao Māori
* ngā kōwhiringa whakangahau ki te kāinga
* te manaaki i a koe ake me te akuaku
* ngā kōwhiringa kai
* te manaakitanga āōu e te kaimahi tautoko

tō taiao ōkiko (pēnei me tō kāinga)