



Bulletin from the
Health and Disability Commissioner
and Advocacy Services

HDC Pānui

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Kupu Whakataki

E ngā mata-ā-waka o te motu, tēnā koutou katoa. Tēnei te mihi atu a *HDC Pānui* ki a koutou. He karere hou tēnei, e rere atu nei i te tari o te Toihau Hauora, Hauātanga. Ko tēnei putanga tuatahi he whakamōhio kau atu i a koutou mō ngā āhuetanga me ngā mahi a HDC. Ko te whāinga whānui tonu o tēnei whakaputanga ā-kōnae, he whakamōhio i ngā tāngata, i ngā whakahaere me ngā rōpū ngaio whai pānga ki ā mātou mahi, ki ngā mahi o te tari nei i tēnā wā, i tēnā wa. Āwhinatia mai koa te rere o tēnei karere ki te iwi i waho! He pai noa iho kia tukutukuna ki ō hoa, ki ō whanaunga hoki, ki ngā rōpū whai pānga, me te whakamōhio mai i a mātou mō ngā tāngata e tika ana kia tāpiritia ki te rārangi hoa o te karere nei. Tukuna mai hoki ō koutou whakaaro mō te karere nei, me ōna take hauora, tae atu ki ngā take e pā ana ki te hunga hauā e hāngai ana ki te kaupapa.

Ko ngā wawata me ngā whāinga

He mea whakatū te Toihau Hauora, Hauātanga i te tau 1994 i raro i te Health and Disability Commissioner Act. Ko tāna mahi he whakatairanga, he tiaki hoki i ngā whāinga tika o te hunga whakauru ki ngā ratonga hauora, me ngā ratonga mō te hunga hauā, e tākina atu nei ō rātou tika i te rārangi whāinga tika e kiia nei te Code of Health and Disability Services Consumers' Rights. E herea ana Te Toihau ki te tiaki i ēnei whāinga tika mā te whakarite whakawā tōkeke, whakawā māmā, whakawā kakama, whakawā whai take hoki, mō ngā take ka whakatakotoria mai e te tangata. Ko te akoranga tētahi wāhi matua mō HDC, i te mea, he mea tino nui ana mahi hāpai i te mātauranga, me kī kei runga ake pea i āna mahi whakarite whakawā mō ngā take o te tangata. Ko tō matou whāinga kia kawea ētahi kōkiri mātauranga, he mea āta whakahāngai, hei whakapiki i te mātauranga me te māramatanga o ngā tino rōpū matua ki ngā whāinga tika o te iwi whānui, me ngā haepapa o ngā kaiwhakarite ratonga. Ko tā mātou whai ia kia ako mātou i te whakatātūranga o ngā amuamu, kia piki ake ai te kounga o ngā mahi hāpai i te ora, whakaora tangata, me ngā ratonga mō te hunga hauā i Aotearoa.

He akoranga mō ngā kaituku ratonga

Ka rangahautia e HDC ngā akoranga ka puea ake i ngā take kua whakawākia, mai i ngā kaituku ratonga, hei puna akoranga mō ngā rōpū kaihora rerekē. Ko tā matou, he whakamahi i ngā rangahau ā-take e hāngai ana ki ngā kaiwhakarongo (pēnei i ngā GP, me ērā atu rōpū mātanga). Ka tākina i aua rangahau ngā wāhanga tiaki kaitoro ratonga kua noho nei hei take amuamu, ngā āhuetanga e mōhiohia ana i pā i taua wā, ngā āhuetanga i kitea i te taha i āta whiria kia whakatauria ai mehemea i takahia te rārangi whāinga tika, arā, te Code. Tuhituhi ai te Toihau i ana putanga whakaaro ki ngā hautaka tākuta, ā, wetekina ai ngā take whakaawangawanga o te wā i ēnei tuhinga. I ētahi tuhinga e rua o ngā marama tata nei, kotahi i arotahi ki ngā haepapa o ngā tākuta kia whāia atu ngā tononga tūroro ki ngā tākuta mātanga, ā, ko tētahi i whakahau kia noho he whakaritenga papai mō te whakamōhio tika i ngā tūroro mō ngā putanga o ō rātou whakamātautau tinana ina hoki mai i te taiwhanga mātai tinana.

Te Mahi Tahī ki te iwi Māori

Mahi tahi ai ngā kaimahi o HDC ki te iwi Māori i roto i ngā hātepe whakautu pātai, whakatakoto take hoki, mā roto hoki i ngā whakaaturanga me ngā mahi tahitanga mō te mātauranga. He mea tino nui i ēnei mahi katoa kia pai tonu te noho o aua kaimahi, kia taea hoki e rātou te whakarite ratonga hei tautoko i te iwi Māori. Ko ētahi o aua ratonga, kia mohio te iwi Māori he pai noa iho kia haere mai te whānau ki te tautoko, ā, kia mōhio hoki kei te tautoko mātou i te kōrero i te reo rangatira. Kei te haere tonu te mahi a HDC ki te whakarite tikanga whakahaere, mātauranga hoki e taea ai e ngā kaimahi te mahi tahi ki te iwi Māori i runga i te tika, ina koa, te whakawātea i ngā whakahaere kia kawea ngā karakia e hiahiaia ana. Kua oti tētahi mahere whakangungu mō ngā pūkenga mahi tahi ki te iwi Māori te whakarite, mā ngā kaimahi katoa o HDC, ā, kua tata tēnei te whakamahi. Tautokona ai ēnei mahi katoa e te kaumātua o te Toihau Hauora, Hauātanga, e Te Ao Pehi Kara, me tētahi kapa kaitohutohu, tae atu ki ngā kaiwhakangungu Māori.

Ka taea ngā amuamu te whakatikatika

moata i raro i tētahi ture hou

I raro i te Ture e kiia nei te Health Practitioners Competence Assurance Act 2004, ka whakapaitia ake ngā hātepe mō ngā amuamu mō ngā kaimahi hauora, mā te whakawātea i te Toihau kia huri noa ki ngā wāhi maha e hiahia ai ia, ki te whakatau take. I tua atu i tērā, ahakoa ka wātea tonu te ngā kaitoro ratonga ki te tuku i ō rātou take ki tētahi kaiāwhina kia whakaotingia ai, ka tū tētahi huarahi hou. I raro i tēnei huarahi ka tukua te take ki te kaihora kia whakatauria, ka karangatia rānei he hui takawaenga i taua take. Ki te whaiā tēnei ara ka tahangia atu te wherawhera hōhonu ki tahaki, e kore tērā e haere. Ka noho anō te wherawhera hōhonu mō ngā take nui.

Ko te whiringa kia whakahokia tetahi take ki tētahi kaihora kia whakaotingia, heoi anō nei te wāhi ka āhei kia pērā ko ngā take kāore kē nei he mōreareatanga ki te noho haumaruru o te iwi whānui. I ngā wā e tino hiahia ana te kaihora ki te whakaoti i tētahi take, arā, kia kōrero hāngai tonu ki te hunga toro mai, ā, ka tatū taua take, e kore te Toihau e mate ki te hoki mai anō ki taua take. I tētahi wā, kua kawea e Te Poari Hauora a Rohe he tirohanga a roto, he tirohanga rānei ki tētahi āhuatanga, i āta tuhia kētia rānei e ngā kaimahi ki ō rātou pūrongo mō ngā raruraru i te wāhi mahi. Arā he pānga pea tō tētahi amuamu ki taua pūrongo. I tētahi wā ka whakaae pea Te Poari Hauora a Rohe ki te whakawātea i taua pūrongo ki te te hunga toro mai/whānau, rānei, me te Toihau Hauora, Hauātanga. Ki te pērā, kāore pea he hua o te whakahaere wherawhera, hei reira pea ka huri te Toihau ki te whakahoki i taua take ki te kaihora kia whakaotingia i te taha o te hunga toro mai, ka karanga hui takawaenga rānei ki te whāwhā i ngā take kei te tārewa tonu.

I raro i ēnei whakarerekētanga, ka āhei ngā kaihora ki te whakapiki i ō rātou whāinga wāhi kia parea ngā wherawhera o te Toihau Hauora, Hauātanga ki tahaki, mā te whakahaere i ā rātou rangahautanga ake me te whakatinana i ngā rongoā e piki ake ai te kounga o ngā ratonga hauora. Ka noho maru tonu ngā whāinga tika o te hunga toro mai. Te take i pērā ai nā te mea, he mea nui kia taea e ngā kaihora ratonga hauora te kī, ka tika te whakahaere o ēnei take ina whakahokia, arā, kua oti pai aua take. He mea āta whakaruru tēnei i te Ture i raro i whakahau kia whakahokia he kōrero ki te Toihau, i muri i ngā whakahokinga katoa ki ngā kaihora kia whakatauria e rātou.

Rōpū Tautoko Kaitoro Ratonga

Ko te mahi a Te Rōpū Tautoko Kaitoro Ratonga he hora i ngā whakamaherehere kakama e tika ana ki te Toihau mō ngā take nunui o te wā, pēnei i te whakahaere o ngā take mai i ngā kaitoro ratonga mō ngā ratonga hauora, me ngā ratonga mō te hunga hauā. Ko tētahi hoki o ana mahi he tohutohu me pēhea e whakapikia ai te pai o ngā ratonga hauora, me ngā ratonga mō te hunga hauā, ngā take e noho nei i mua i te aroaro o te iwi whānui e tika ana kia puta he kōrero nā te Toihau Hauora, Hauātanga, ngā take kaupapa here ka whakaarahia e Te Toihau i tētahi wā, te mahi whakatairanga me te mahi akoako. Mō te roanga atu o ngā kōrero mō Te Rōpū Tautoko Kaitoro Ratonga, peka mai ki tō mātou pae tukutuku, ki www.hdc.org.nz.

Ratonga Kaiāwhina ā-Motu

Ko te mahi a ngā kaiāwhina he tū tahi me te hunga toro mai, he tū wehe kē i ngā kaihora ratonga hauora, i te Toihau Hauora, Hauātanga, me ērā atu whakahaere pēnei i te Manatū Hauora. Ka āhei ngā kaiāwhina te tuku pārongo ki te hunga toro mai mō ō rātou whāinga tika, me ngā huarahi e wātea ana ki a rātou, ki te hiahia rātou ki te whakatakoto take. He mātauranga motuhake tonu tō rātou, e pā ana ki ngā mahi tautoko i te hunga toro mai kia tatū moata ō rātou take. Ka tere atu te tatūranga o ēnei take, i ngā wherawheratanga hōhonu nei, tētahi, he maha atu ngā take e koa ai te hunga toro mai i te whakatau. Inā koa, kei ngā nohonga kanohi ki te kanohi, ka whai wāhi pea te tangata toro mai ki te kōrero hāngai tonu mō ana whakaaro mō ngā āhuatanga i pā ai, me ngā āwangawanga i puea ake ai i reira. Ko te hiahia o te nuinga o te hunga toro mai, kia whakamanaia ngā āhuatanga i pā ki a rātou, kia whakamāramatia ngā āhuatanga o te mahinga, kia tuohu te kaihora i ngā wā e tika ana, kia rongu hoki rātou i ngā tikanga hou ka whakaarahia ake, kia kore ai aua āhuatanga e pā ki tētahi atu. He maha tonu ngā hui ka taea ēnei take katoa te whakaoti. Hei āwhina tēnei i te whakaotinga ki te hunga toro mai, ā, he maha ngā kōrero whai take ka pupū ake hei āwhina i te kaihora ki te whakapiki i ana mahi.

Tētahi mahi anō a te kaiāwhina, he kawea akoranga mā te hunga toro mai me ngā kaihora i ngā rāngai hauā me te rāngai hauora. Ka haere hoki he akoranga 'ako i te kaiako', mā te hunga ngākaunui ki te uru ki ngā mahi whakatairanga i ngā whāinga tika o ngā kaitoro ratonga.

Kāore he utu mō te tini o ngā ratonga kaiāwhina. Kia whakapā mai ki tētahi kaiāwhina, kia whakarite rānei i tētahi wānanga, akoranga whakangungu rānei, waea mai ki:

Te Raki o Te Ika a Māui: 0800 555 050

Te Puku o Te Wheke me Te Upoko o Te Ika a Māui:
0800 423 638

Te Waipounamu: 0800 377 766



Back from left: Tony Daly (Manager, Advocacy Services South Island Trust); Maria Marama (Manager, Upper North Island); Stacy Wilson (Manager, Advocacy Network Services Trust); seated from left: Judi Strid (Director of Advocacy); Diana Yukich (Assistant to the Director of Advocacy)

We welcome feedback on *HDC Pānui*. Please send any comments about information you would find useful to Elizabeth Finn, Education Manager, at panui@hdc.org.nz. *HDC Pānui* is also available on www.hdc.org.nz.