**Founga Ngāue ki he
Ngaahi Lāungá**

‘Oku fakahaa‘i atu heni ‘a e founga ke ‘omai ai ‘e he kakaí ha lāunga fekau‘aki mo e Survivor Experiences Service (Sēvesi ki he A‘usia ‘a e Tokotaha Hao Mo‘ui Maí).

‘Oku ‘ikai ke ‘i ai ha taimi pau ‘oku fiema‘u ke fakahū ai ho‘o lāungá. ‘Oku mau tapou atu ke ke fakahū mai eni ‘i he vave taha ‘e ala lavá hili ‘a e hoko ‘a e palopalemá pe me‘a ‘oku fakatupu hoha‘á, ke mau lava ai ‘o fakatotolo‘i mo ‘oatu ha tali taimi totonu.

Kapau ‘oku ‘i ai ha‘o fa‘ahinga fehu‘i fekau‘aki mo e founga ngāue ki he ngaahi lāungá, pe ‘okú ke fiema‘u ha tokoni ki he laukongá, te ke lava ‘o fetu‘utaki mai kiate kimautolu ‘i he telefoní, text, ‘īmeilí, pe lī tohi ‘i he meilí.

* Telefoní 0800 456 090. Ko e fika telefoni ‘i ‘Aositelēliá ko e 1800 456 032. Ko e ngaahi houa fakahoko fatongia ‘a e laine telefoní ko e 8:30 pongipongi - 4:30 efiafi ‘i he taimi ‘a Nu‘u Silá.
* Text (Fekau ‘i he telefoní) – 8328
* ‘Īmeili – contact@survivorexperiences.govt.nz
* Te ke lava ‘o faitohi mai ki he Survivor Experiences Service, PO Box 805, Wellington 6140
* Kapau ‘okú ke Tuli, faingata‘a ho‘o fanongó, tuli mo kui, faingata‘a ho‘o leá pe faingata‘a ke ke talanoa, te ke lava ‘o ngāue‘aki ‘a e New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

**Ko ‘emau tukupaá:**

Te mau:

* Fakapapau‘i ‘oku faingofua ki he kakai kotoa pē ke fakahoko ha‘anau lāunga.
* Ngāue atu ki he ngaahi lāunga kotoa pē ‘i he founga ‘oku taau, fakapulipuli mo faka‘apa‘apa (sensitivity).
* Fakahā atu kiate koe kapau kuo tali, kakato pe fakakonga ho‘o lāungá, pe ‘ikai tali.
* Kapau ‘oku tali ho‘o lāungá, te mau kole fakamolemole atu, mo feinga ki ha founga pē ‘e ala lava ke fakalelei‘i ai ia pea mo fakapapau‘i foki ‘e ‘ikai toe hoko.
* Fakapapau‘i ‘oku hokohoko ‘emau ako meí he ngaahi lāungá ke fakalelei‘i ai ‘emau ngāué.

**Ngaahi Konga ‘o e Founga Ngāue ki he Ngaahi Lāungá**

* **Fakalelei‘i Tōmu‘á** – ko e fuofua ngāue eni mo ha feinga pē ke fakalelei‘i ‘i tu‘a.
* **Konga 1** – Ko hono fakahū faka‘ofisiale ‘o e lāungá ‘i ha tohi pe telefoni ki he Sēvesí pea ‘oku fakatotolo‘i ia ‘e ha pule mā‘olunga.
* **Konga 2** – Ko hono ‘ohake ‘o e lāungá ki he Talēkita Pulé (Executive Director).
* **Konga 3** – Ko hono ‘ohake ‘o e lāungá ki he Sea ‘o e Poaté.

**Fakalelei‘i Tōmu‘á – ko e fuofua ngāue eni mo ha feinga pē ‘i tu‘a ki ha fakalelei**

Ko e fuofua sitepú ko ha fetu‘utaki ki he tokotaha kuó ke ngāue mo iá ‘o kole ke fakalelei‘i ho‘o (ngaahi) hoha‘á ‘i tu‘a pē (informally). ‘E talitali lelei koe ‘i ha‘o fetu‘utaki ki he ‘emau timí ‘i he:

* Telefoní 0800 456 090. Ko e fika telefoni ‘i ‘Aositelēliá ko e 1800 456 032. Ko e ngaahi houa fakahoko fatongia ‘a e laine telefoní ko e 8:30 pongipongi - 4:30 efiafi ‘i he taimi ‘a Nu‘u Silá.
* Text (Fekau ‘i he telefoní) – 8328
* ‘Īmeili – contact@survivorexperiences.govt.nz
* Te ke lava ‘o faitohi mai ki he Survivor Experiences Service, PO Box 805, Wellington 6140
* Kapau ‘okú ke Tuli, faingata‘a ho‘o fanongó, tuli mo kui, faingata‘a ho‘o leá pe faingata‘a ke ke talanoa, te ke lava ‘o ngāue‘aki ‘a e New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

Kapau ‘oku ‘ikai ke ke fiemālie ki he olá, te ke ala hoko atu leva ki he founga ngāue faka‘ofisiale ki he ngaahi lāungá ‘aki eni:

**Fakamatala ‘oku mau fiema‘ú**

Ke fakapapau‘i hono fakahoko atu ha ngāue vave mo lelei ki ho‘o lāungá kātaki ‘o ‘omai ‘a e fakamatala ko ‘ení:

* Hingoa kakató.
* Tu‘asila puha meilí mo e ‘īmeilí.
* Fika telefoni ki he fetu‘utakí.
* Ngaahi fakaikiiki kehe ki he fetu‘utakí (hangē ko e, ngaahi fakaikiiki ki ho‘o fakafofongá, kapau ‘okú ke fie faka‘aonga‘i ha tokotaha pehē).
* Fakaikiiki kakato ‘o e lāungá – me‘a na‘e hokó, ngaahi ‘ahó mo ha fa‘ahinga me‘a fakapepa poupou (hangē, ko e ngaahi ‘īmeilí).
* Ko e ola ‘okú ke kumi ki aí.
* Founga ‘okú ke fiema‘u ke fakahoko ai e fetu‘utakí (faitohi, ‘īmeili, telefoni).

Kapau kuó ke ‘osi feinga ke solova ho‘o ngaahi hoha‘á ‘i tu‘a pē, ‘oku totonu ke ke toe ‘omai foki mo e ngaahi fakaikiiki ‘o e tokotaha ngāue na‘á ne tokoni‘i koé.

**Fakahoko ‘o ha lāunga faka‘ofisiale**

**Fakahoko ‘o ha lāunga faka‘ofisiale – Konga 1**

‘I he konga 1, ‘e fakatotolo‘i ho‘o lāungá ‘e ha pule mā‘olunga meí he Survivor Experiences Service. Te ke lava ‘o fakahū mai ho‘o lāunga faka‘ofisialé fakafou ‘i he faitohi pe telefoni.

Kātaki ‘o fakahū mai ho‘o lāungá ‘i he faitohí ki he:

Complaints
Survivor Experiences Service
PO Box 805
Wellington 6140

Pe ‘īmeili ki he complaints@survivorexperiences.govt.nz.

Kapau ‘okú ke fakahū mai ha lāunga faka‘ofisiale ‘i he telefoní:

* Telefoní 0800 456 090. Ko e fika telefoni ‘i ‘Aositelēliá ko e 1800 456 032. Ko e ngaahi houa fakahoko fatongia ‘a e laine telefoní ko e 8:30 pongipongi - 4:30 efiafi ‘i he taimi ‘a Nu‘u Silá.
* Text (Fekau ‘i he telefoní) – 8328
* Kapau ‘okú ke Tuli, faingata‘a ho‘o fanongó, tuli mo kui, faingata‘a ho‘o leá pe faingata‘a ke ke talanoa, te ke lava ‘o ngāue‘aki ‘a e New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

**Fakahoko ‘o ha lāunga faka‘ofisiale – Konga 2**

Kapau ‘oku ‘ikai ke ke fiemālie ki he ola ‘okú ke ma‘u atu ‘i he Konga 1, te ke ala ‘oatu ho‘o lāungá ki he Talēkita Pule ‘o e Survivor Experiences Service. ‘Oku totonu foki ke ke ‘omai ‘a e ngaahi fakaikiiki ki he ‘uhinga ‘okú ke ta‘efiemālie aí. Te ke lava ‘o fai eni ‘i ha‘o faitohi pe telefoni.

Kātaki ‘o fakahū mai ho‘o lāungá ‘i he faitohí ki he:

Complaints
Executive Director, Survivor Experiences Service
PO Box 805
Wellington 6140

Pe ‘īmeili ki he complaints@survivorexperiences.govt.nz. Kātaki ‘o tānaki atu ki he ‘ulu‘i tohí ‘a e: “Complaint, attention Executive Director”.

Kapau ‘okú ke ‘oatu ‘a e lāungá ‘i he telefoní:

* Telefoní 0800 456 090. Ko e fika telefoni ‘i ‘Aositelēliá ko e 1800 456 032. Ko e ngaahi houa fakahoko fatongia ‘a e laine telefoní ko e 8:30 pongipongi - 4:30 efiafi ‘i he taimi ‘a Nu‘u Silá.
* Text (Fekau ‘i he telefoní) – 8328
* Kapau ‘okú ke Tuli, faingata‘a ho‘o fanongó, tuli mo kui, faingata‘a ho‘o leá pe faingata‘a ke ke talanoa, te ke lava ‘o ngāue‘aki ‘a e New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

**Fakahoko ‘o ha lāunga faka‘ofisiale – Konga 3 Konga faka‘osí**

Kapau ‘oku ‘ikai ke ke fiefia ‘i he tali ‘oku oatu meí he Talēkita Pulé pea ‘okú ke kei ongo‘i pē ‘oku te‘eki ke fe‘unga ‘a e ngāue kuo fakahoko ki ho‘o lāungá, te ke lava ‘o fetu‘utaki ki he Sea ‘o e Sēvesí (Chair of the Service). Ko e Seá ‘a e feitu‘u faka‘osi ke fakahoko ki ai ha tangi fekau‘aki mo e ngaahi lāungá. ‘Oku totonu foki ke ke ‘omai ‘a e ngaahi fakaikiiki ki he ‘uhinga ‘okú ke ta‘efiemālie aí. Te ke lava ‘o fakahoko eni ‘aki ha‘o faitohi pe telefoni.

Kātaki ‘o fakahū mai ho‘o lāungá ‘i he faitohí ki he:

Complaints
Chair, Survivor Experiences Service
PO Box 805
Wellington 6140

Pe ‘īmeili ki he complaints@survivorexperiences.govt.nz. Kātaki ‘o tānaki atu ki he ‘ulu‘i tohí ‘a e: “Complaint, attention of the Chair”.

Kapau ‘okú ke ‘oatu ‘a e lāungá ‘i he telefoní:

* Telefoní 0800 456 090. Ko e fika telefoni ‘i ‘Aositelēliá ko e 1800 456 032. Ko e ngaahi houa fakahoko fatongia ‘a e laine telefoní ko e 8:30 pongipongi - 4:30 efiafi ‘i he taimi ‘a Nu‘u Silá.
* Text (Fekau ‘i he telefoní) – 8328
* Kapau ‘okú ke Tuli, faingata‘a ho‘o fanongó, tuli mo kui, faingata‘a ho‘o leá pe faingata‘a ke ke talanoa, te ke lava ‘o ngāue‘aki ‘a e New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

Fakatokanga‘i ange: Kapau ko ho‘o lāungá ‘oku fekau‘aki mo e Seá, kātaki ‘o ‘oatu ia ki he Talēkita Pulé ke ne fakatotolo‘i mo tali atu.

**Teu ma‘u mai ‘a fē ha tali ki he ‘eku lāunga?**

Te mau fakahaa‘i atu hono ma‘u ho‘o lāungá ‘i loto ‘i ha ‘aho ngāue ‘e 3.
Te mau tali atu ho‘o lāungá ‘i loto ‘i ha ngaahi ‘aho ngāue ‘e 15 mei hono ma‘u iá.
Kapau ‘oku ‘ikai malava ke ‘oatu ha tali ‘i loto ‘i he vaha‘a taimi ko ‘ení, te mau fakamatala‘i atu ‘a e ‘uhinga ki he toloí mo e vaha‘a taimi ke tali atu ai iá.