**Te Tukanga Tuku Amuamu**

Ko ngā kōrero e whai ake nei, he whakamārama i te tukanga e tuku mai ai te tangata i te amuamu mō te Ratonga Wheako Mōrehu | Survivor Experiences Service.

Kāore he wātaka me tuku mai koe i tō amuamu. Ka akiaki mātau i a koe kia tuku mai i te amuamu i te wā tere ka taea i muri mai i te take māharahara, kia taea ai te whakatewhatewha me te urupare i te wātaka e rite ana.

Mehemea he pātai āu mō te tukanga amuamu, kei te hiahia rānei koe ki te āwhina pānui, ka taea te whakapā mai mā te waea, te pātuhi, te īmēra, te pōhi rānei.

* Waea 0800 456 090. Kei Ahitereiria ko te nama waea ko 1800 456 032. Ko ngā hāora o te nama waea ko te 8:30 i te ata ki te 4:30 i te ahiahi i te wā o Aotearoa.
* Pātuhi 8328.
* Īmēra contact@survivorexperiences.govt.nz
* Ka taea e koe te tuhi mai ki a mātou ki Survivor Experiences Service, PO Box 805, Wellington 6140
* Mēnā he turi koe, he uaua te rongo, he turi-kāpō, he waimaero ā-reo tāu, he uaua rānei ki a koe te kōrero, ka taea e koe te whakamahi te New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

**Ko tā mātau kī taurangi:**

Ka mahi mātau kia:

* Whakaū he māmā ki ngā tāngata katoa o te iwi tūmatanui te tuku mai i te amuamu.
* Aro ki ngā amuamu katoa kia tōkeke, kia muna, kia ngāwari hoki.
* Whakamōhio i a koe mehemea kua whakaaetia tō amuamu, ko te katoa ko tētahi wāhanga rānei, kua kore rānei e whakaaetia.
* Mehemea kei te whai take tō amuamu, ka whakapāha mātau, ka whakapau kaha ki te whakatikatika ina ka taea, ka mahi hoki kia kaua e ara mai anō te momo amuamu nei.
* Whakarite kei te ako haere mātau i ngā amuamu, kia whakapai ake i ā mātau mahi.

**Ngā Wāhanga o te Tukanga Amuamu**

* **Te Whakatau Wawe** – he whakatau tōmua, ōpaki hoki.
* **Wāhanga 1** – Ka tukua ōkawatia mai te amuamu mā te tuhi, mā te waea mai rānei ki te Ratonga, ka whakatewhatewhatia e tētahi kaiwhakahaere matua.
* **Wāhanga 2** – Ka tukua te amuamu ki te Kaihautū Whakahaere.
* **Wāhanga 3** – Ka tukua te amuamu ki te Heamana o te Poari.

**Te Whakatau Tōmua – he whakatau tōmua, ōpaki hoki**

Ko te mahi tuatahi, ko te whakapā atu ki te tangata i mahi ai koe me te tono atu kia whakatauhia ōpakitia t/ō amuamu. Ka taea te whakapā atu ki tā mātau kapa mā te:

* Waea 0800 456 090. Kei Ahitereiria ko te nama waea ko 1800 456 032. Ko ngā hāora o te nama waea ko te 8:30 i te ata ki te 4:30 i te ahiahi i te wā o Aotearoa.
* Pātuhi 8328.
* Īmēra contact@survivorexperiences.govt.nz
* Ka taea e koe te tuhi mai ki a mātou ki Survivor Experiences Service, PO Box 805, Wellington 6140

Mēnā he turi koe, he uaua te rongo, he turi-kāpō, he waimaero ā-reo tāu, he uaua rānei ki a koe te kōrero, ka taea e koe te whakamahi i te New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

Mehemea kāore koe i te tau ki te urupare, ka hiahia pea koe ki te whai i te tukanga amuamu ōkawa e whai ake nei:

**Ko ngā mōhiohio e hiahia ana mātau**

Hei whakarite ka taea tō amuamu te urupare wawe, whai take hoki, me tuku mai koe i ngā mōhiohio e whai ake nei:

* Ingoa Katoa.
* Te Wāhitau pōhi, īmēra hoki.
* Te nama waea hei whakapā atu.
* He taipitopito whakapā anō (hei tauira, ko ngā taipitopito mō tō māngai mehemea e hiahia ana koe ki te whakamahi i tētahi).
* Ko ngā taipitopito katoa e pā ana ki te amuamu – he aha i mahia, ngā rā, me ngā puka tautoko e hāngai ana (hei tauira, ngā īmēra).
* Te otinga atu e kimi ana koe.
* Te huarahi whakapā e hiahia ana koe (he reta, he īmēra, he waea).

Mehemea kua whakamātautau kē koe ki te whakatau ōpaki i tō amuamu, me tuku mai hoki i ngā taipitopito mō te tangata i āwhina i a koe.

**Te tuku mai i te amuamu ōkawa**

**Te tuku mai i te amuamu ōkawa – Wāhanga 1**

Kei te wāhanga 1, ka whakatewhatewhatia tō amuamu e tētahi kaiwhakahaere matua nō te Ratonga Wheako Mōrehu. Ka taea te tuku mai tō amuamu ōkawa mā te tuhi, mā te waea rānei.

Me tuku mai i tō amuamu ā-tuhituhi ki:

Complaints
Survivor Experiences Service
PO Box 805
Wellington 6140

Mā te īmēra ki complaints@survivorexperiences.govt.nz.

Mehemea kei te tuku mai koe i te amuamu ōkawa mā te waea:

* Waea 0800 456 090. Kei Ahitereiria ko te nama waea ko 1800 456 032. Ko ngā hāora o te nama waea ko te 8:30 i te ata ki te 4:30 i te ahiahi i te wā o Aotearoa.
* Pātuhi 8328.
* Mēnā he turi koe, he uaua te rongo, he turi-kāpō, he waimaero ā-reo tāu, he uaua rānei ki a koe te kōrero, ka taea e koe te whakamahi i te New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

**Te tuku mai i te amuamu ōkawa – Wāhanga 2**

Mehemea kāore koe i te tau ki te urupare i te Wāhanga 1, ka hiahia pea koe ki te tuku atu i tō amuamu ki te Kaihautū Whakahaere i te Ratonga Wheako Mōrehu. Me tuku atu i ngā taipitopito mō ngā take kāore koe i te tau. Ka taea tēnei mā te tuhi, mā te waea rānei.

Me tuku mai i tō amuamu ā-tuhituhi ki:

Complaints
Executive Director, Survivor Experiences Service
PO Box 805
Wellington

Mā te īmēra ki complaints@survivorexperiences.govt.nz. Me rau te ingoa kaupapa: “Complaint, attention Executive Director”.

Mehemea kei te tuku koe i te amuamu mā te waea:

* Waea 0800 456 090. Kei Ahitereiria ko te nama waea ko 1800 456 032. Ko ngā hāora o te nama waea ko te 8:30 i te ata ki te 4:30 i te ahiahi i te wā o Aotearoa.
* Pātuhi 8328.
* Mēnā he turi koe, he uaua te rongo, he turi-kāpō, he waimaero ā-reo tāu, he uaua rānei ki a koe te kōrero, ka taea e koe te whakamahi i te New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

**Te tuku mai i te amuamu ōkawa – Wāhanga 3**

Mehemea kāore koe i te tau ki te urupare a te Kaihautū Whakahaere, ā, kei te whakapono koe kāore anō kia tika te kōkiri i tō amuamu, ka taea te whakapā atu ki te Heamana o te Ratonga. Ko te Heamana te pito whakamutunga o te tukanga pīra i ngā amuamu. Me tuku atu i ngā taipitopito mō ngā take kāore koe i te tau. Ka taea tēnei mā te tuhi, mā te waea rānei.

Me tuku mai i tō amuamu ā-tuhituhi ki:

Complaints
Chair, Survivor Experiences Service
PO Box 805
Wellington

Mā te ī-mēra rānei ki complaints@survivorexperiences.govt.nz. Me rau atu te ingoa kaupapa: “Complaint, attention of the Chair”.

Mehemea kei te tuku koe i te amuamu mā te waea:

* Waea 0800 456 090. Kei Ahitereiria ko te nama waea ko 1800 456 032. Ko ngā hāora o te nama waea ko te 8:30 i te ata ki te 4:30 i te ahiahi i te wā o Aotearoa.
* Pātuhi 8328.
* Mēnā he turi koe, he uaua te rongo, he turi-kāpō, he waimaero ā-reo tāu, he uaua rānei ki a koe te kōrero, ka taea e koe te whakamahi i te New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz/)

Kia mōhio: mehemea kei te amuamu koe mō te Heamana (Chair) tonu, me tuku atu ki te Kaihautū Whakahaere (Executive Director) māna e whakatewhatewha, e whakahoki kōrero ki a koe.

**Hei āwhea au ka rongo kōrero mō taku amuamu?**

Ka whakamōhio atu mātau kua tae mai tō amuamu ki roto i te toru rā mahi.
Ka urupare atu mātau ki tō amuamu ki roto i te 15 rā mahi mai i te wā ka tae mai.
Mehemea kāore e taea te tuku urupare ki roto i tēnei wātaka, ka whakamōhio atu mātau he aha i pēnei ai, hei āwhea ka taea te tuku urupare.