**Tau Vala Tala ke he Lagomataiaga ma e Malolo Tino Katoatoa mo e Laupepa Fakaataaga**

Ko e laupepa nei ne foaki he Survivor Experiences Service hagaao ke he lagomataiaga ke moua e tau malolo tino katoatoa. Maeke e Lagomataiaga ke moua e tau Malolo Tino Katoatoa ke lagomatai a koe ke moua e fahia, mo e moua e logonaaga haohao mitaki mo e mafanatia ke he magaaho ka gahua a koe mo e Service. Maeke ke putoia e:

* Fakatutala ke hataki mo e fakamafana – ko e fakatutalaaga nei ne fakatoka ai ke tutala mo e taha tagata kua fita e moua e tau fakaakoaga (ko e tagata fakatutala ke hataki mo e fakamafana) hagaao ke he tau mena ne lauia ai a koe. Maeke ke lagomatai a koe ke kumi e tau puhala ke fahia mo e ke fakamalolo mai a koe ha ko e haau a tau logonaaga.
* Mirimiri – Fakatatai e Mirimiri mo e fotafota. Ko e taha tauteaga ke maulu he tau Mauli. Lalafi atu e tau vala mai he agaaga (fakaagaaga)
* Falu he tau mena foki ne lagomatai a koe ke fahia, ke logona e haohao mitaki mo e mafanatia.

Kaeke ke lolelole a koe ke he tau fakaakoaga, fai lolelole ke he taviliaga he tau manamanatagau hagaao ke he lalolagi, po ke nakai maopoopo e tau manamanatuaga haau, to maeke he faahi gahua ha mautolu ne pulotu ke he tau malolo katoatoa ke lagomatai a koe ke fifili ko e faahi fe ne manako a koe ke lagomatai atu ki a koe mo e kua lata tonu mo koe.

Ko e vala fakamua he tohi nei hagaao ke he lagomatai atu ke malolo katoatoa ne foaki e mautolu. Ko e vala ke uaaki he tohi nei ne fakamaama ko e heigoa ke taute kaeke ke manako a koe ke fakaaoga e faahi gahua lagomatai ke moua e malolo katoatoa.

**Vala 1 – Faahi gahua lagomatai ke moua e malolo katoatoa**

Ko e ha ne foaki ai e mautolu e lagomatai ke moua malolo katoatoa?

Kaeke ke taute a koe he Survivor Experiences Service, to tufatufa e koe haau a tau logonaaga ke he mahani eke fakakelea fakamamahi he magaaho ne nofo atu ke he tau levekiaga. Maeke e mena nei ke ukafekefeke. Maeke i a koe ke malolo logonaaga ke he tau manamanatuaga. Maeke i a koe ke mitaki e loto ha kua fanogonogo a lautolu ki a koe. Maeke i a koe ke logona e matalahi, po ke logona e maagi. Maeke i a koe ke ita, momoko, po ke fai foki e tau logonaaga kehekehe. Manako a mautolu ke iloa mooli ko e mafola a koe, mo e kua logona ke koe e haohao mitaki mo e hagahagamitaki he magaaho ne a koe gahuahua atu a koe ke he faahi gahua nei.

Maeke i a mautolu ke foaki e taha lagomatai ne nakai totogi ke moua e malolo katoatoa he magaaho ka gahuahua atu a koe mo e faahi gahua nei. Ko e na fa mahani a mautolu ke foaki 4-6 e fafatiaga magaaho ke lagomatai atu ke he malolo katoatoa. To fakamalolo foki a mautolu ke kumi ma haau e lagomatai-loaloa kaeke kua lata a koe ke moua pihia.

Kaeke ke tupetupe a koe ha kua nakaai malolo mitaki haau a manamanatuaga, matutakai atu ke he haau a ekekafo (ekekafo he magafaoa) po ke faahi gahua ne lagomatai ke he tau fakamalolo ke he manamanatuaga. Kaeke ko koe, po ke fai tagata foki, ne kua nakai haohao mitaki, matutaki ke he tau leoleo he 111.

Ko e heigoa e tau mena kua tutupu?

Kaeke ke fifili a koe ke fakaaoga e lagomataiaga ha mautolu ke he malolo katoatoa, to pehe e tau mena ka tutupu:

* Gahuahua a mautolu mo koe ke moua e faahi gahua malolo katoatoa ne lata tonu ke lagomatai aki haau a tau manako.
* Maeke i a mautolu ke age haau a tau vala tala matutakiaga ke he faahi gahua malolo katoatoa, po ke maeke i a koe ke fifili ke matutaki atu fakahako ni a koe ki ai. To fakailoa age e mautolu kaeke ke fai lagomatai lalafi atu a koe ne kua manako.
* To fakaata he faahi gahua malolo katoatoa e taha magaaho ke fakafeleveia mo koe. Maeke ke feleveia mata-ke-he-mata (face to face), feleveia ke he vitio, po ke telefoni.
* To talaga he faahi gahua malolo katoatoa e taha palana mo koe ko e heigoa ka taute he haau a tau magaaho ne kua fafati. Kaeke ke manako a koe ke moua foki e taha lagomataiaga (ke lata ma e tau fakatutalaaga, tau maamaaga, tau onoonoaga fakalahi ki ai, po ke tau manamanatuaga ki tua) to lagomatai e lautolu ke fakatokatoka pihia. To lagomatai foki e lautolu ke moua e tau peleo afi mo puhala, kaeke ke manako ke pihia.
* To muiatu e faahi gahua malolo katoatoa ke he haau a palana.
* Maeke i a koe ke hiki haau a manatu po ke taofi mo e nakai fakaaoga e lagomatai mai he faahi gahua lagomatai ke moua e tau malolo katoatoa.
* To matutaki e faahi gahua malolo katoatoa mo e Survivor Experiences Service ka:
* Nakai mitaki ki a koe ke matutaki
* Ka nakai maeke a lautolu ke matutaki mo koe
* Ka nakai finaatu a koe ke he tau fono kua fakatokatoka.

Ufitia ke he tau mena galo

* To uufitia oti e tau vala tala haau mo e tau mena oti ka talahau e koe.
* To tufatufa he faahi gahua malolo katoatoa e haau a tau vala tala toka galo kaeke:
* Ke talaage e koe ki a lautolu e taha lekua ne mahomo atu e hagahagakelea ki a koe po ke taha foki. Ka pihia to fakailoa he faahi gahua ke he tau leoelo po ke taha faahi gahua malolo ke he tau manamanatuaga. To tufatufa ni he faahi gahua e tau vala tala ne kua lata.
* Ke fakailoa e koe ko koe taha ne hu atu, po ke palana ke taute e tau mena holifono ne kelea lahi. Ka pihia to fakailoa he faahi gahua ke he tau leoleo. To tufatufa ni he faahi gahua malolo katoatoa e tau vala tala ni ne kua lata.
* Kaeke ko e poakiaga mai he fale fakafili ke age ki ai e tau vala tala. To tufatufa ni he faahi gahua malolo katoatoa e tau vala tala ni ne kua lata.

**Vala 2 – Taliaaga ke kau atu ke he taha faahi gahua malolo katoatoa**

Kaeke ke maama e koe e tau vala tala he tohi nei, mo e manako ke fakaaoga e taha faahi gahua malolo katoatoa, fakamolemole ti talamai ki a mautolu, po ke fakamailoga e puha he laupepa.

Kaeke ke manako a koe ke fakaaoga he faahi gahua malolo katoatoa, manako a mautolu ke iloa e tau vala tala hagaao ki a koe. Maeke i a koe ke talamai e tau vala tala ka fakapuke e laupepa mo e liuaki mai ki a mautolu ka fakahu he meli po ke meli hila mai, telefoni mai, po ke fakafano hila mai e taha vitio po ke taha meli leo ne ha ha ki ai e tau vala tala oti ne manako a mautolu ke iloa. Ko e tau matutakiaga ne ha ha ki ai he matahiku he laupepa nei.

Fakamolemole ti talamai:

* Haau a higoa katoa:
* Haau a aho fanau:
* Haau a nofoaga:
* Ko e lagomatai malolo katoatoa fefe haau ne manako ke fakaaoga (tuga e, fakatutalaaga hataki mo e fakamafanatia, fotafota, ai iloa mooli, fai foki):
* Ko e tau manako ne fifili ki ai ke lata ma e lagomataiaga ke moua e malolo katoatoa. Maeke ke lalafi ki ai e tau mena tuga e fifiliaga he tonuhia ko e taane po ke fifine po ke tau manako ke lata ma e tokaaga po ke mouaaga he ataina:
* Ko e tau faga lagomatai ma e malolo katoatoa ne kua gahuahua mitaki ma haau he tau magaaho kua mole ki tua (kaeke ke fai):
* Ko e tau faga lagomatai ma e malolo katoatoa ne kua nakai gahuahua mitaki ma haau he tau magaaho kua mole ki tua (kaeke ke fai):
* Lagomataiaga ke he tau fifiliaga – kaeke kua felau mitaki, fakamolemole ti talamai ki a mautolu ha lagomatai ne moua e koe ati maama ai e koe e tau vala tala nei po ke fifili ke fakaaoga e lagomataiaga ke moua e malolo katoatoa:
* Ko e tau lagomatai ne kua manako ki ai – mitaki nakai ke talaage e mautolu ke he faahi gahua kaeke ke nakai katoatoa haau a malolo ke he tau alaga po ke ha lagomataiaga foki a koe ne manako ki ai? To lagomatai e mena nei ki a lautolu ke lagomatai atu ki a koe. E/Nakai

Fakamolemole ti talamai ki a mautolu ko e lagomatai fe ne manako a koe ke fakaaoga. Kaeke ko e fakapuke a koe he laupepa, fakaveliveli haau a fifiliaga:

* Tautoko Mai. To fakamatutaki he Tautoko Mai a koe mo e taha lagomatai ke he malolo katoatoa ne toka ke he haau a matakavai ne maeke ke lagomatai atu ki a koe.
* Personal Advocacy and Safeguarding Adults Trust. Ne gahua pauaki a lautolu ke lagomatai atu ki a lautolu ne nakai katoatoa e tau fahia ke he tau fakaakoaga, kehekehe e tau puhala tavili e tau manamanatuaga, mo e nakai maopoopo e tau manamanatuaga ke he tau mena tutupu.
* Manako au ke fakaaoga e taha faahi gahua ne leveki ke he tau malolo katoatoa ne fifili ni au ki ai. Fakamolemole ti talamai e higoa he faahi gahua, ko e tau faga lagomatai fefe ne foaki e lautolu, mo e tau matutakiaga ha lautolu:

Kaeke ke fakapuke a koe he laupepa pauaki, fakamolemole ti tohi hifo haau a fakamooli ki lalo pihia mo e aho ne fakapuke e koe:

* Fakamooli:
* Aho:

**Matutaki fefe mo lautolu**

Maeke i a koe ke matutaki mai ki a mautolu he tau puhala nei:

* Telefoni 0800 456 090. I Osetalia ko e numela telefoni ko e 1800 456 032. Ko e tau taimi telefoni ko e 8:30 pogipogi-4.30 afiafi he taimi Niu Silani.
* Tohi hila 8328
* Meli hila [contact@survivorexperiences.govt.nz](mailto:contact@survivorexperiences.govt.nz)
* Maeke i a koe ke tohitohi mai ki a mautolu he Survivor Experiences Service | Ratonga Whaeako Mōrehu, PO Box 805, Wellington 6140
* Kaeke ke tuli e teliga (Deaf) haau, uka ke logona, tuli e tau teliga pouli e tau mata, uka ke vagahau po ke nakai maeke ke vagahau, maeke i a koe ke fakaaoga e New Zealand Relay Service. [www.nzrelay.co.nz](http://www.nzrelay.co.nz)