Teu ʻaʻahi ʻa e ʻOmipatimeni Puleˊ

#### Talateu

ʻOku fatongiaʻaki ʻe he ʻOmipatimeni Puleˊ ʻa hono sivi/ʻaʻahi ʻa e anga hono tokangaʻi ʻo e kakaiˊ ʻi he ngaahi feituʻu tauhi fakalao ki he moʻui leleiˊ mo e faingataʻaʻia fakasinoˊ- ko e feituʻu ʻoku ʻikai tauʻataina ʻa e kakai ke mavahe mei ai ʻi he ʻenau loto ki aiˊ. ʻOku kau heni ʻa e ngaahi feituʻu ʻoku fakamavaheʻi mo kolonitini ai ha niʻihi koeʻuhiˊ ko e COVID-19.

ʻOku fakamafaiʻi ʻe he ʻOmipatimeni Puleˊ ʻa e kau ʻInisipēkita kenau hū ki he ngaahi feituʻuˊ ni ʻo tānaki ʻa e fakamatala fekauʻaki mo e anga ʻa ʻenau tauhi fakaʻapaʻapaʻi mo maluʻi ʻa e ngaahi totonu ʻa e tangataˊ lolotonga ʻenau nofoˊ.

#### Ko e hā ʻa e mea ʻe hoko lolotonga ʻa e ʻaʻahiˊ

ʻOku fakafuofua ʻe aʻu ʻa e ʻaʻahiˊ ki he houa ʻe ua, pea ʻe feinga ʻa e kiʻi timi siʻisiʻi ʻa e kau ʻinisipēkita ʻa e ʻOmipatimeni Puleˊke fakasiʻisiʻi ha fakaheleleu.

ʻE ō ʻa e kau ʻinisipekita ʻo hūfia ʻa e faleˊ ʻo siofi ʻa e anga ʻo ʻenau ngāue. ʻE malava kenau tukItuki ʻi ha ngaahi matapā ʻo e loki niʻihi ke vakaiʻi pē ko e hā ʻa e ngaahi naunau ʻoku ʻi aiˊ pea ke toe mahino lelei ange ʻa e ngaahi tūkunga ʻo e faleˊ

ʻE muimui ʻa e kau ʻinisipēkitaˊ ki he ngaahi fiemaʻu kotoa ki he moʻui leleiˊ mo e malu ʻa e faleˊ, kau ai ʻa e tui ʻo e ngaahi Teunga Maluʻi Fakataautaha (Personal Protective Equipment - PPE)

#### Founga ʻo haʻo fakahaaʻi ʻo e ʻaʻahi

Ko e konga mahuʻinga ʻo e ʻaʻahi ʻa e ʻOmipatimeni Puleˊ ko e fanongo mei he niʻihi naʻe ʻosi tauhi fakalao ʻi ha feituʻu kuo fakamavaheʻi pē feituʻu kolonitini fekauʻaki mo ʻenau ʻausia felaveʻi mo e tūkunga ʻenau nofoˊmo e anga honau tauhiˊ.

Hili ha taimi siʻi mei he ʻaʻahiˊ, ʻe ʻoatu ʻi ha text/pē ʻimeili ʻa e fakaafe ki he niʻihi naʻe tauhi fakalao ʻi he faleˊ ʻi he taimi naʻe fakahoko ai ʻa e ʻaʻahiˊ kenau kau ʻi ha savea ʻe fakahoko ʻi he ʻinitanetiˊ fekauʻaki mo ʻenau aʻusiaˊ. Kapau ʻe ʻi ai ha tokotaha naʻe nofo ʻi he faleˊ ʻi he taimi naʻe fai ai ʻa e ʻaʻahiˊ ka kuo teʻeki ke ne maʻu ha fakaafe pea ʻoku ne fiemaʻu ke kau ʻi he saveaˊ, tenau lava ʻo kole ha fakafehokotakiʻanga ʻaki ha ʻimeili ki he MIQ@ombudsman.parliament.nz. Kataki ʻo ngāueʻaki ʻa e “MIQ survey” ʻi he laine ki he kaveingaˊ.

ʻE toe fakahoko foki ʻe he kau ʻinisipēkitaˊ ha ngaahi fanga kiʻi fakaʻekeʻeke ʻo e kakai ʻoku nau nofo ʻi he faleˊ ʻi he taimi ʻaʻahiˊ, ʻi he telefoni pē Zoom ʻi ha ʻaho ʻamui ange. Kapau te ke fie kau ʻi he fakaʻekeʻekeˊ, kataki ʻimeili ki he MIQ@ombudsman.parliament.nz pē telefoni ki he 0800 802 602. Kataki ngaueʻaki “MIQ interview” ʻi he laine ki he kaveingaˊ. ʻE feinga ʻa e kau ʻinisipēkitaˊ ke fakahoko ʻa e fakaʻekeʻekeˊ mo kinautolu kotoa naʻa nau fetuʻutaki maiˊ.

Ko e fakamatala kotoa ʻe ʻomai kiate kimautolu ko ha konga ʻo e ʻaʻahiˊ ʻe tokangaʻi fakapulipuli pea tauhi malu. ʻE ʻikai ke fakahaaʻi ha tokotaha ʻi ha taha ʻo e ngaahi lipooti ʻa e ʻOmipatimeni Puleˊpē ko e ngaahi olaˊ.

Ko e ngaahi fakamatala naʻe tānaki mei he ʻaʻahiˊ ʻe ngāueʻaki ke fakakau ʻi ha ngaahi fokotuʻu ʻe fakahoko ʻe he ʻOmipatimeni Puleˊ ke fakalakalaka ʻaki ʻa e ngaahi tukunga mo e tauhi ʻi he faleˊ. Te ne teuteu ʻa e lipooti ʻo ʻene ʻaʻahiˊ, ʻa ia mahalo pē ʻe paaki.

**Ngaahi Lāunga**

ʻOku ʻaʻahi ʻa e ʻOmipatimeniˊ ki he ngaahi fale tauhi fakamavaheʻi mo e ngaahi fale fakakolonitini ke taʻofi ʻa e hoko ʻa hono maumauʻi ʻo e ngaahi totonu ʻa e tangataˊ. ʻOku ʻikai kau ʻi hono ngaahi fatongia ki he ngaahi ʻaʻahi koʻeniˊ ʻa hono tali/maʻu ʻa e ngaahi lāungaˊ.

Kapau ʻoku ʻi ai haʻo lāunga fekauʻaki mo ha fale tauhi fakamavaheʻi pē fakakolonitini, kataki fetuʻutaki ki he Pule Faleˊpē ko e “Wellbeing Coordinator”. Te ke lava foki ʻo fetuʻutaki ki he Timi Tokangaʻi ʻo e fale fakamavaheʻi mo fakakolonitiniˊ ʻaki haʻo fakafonu ʻa e foomu lāungaˊ ʻi he ʻinitaneti pē telefoni ki he 0800 476 647 (telefoni taʻetotongi). ʻOku ʻi ai ʻa e toe ngaahi fakamatala ki he founga ʻo e lāungaˊ, pea ko e foomu lāungaˊ ʻe maʻu mei he <https://www.miq.govt.nz/about/contact-us/complaints-procedure/>.

Kapau kuo ke ʻosi fakahoko eni pea ʻoku ke tui kuo ʻikai ke tokangaʻi lelei koe ʻe ha potungāue ʻa e puleʻangaˊ (hangē ko e Ministry of Business, Innovation & Employment pē ko e Potungāue Moʻui), mahalo pē ʻe lava ʻa e ʻOmipatimeni Puleˊ ʻo tokoni.

ʻE lava foki ʻa e ʻOmipatimeni Puleˊ ʻo tokoni kapau kuo ke ʻosi kole ke fakaʻatā koe mei he tauhi fakamavaheʻiˊ, pea ke fakakaukau ʻoku ʻi ai ha meʻa kuo fehālaaki ʻi hono polosesi hoʻo koleˊ. ʻOku toe ʻi ai ʻa e ngaahi fakamatala fekauʻaki mo e fatongia ʻo e ʻOmipatimeni Puleˊ ki he lāungaˊ ʻe malava ke maʻu mei he <https://www.ombudsman.parliament.nz/what-we-can-help/complaints-about-government-agencies/how-make-complaint>

#### Fakamatala lahi ange

ʻE lava ke maʻu ha fakamatala lahi ange fekauʻaki mo e ngaahi polokalama ʻaʻahi ʻa e ʻOmipatimeni Puleˊ ʻi he ʻene uepisaiti (<https://www.ombudsman.parliament.nz/what-we-can-help/monitoring-covid-19-managed-isolation-and-quarantine-facilities>).

Kapau ʻoku ʻi ai haʻo ngaahi fehuʻi fekauʻaki mo e fakalakalaka ʻo e polokalama ʻaʻahi ki he ngaahi feituʻu tauhi fakamavaheʻi mo e fakakolonitini ʻa e ʻOmipatimeni Puleˊ, kataki ʻimeili mai kiate kimautolu (MIQ@ombudsman.parliament.nz). ʻE lava ke ke muimuiʻi kimautolu ʻi he Facebook (@ombudsmannz).