



He tirohanga nā te Kaitiaki Mana Tangata Matua e takatū mai ana

Kupu Whakataki

Nō te Kaitiaki Mana Tangata Matua te haepapa ki te tiroiro i te āhua o te tiaki i ngā tāngata kei ngā wāhi herehere hauora me te hauātanga - i ngā wāhi e kore ngā tāngata e wātea ki te puta. Tāpiri ki tēnei ko ngā whare whakamohoao KOWHEORI-19 me ngā whare whakataratahi.

E whakamana ana te Kaitiaki Mana Tangata Matua i ngā Kaitirotiro kia tomo atu ki te whare hei kanohi mōna ki te kōhi mōhiohio o te āhua whakaute me te tiaki a te whare i ngā tika tangata i a rātou e noho ana ki te whare.

Ka pēhea te āhua o te tirohanga

E matapaetia ana ka eke ki te rua hōra te roa o te tirohanga, ā ko te whāinga o te tira iti a te Kaitiaki Mana Tangata Matua kia iti noa te whakararunga.

Ka hīkoitia te whare e ngā kaitirotiro ki te tiro i ngā whakahaerenga o te whare. Ka pātōtō pea rātou ki ngā kuaha o ētahi taiwhanga kia kite he aha ngā taonga whakaahuru e wātea ana, ā, kia mārama pai ake ki ngā āhuatanga o te whare.

Ka whāia e ngā kaitirotiro ngā whakaritenga hauora me te haumarū katoa o te whare, tae atu ki te mau Kiripākai Tinana (PPE).

Me pēhea tō whakamōhio atu ki te tirohanga

Ko te rongō mai i ngā tāngata kua puritia ki tētahi whare whakamohoao, whare whakataratahi rānei mō ngā āhuatanga noho me te āhua o te tiaki i wheakotia e rātou he wāhanga hiranga nui o te tirohanga a te Kaitiaki Mana Tangata Matua.

I muri tata o te tirohanga, ka tukuna tētahi pātuhi/īmēra rānei e tono ana i ngā tāngata i puritia ki te whare i te wā o te tirohanga, kia whakauru mai ki tētahi rangahau tuihono o ngā wheakotanga. Ki te kore tētahi i noho i te whare i te wā o te tirohanga e whiwhi i tētahi tono, ā, e hiahia ana ki te whakauru ki te rangahau, ka taea e rātou te tono hono ipurangi mā te īmēra ki MIQ@ombudsman.parliament.nz. Tēnā whakaingoatia te rārangi kaupapa ki te 'MIQ survey

Ka whakahaeretia hoki e ngā kaitirotiro ētahi uiui ruarua ki ngā tāngata e noho ana ki te whare i te wā o te tirohanga, mā runga waea, Zoom rānei i tētahi atu rā. Ki te hiahia kia uiuitia koe, tēnā tuku īmēra mai ki MIQ@ombudsman.parliament.nz, mā te waea rānei ki 0800 802 602. Tēnā whakaingoatia te rārangi kaupapa ki 'MIQ interview. Ka ngana ngā kaitirotiro ki te whakahaere uiui ki te hunga katoa ka whakapā atu.

Ka noho matatapu, ā, ka haumarū te puritanga o ngā mōhiohio ka tukua mai ki a mātou hei wāhanga o te tirohanga. e kore e tautuhia ko wai ngā tāngata i roto i ngā pūrongo, ngā kitenga rānei a te Kaitiaki Mana Tangata Matua.

Ko ngā mōhiohio ka kohia mai i te tirohanga ka whakamahia ki te whai i ngā whakahau a te Kaitiaki Mana Tangata Matua hei whakapai i ngā āhuatanga me te āhua o te tiaki i roto i te whare. Ka whakaritea e ia he pūrongo o tana tirohanga o te whare, ā, tērā pea ka whakaputaina.

Ngā amuamu

Ka tirohia e te Kaitiaki Mana Tangata Matua ngā whare whakamohoa me ngā whare whakataratahi hei ārai i ngā takahitanga tika tangata. E kore e whai wāhi ngā tukunga amuamu ki roto i tana mahi tiroiro.

Mēnā he amuamu tāu mō tētahi whare whakamohoa, whakataratahi rānei, tēnā whakapā atu ki te Kaiwhakahaere o te Whare, ki te Kairuruki Oranga rānei. Ka taea hoki e koe te whakapā atu ki te Tira Whakatau Raru mō ngā whare whakamohoa, whare whakataratahi rānei mā te whakakī i tētahi puka tuku amuamu tuihono, mā te waea rānei ki 0800 476 647 (he utu kore). Ka taea te rapu i ētahi atu mōhiohio mō te tukang tuku amuamu me te puka tuku amuamu i <https://www.miq.govt.nz/about/contact-us/complaints-procedure/>.

Mēnā kua oti kē i a koe tēnei, ā, e whakapono ana koe kāore i tika tō tiakihanga e tētahi tari kāwanatanga (pēnei i te Manatū Hīkina Whakatutuki, te Manatū Hauora rānei), ka taea pea e te Kaitiaki Mana Tangata Matua te āwhina ake.

Ka taea pea e te Kaitiaki Mana Tangata Matua te āwhina mēnā kua tono koe mō tētahi whakawāteatanga mai i te noho whakamohoa, ā, e whakaaro ana koe i hē pea te whakahaeretanga o tō tono. Ka taea te rapu i ētahi atu mōhiohio mō te mahi whakahaere amuamu a te Kaitiaki Mana Tangata Matua i <https://www.ombudsman.parliament.nz/what-we-can-help/complaints-about-government-agencies/how-make-complaint>.

Ētahi atu mōhiohio

E wātea ana ētahi atu mōhiohio mō ngā hōtaka tiroiro a te Kaitiaki Mana Tangata Matua i tōna pae tukutuku (<https://www.ombudsman.parliament.nz/what-we-can-help/monitoring-covid-19-managed-isolation-and-quarantine-facilities>).

Mēnā he pātai āu mō te whanaketanga o te hōtaka tiroiro i ngā whare whakamohoa, whare whakataratahi hoki a te Kaitiaki Mana Tangata Matua, tēnā īmēra mai ki (MIQ@ombudsman.parliament.nz). Ka taea hoki te whai mai i a mātou i runga Pukamata (@ombudsmannz).