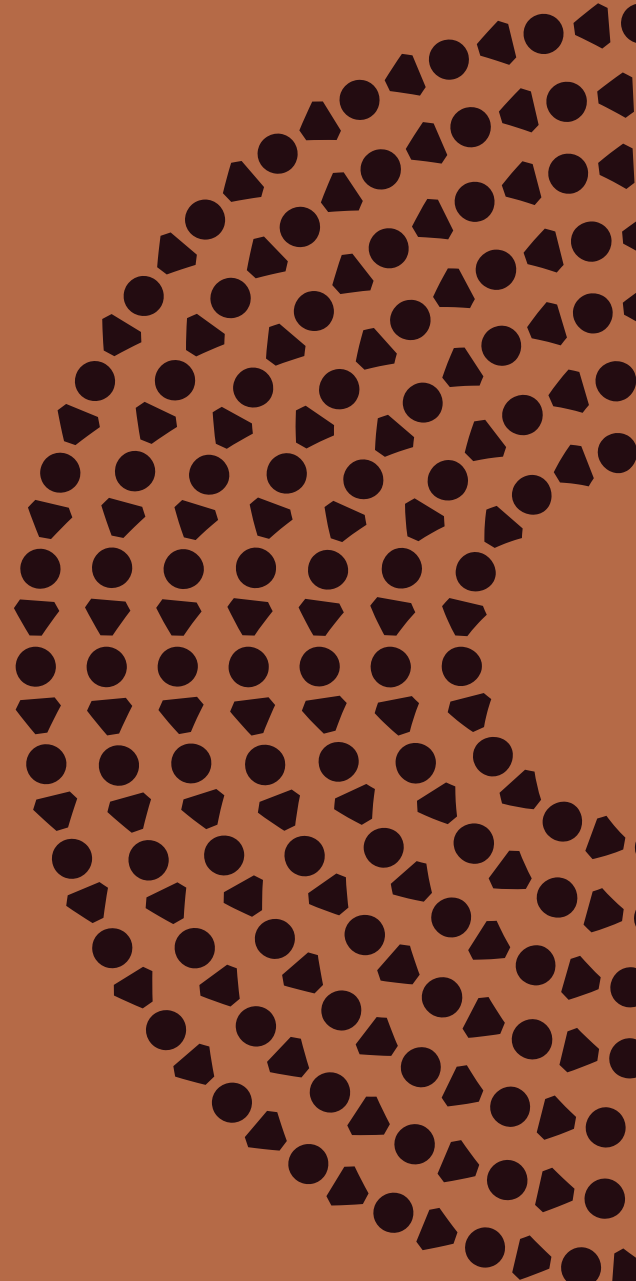





Whakarongorau
Aotearoa//
New Zealand
Telehealth
Services//

WHAKARONGORAU AOTEAROA

Te Mahere Ā-Tau 2021-2022





He muna, ā, kua whai mana ā ture ngā kōrero kei tēnei tuhinga me ngā tuhinga kua āpitihia. Mēnā rā kāhore tō whakaaetanga ki ēnei kōrero, tēnā, kua e pānui, e whakamahi, e hōrapa, e tārua rānei. Me whakaae tonu a Whakarongorau kia āhei mai koe ki ēnei kōrero.

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He kupu whakataki nā te Tumuaki

**Kāore au e whakaae ana ki ngā mea
kāore e taea e au te whakarerekē.
Kei te whakarerekē i ngā mea
kāore i te tika ki a au.**



I am no longer accepting the things I cannot change.
I am changing the things I cannot accept.

DAME WHINA COOPER
Te Whāaea o te Motu ("Mother of the Nation")

I a tātou e kuhu nei ki te tau tuaono o te kirimana o Whakarongorau Aotearoa (NTS), me whakahihī ka tika ki te nui o ngā mahi kua tutuki i a tātou, i te poto o te wā.

He ahakoa ngā tini wero e pā nei i te rāngai hauora me te motu whānui, inarā, i ēnei 18 marama ka hipa, kua urutau te ratonga ki ngā āhuatanga o te wā he rite tonu te panoni, ā, kua kōkūhuria he ratonga hōu me ngā āheitanga. Otirā, ko tā mātou he ū ki te whakarawe tautetanga haumanu ā-tinana, ā-hinengaro, ā-pāpori hoki, ki te tautoko me te whāngai kupu āwhina ki ngā whānau, hapori, tae atu ki ā mātou hoa kaipakihi huri i Aotearoa.

Ko tā NTS me Aotearoa whānui he urutau, he tahuri hoki ki te 'ao Māori hōu' kua whakaritea mai e te mate urutā KOWHEORI. Heoi, ko tērā ia kāore anō kia rerekē ko tō mātou tōkeke mai anō i te tīmatanga o te mate urutā kia āhei tonu ai a Aotearoa ki ngā tautetanga hauora me ngā pārongo, me te tautoko i ō mātou hoa puiaki, inarā ngā wā kāore i taea e rātou ā rātou mahi ā-tinana o ia rā te whakatutuki.

I te 'ao Māori hōu', ka tere kitea ko NTS te tatau matua (e pērā tonu nei) ki ngā tohutohu me ngā pārongo hauora e hāngai ana ki te KOWHEORI mā te tūmatanui (tae ake ki te hōtaka rongoā āraimate nō te Pēpuere 2021), me te aha anō, kua hohoro ake te whakatutuki i ngā mahi ki tētahi taumata tē mōhioia.

Kua koni atu i te 2,500 tāngata ki tō mātou whānau, mai i ngā kaimahi tae noa ki ērā e mahi tahi nei ki a mātou. Nā te whānuitanga haere o te tira mahi nei i āhei ai mātou ki te kōkūhu i ētahi tūranga mahi hōu, ētahi tukanga me ngā āheitanga.

E hiamō pai ana mātou ki ngā honohononga hōu kua whanake i waenga i a mātou ko ngā iwi, e tina ai tō mātou takohanga kia heke ngā tōrite ā-hauora, kia mahi ki ngā rōpū kaupapa Māori mai, Pasifika mai, me ngā rōpū ā-hapori he wheako, he pūkenga hoki ō rātou ki te whātoro atu ki ā rātou hapori, me te tūhono ki ngā whānau whakaraerae.

Mā ēnei tini hononga e tūhono atu ai ngā whānau, ngā iwi me ngā hapori ki ngā pārongo waiwai mō te KŌWHEORI me te hauora, ka mutu, e hua mai ana i ēnei hononga ētahi mahi hōu, kaupapa whakawhanake pūkenga me ngā kōwhiringa whai take mā te tokomaha e noho nei ki ēnei hapori, e toitū ai te tangata kotahi, tae atu ki tana whānau, ki tōna iwi, ki tōna anamata anō hoki.

Na, ahakoa uaua ana ēnei 18 marama kua hipa, me te rerekē hoki o te ao nei i ō te ao o te tau 2015, e whakahihī mārika ana mātou ki ngā mahi nui whakaharahara, ki te manawanui me te manawaroa o te tira katoa ki te kuhu me te urutau ki te 'ao Māori hōu', i a rātou ka kawē tonu i ngā ratonga hirahira ki ngā tāngata o Aotearoa.

Kia huataki ake te tau hōu, ka whakatautika tonu a NTS i ngā tono ratonga (mā te tautoko i te urupare KOWHEORI-19 me ā mātou ake ratonga matua) me te whai kia noho tonu mai hei umanga whai take, hei umanga auaha e taea ana te pīkau ngā matea rerekē o ngā kiritaki me te rāngai, ā, ko te otinga atu ka puta, ka tae ki te tokomaha atu Aotearoa tāngata, inarā, ki aua hapori whakaraerae.

Ko te iho o te Mahere ā-Tau 2021/22 ko ngā aronga matua e whā, ā, hei ngā marama 12 e tū nei, ka kitea a NTS e whakarawe ana i ngā whakatōpūtanga rongoā mō ngā rāngai hauora ā-tinana, ā-hinengaro, ā-hapori hoki, me te whai tonu kia matatika, kia toitū hoki ngā hua hauora ka puta ki tēnā, ki tēnā i Aotearoa.

E tārūa ai ngā rangiruatanga kei te whakaawe i tō tātou anamata, e ngākau pono ana mātou ki te whakaheke i ngā tūkinotanga hauora e pā nei ki ngā taupori whakaraerae mā te whakarahi ake i ngā ara me te hono atu ki ngā ratonga mana taurite, mā te kōkiri i ā mātou ratonga e pai ake ai ngā hua me te whakatutuki i ngā matea rerekē o ngā kiritaki, mā te kawē hoki i ngā ratonga haumanu kairangi hei whakarawe hua hauora, hua manaaki e hirahira ana, me te whakakaha ake i ngā hanganga kia ita ai, kia haere tonu ai, kia mana ai.

E whakapono ana a au ka whaihangatia tonutia e tēnei mahere ngā tūāpapa me ngā āheinga kua ono tau e whakaahutia ana, ka mutu, mā ngā akoranga o ēnei marama e 18 e āhei ai mātou ētahi atu hua hauora mana taurite, pūmau hoki te tuku ki tēnā, ki tēnā, huri i Aotearoa ā te tau e tū mai nei.

Mā te arotahi, te manawanui me te aroha ki ā mātou mahi katoa e mōhio pai au kua rite mātou ki te hiki i hiki i te mānuka o te tau e takoto ake nei.

Andrew Slater
Tumu Whakarae

Ko te pae tawhiti, whāia kia tata,
Ko te pae tata, whakamaua kia tina.

Seek out the distant horizons,
while cherishing those achievements at hand.



Whakarongorau Aotearoa

I te 25 o Noema 2015, i hono tahi Te Manatū Hauora ki te hononga ā-iwi o Whakarongorau Aotearoa (nā ngā roopu hauora hapori, a Procure me Huaora Pegasus) ki te whakawhanake, ki te whakarawe i te ratonga kaha, pāhekoheko a Whakarongorau Aotearoa.

Ko tā Whakarongorau Aotearo (NTS) he whakarawe mā te marea o Aotearoa kia utu kore tā rātou tomo ki ngā kaupapa hauora ā-tinana, ā-hinengaro me te tautoko ā-hapori, pārongo hoki ao te pō, pō te ao - Mane ki te Rātapu - i ngā teihana matihiko e whitu, arā, ko te reo, whakapā-ipurangi, kuputuhi hoki.

Ka whai pūtea tautoko a NTS i te Manatū, Te Kaporeihana Āwhina Hunga Whara (ACC), Te Manatū Whakahiato Ora (MSD) me Te Ara Poutama Aotearoa. He mea tautoko tēnei ratonga e tētehi kirimana e tekau tau te roa, i tīmata i te tau 2015, ā, he mea whakahaere e Te Poari Whakawhanake Ratonga.

Ko wai mātou

WHO WE ARE

Whakarongorau Aotearoa - he hononga ā-hapori, he mariko hauora, he roopu ratonga hapori kua roa e tūhono kau ana te tangata ki ngā momo manaakitanga e hiahiatia ana e rātou. Ko tā Whakarongorau whāinga, kia noho hei kāinga rua i te korenga o ngā ratonga hauora kanohi ki te kanohi me ngā ratonga ā-iwi. Kia rite tonu te tomonga tautoko atu ā-whare haumanu mō te hunga e hiahiatia ana, inā rānei e kore e taea e te tangata te toro ki ngā whiringa nō te wāhi e noho ana, te wā, ngā āraitanga ahurea.

E pāhekoheko atu ana ki te hunga 1,000,000 neke atu o Aotearoa i ngā marama e 12 kua taha, tā Whakarongorau he whakahaere i ngā ratonga telehealth maha o Aotearoa

Ka mahi ngātahi a Whakarongorau ki te Kāwanatanga me ētahi atu hoa pakihī hauora, kia mārāma ai ki ngā tūraru e taea ai e mātou te whakatika, te toro whānui ake ki ngā tāngata tokomaha me te urupare pai akei, koi ake, tere ake hoki mā te whakawhanui o ngā ratonga kōtuitui.

He tautōhito, he āheinga motuhake o Whakarongorau ki te whakarawe te kirimana NTS mā ēnei e whai ake nei:

- He ratonga motuhake i Aotearoa me te mariko whare haumanu (ā-tinana, ā-hinengaro me te hauora ā-hapori) e wātea ana 24/7
- He whakapānga rētō, ā, he mātanga matihiko, e whakarawe nei i ngā pūnaha whakawhirinaki me te āheinga ki te mahi atu i ngā teihana maha (arā, te pae pāpāho pāpori) e kite ai ngā panonitanga hiahia o te pāpori me te hunga kāore i te pirangitia ki ngā tūhono ā-waea nei
- He kaha ake ngā whakahaere me te mātai whare haumanu, e toka iho nei te kounga o ngā ratonga e whakarawehia ana e mātou me te whakawhirinakitanga o ngā kupu ārahi, ahakoa te wā, kōhea rānei ngā kaimahi e urupare ana
- He rārangi ratonga ā-motu kua tū kē nei, e tomo ai ngā kaimahi kei ngā tūpapa ki ngā roopu tautoko o ia rohe i Aotearoa

- He whakawātea mai he tautoko whānui i ō mātou hoa ratonga, ahakoa te ratonga e uru ai koe. Mēnā rā e hiahiatia ana he tautoko ā-hinengaro, ā-hapori rānei, tāpiri atu ko te tautoko ā-tinana, ka taea e rātou te tūhono atu ki ētahi atu i ō mātou ratonga kia whakatūturu iho nei tā rātou tautoko atu, ā, ka ea anō hoki ērā atu tapa o ō rātou Whare Tapa Whā
- He tūhonotanga ratonga ō mātou mō te mate hinengaro, ngā ratonga motuhake mō te tūkinu whānau, ā, mō te tūkinu tāngata anō hoki
- He ao mahi kanorau e whakarawe ahurea tautoko tika ana me te tautoko reo anō hoki tae ake ki te reo Māori me ngā reo o Te Moana Nui a Kiwa. He kaiwhakamāori anō hoki ō mātou e wātea ana 24/7, ā, mō ngā reo maha atu nei tae ake ki te reo turi (kua here ngā hāora) - e āheitia ai rātou te mahi tahi ki te hunga i ngā tū ao kanorau rerekē, ki te reo e mātau nei rātou anō hoki
- He rautaki e tū pakari kē ana, ā, he kaupapa here matatapu, whakahaumanu mārama tonu ana, ngā whakahaere me ngā pūnaha.

E tekau mā toru ngā kāhui hauora e mahi ana ao te pō, pō te ao hei whakarawe tāngata ki ngā kōrero tautoko telehealth pai atu, e whakapuakitia ana e ngā nēhi rēhita, ngā nēhi mātai hinengaro, ngā nēhi whawhati tata, ngā tākuta whānau, ngā mātanga hinengaro, kaitohutohu waranga, te hunga ngaio, te hunga ratonga me ngā kaitohutohu tautoko, ngā āpiha paihana, te hunga ngaio tūkinu whānau, te hunga ngaio whakawetiweti whānau, ngā kaitohutohu orange me ngā kaitohutohu o waho hei tautoko mai i tā mātou i whakarite ai mō te KOWHEORI.

Kua koni atu i te 1,300 o ngā kaimahi ki tō mātou whānau. E 1,200 o ngā kaimahi e titikaha nei ki te tauira Partner Call Centre. Kei Tāmaki Makaurau, Te Whanganui-a-Tara me Ōtautahi ō mātou tari mahi. Ko te tokomaha o ngā kaimahi e mahi ana i ō rātou kāinga, mai i Kaitaia ki Te Kārehu-a-Tamatea.

Ō mātou hoa pakihī

OUR PARTNERS

Kua whai pūtea tautoko a NTS i a Te Manatū Hauora, the Accident Compensation Corporation (ACC), Te Manatū Whakahiato Ora, waihoki, i a Department of Corrections.

Te Manatū Hauora

E mahi ana te Manatū puta i te rāngai hauora kia pai ake te putanga mō ngā iwi o Aotearoa, mā te whakatinanatanga iho o te Rautaki Hauora o Aotearoa me te whakatutuki i ngā whakaarotau a te Kāwanatanga.

Ka mahi tata te Manatū me ngā umanga Kāwanatanga ki te whakapaipai i ngā puta ā hapori mō ngā tamariki pānekeneke me ētahi atu roopu taupori ka kore pea e whai putanga pai. Ko te tūari raraunga hauora tēnei (tae ake ki ngā Raraunga Kōtui Rawa) i te tautoko i ngā whakaarotau puta i te Kāwanatanga pēnei me te mate hinengaro, me tā Oranga Tamariki kaupapa mahi.

ACC

Ko tā ACC kitenga, "kia hua ake he hononga motuhake ki ngā tāngata katoa o Aotearoa, kia pai ake ō rātou oranga mā te whakawhāiti i ngā wharanga me te pānga hoki o ngā wharanga". Ka whakatutukihia atu me te āta whai atu i ēnei putanga e toru:

- Kia whakawhāitihia te maha o ngā wharanga me te nui o ngā wharanga
- Kia whakamātūtūhia pai te hunga whara
- Kia māmā noa te utu, kia toitū te kaupapa mō Aotearoa.

Te Manatū Whakahiato Ora

Ko te takenga nui o te Manatū "kia tautokona, kia haumarū pai, kia kaha, kia rangatira anō ngā iwi o Aotearoa". Ko te putanga matua e hiahia ana kia whakatutukihia atu ko ēnei nā:

- Kia riro i ngā iwi katoa o Aotearoa te momo tautoko e hiahiatia ana e rātou
- Kia manawanui ngā iwi o Aotearoa, ā, rātou e nōhia nei ki ngā hapori manaaki, tautoko hoki

- Kia tomo pai ngā iwi o Aotearoa ki te pāpori, ā, ka pahawatia ai ō rātou na pitomata.

Ara Poutama o Aotearoa

Ko te whāinga matua o Ara Poutama Aotearoa kia noho haumarua ngā hapori. E arotahi ana te rautaki nei ki ngā pou e ono kei raro iho.

- Ngā hoa pakihi, Ārahitanga hoki
- Kia whakatangata, kia whamahu i te wairua
- Whānau
- Te tirohanga o te Ao Māori
- Whakapapa
- Ngā tūāpapa mō ngā whakaurunga

Ngā hoa pakihi

E whakapono nui ana a Whakarongorau ki ngā tūhonotanga kaha, inā rā, ko tā te kamupene he wāhi atu i ngā rautaki me ngā hua pai mō Aotearoa whānui. Mā te mahi ngātahi e tutuki pai ai tēnei rautaki.

Tāpiri atu ki ērā hoa pakihi o NTS, kei te hono hoki a Whakarongorau ki ngā ratonga tautōhito e taea e rātou te whakarawe āheinga whānui atu, kanorau nei, mātanga nei (whare haumanu, ā-rohe hoki) haere nei te wā.

Ka tūhono atu a Whakarongorau ki ētahi atu umanga o te Kāwanatanga, roopu hoki ki te whakarawe ratonga atu anō me te tautoko whare haumanu, tae ake ki Te Manatū Whakahiato Ora, Te Ara Poutama, Te Manatū Hauora (Screening Unit), Plunket, Immunisation Advisory Centre, District Health Boards and Primary Health Organisations (GP's), Womens Refuge, Presbyterian Support Network, Ambulance and Police services and the New Zealand Defence Force.

Ō mātou moemoeā

TE WHAKAKITENGA

Ko tā te kitenga o NTS he whai
whakaaro ki te kotahitanga o te
kōkiritanga o te oranga o Aotearoa:

He tuku manaakitanga,
tautāwhitanga, kupu
āwhina anō hoki ki ngā
tāngata o Aotearoa, e
whanake ai ngā hua o tō
rātou hauora, o tō rātou
oranga hoki mā te waea
me ngā hōngere matihiko.

Ka tutuki i te ratonga tēnei moemoeā mā te:

- Whakarawe i te āheinga ki te toro atu ki ngā kōrero āwhina ā-hauora, ki ngā pārongo o te taupori tāngata he itiiti noa te whai wāhi atu ki ngā pūnaha hauora, e whakawhanake nei i ngā hua ka puta i te wawe o te toro atu ki ngā ratonga
- Manaaki pai i te tangata, i te wā tika, i te wāhi tika
- Whakatāharahara i te manaakitanga tāru me te whakawhanake i tā te tangata manaaki i a ia anō, te taituarātanga mō ngā hāura, te mātau ki te hauora anō hoki
- Whakatō i te whakapono me te māia ki te marea i te ratonga nei
- Whakakotahi i te aronga o te hauora o ngā rangatōpū ā-rohe, ā-motu anō hoki, o te ratonga pāpori, wharatanga anō hoki
- Urutaunga me te whakahāngai i ngā mahi ki ngā hiahia o te kirihoko me te hangarau, ka mutu, mā te tuku i tā ētahi atu ratonga me ngā umanga Kāwanatanga whai i ō rātou hononga e tika ana kia whāia
- Aro pū ki te whakawhanaketanga o ngā mahi e eke ai ki te taumata e tika ana
- Te noho haepapa mai ki te kounga o ngā ratonga whare haumanu e mahitia nei e NTS. Ngā pekanga whare haumanu kāwanatanga, tae ake ki ngā anga me ngā pūnaha kua whakatū e āhei ai a NTS ki te whakarawe ratonga telehealth kounga tonu o te wā nei mā te waea me ngā hōngere matihiko
- Tautoko i te whanaketanga o tā te tangata manaaki i a ia anō, te manaakitanga i te kāinga, i te hāpori anō hoki, me te kotahi rānei, te whanake rānei o ngā hua
- Toro atu me te whai i ngā mauhanga o ngā hāura, ā, ka āta tirohia, ka whakahoungia anō hoki e ngā kaimanaaki
- Whāinga kupu āwhina, kupu ārahi e hāngai ana ki ngā kaupapa hauora a te katoa, ngā aituā ā-motu anō hoki
- Whakahauhau i ngā taunakitanga o ngā kauawhi, ngā kaupapa, ngā pārongo, ngā rauemi anō hoki e whai wāhi ana ki te manaakitanga, waihoki, ki te whanaketanga o te oranga o Aotearoa.

Tō mātou takenga me ā mātou whāinga

He wāhi nui tō NTS ki te whānuitanga o ngā pūnaha hauora, me ngā pūnaha pāpori.
He mea ārahi e te Minita i ngā take nui kia tutuki ai ngā wawata a ngā kaitono pūtea.

Ngā tino whāinga a NTS:

- Kia pono tā mātou noho ki te pūnaha hauora, he mea whai i te wairua tika, i te wairua pono me te tuku i ngā kōrero hāpai e hāngai tonu ana ki ngā āhua o te hauora. Mā reira e tika ai tā te tangata whai i ngā hua papai mōnā
- Kia kuhu ai te tangata e tika ana māna tēnei tūranga, kei a ia te mana puaki i te manaakitanga i te wā tika, ki ngā wāhi e tika ana anō hoki
- Kia heke te nui o te utu, e pai ai tā te tangata nanao atu ki ngā ratonga a te pūnaha hauora. Ā, kia turakina te hiahia ki ērā atu wāhanga o ngā ratonga hauora
- Kia raungāwari e urutau ai, ā, e whanake tonu ai kia tutuki i ngā hiahia a ngā kaiwhakamahi me te hangarau.

Ō mātou uara mahi tahi

He mea whakahāngai i te mātāpono 'pokohiwi ki te pokohiwi' ki tā mātou titikaha, mahi tahi me ngā wheakoranga e tuari nei ki waenga i ngā umanga a te Kāwanatanga me Whakarongorau. Ko te ākinga nui kia horapatia whānuitia ngā ratonga manaaki ki ngā wāhanga katoa o te pūnaha hauora.

Ngā uara ārahi i te ratonga, me pēhea tā mātou mahi tahi ki ngā hoa pakihi anō hoki:

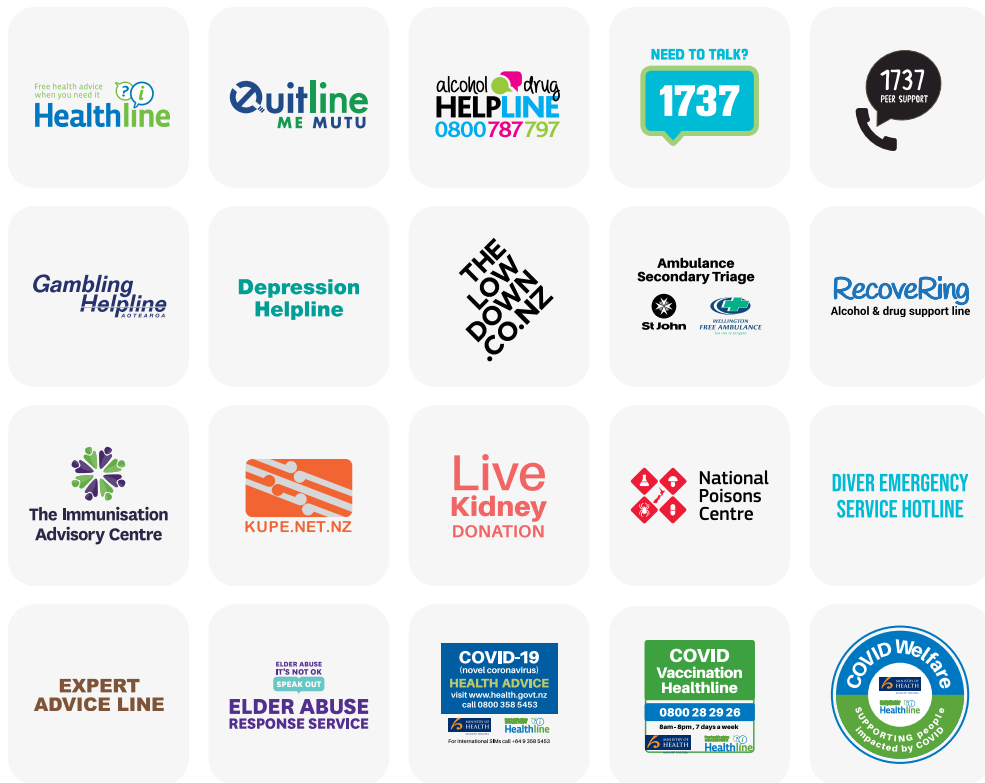
- **Te aronga a ngā kaiwhakamahi ratonga:** Ko ā mātou whakatau e whai pānga ana ki ngā hiahia a ngā iwi katoa o Aotearoa
- **Hoa kaipakihi:** Arotahitia ngā āhuatanga ōrite e kaingākau nei e mātou ko ngā hoa kaipakihi. Me whai mana, me whai koha ki ngā whakaaro a tēnā, a tēnā, ka mutu e tūwhera ana ki ngā whakaaro katoa
- **Ngākau pono:** Kia tūwhera te ngākau ki te tika, ki te pono, ki te aroha. Kia māia te manaakitia o ngā kōrero a tangata kē anō hoki
- **Kei ohore:** Me wawe te whakamōhio i ngā hoa kaipakihi ki ngā take e whai urupare ana, pēnei i ngā take e arotahitia ana e te ao pāpori me tūmatanui.

Ā mātou mahi

WHAT WE DO

E rato ana e NTS ki ngā ratonga ā-ipurangi nei, ā-kanohi nei, hei nanao atu mā te tangata kia tautokona rātou ki ngā kupu āwhina, ki ngā kōrero hāngai tonu ki te hauora, ka mutu, e pai ai tā rātou kōrero ki ngā rata, kua whai tohu. Mā ngā teihana tūhono e manaaki tika ai te tangata, ahakoa te wā, ahakoa ki hea rānei.

Ko te nuinga o ngā ratonga kei te tautetia e ā mātou ratonga hauora, (pēnei i te KŌWHEORI-19 hoki) me ā mātou ratonga mate hinengaro.



Tirohia te Āpitihanga A mā te whānuitanga o ngā kōrero mā ngā pūnaha hauora.

Kei te whakahaerehia e Whakarongorau Aotearoa me tana kotahi, i ētehi atu ratonga:

NGĀ HĀORA O MURI IHO A NGĀ TĀKUTA	Neke atu i te ono rau o ngā whare manaaki matua, e tautokohia ana e ngā hāora o muri iho a ngā tākuta
NGĀ RATONGA MATE HINENGARO MŌ NGĀ DHB	He mea tautoko ngā ratonga mate hinengaro o ngā DHB ā-rohe e tekau mā rua, e ngā nēhi mate hinengaro kua rēhitatia. Ko tā rātou he whakautu i ngā waea mēnā rā he kore nō rātou i whai wā ki te manaaki i te hunga kua pāngia e te mate hinengaro
NGĀ KAUPAPA AROHAEHAE TINANA	E tautokohia ana te Kaupapa Mātai Piropiro Ā-Motu me te Ratonga Waha Whare Tangata Rēhita Ā-Motu e Te Whare Whakahaere Ā-Motu
TE PUĀWAITANGA	I whakarewahia e mātou ko Te Manatū Whakahiato Hauora i te kaupapa Puāwaitanga, i te marama o Whiringa-ā-nuku i te tau 2018. Kei te whakahaerehia ngā ratonga mate hinengaro me ngā ratonga waranga, ā ipurangi nei. He kaupapa tautoko i te hunga kua pāngia ki te mate hinengaro, ki te mate pāpourī, ki te mate hēmanawa me ngā take e whai pānga ana ki ēnei tūāhua. E wātea ana ngā ratonga ki ngā kiritaki katoa o MSD (ki te whakaae tonu te kaiwhakahaere kēhi) ki te whakaaetanga a Canterbury DBH, a ngā whare wānanga o Tāmaki Makaurau me Ōtākou, Abuse in Care - Royal Commission of Inquiry, me Surf Lifesaving hoki
WHĪTIKI TAUĀ	He ratonga whakaako ā-ataata nei e whakahaerehia ana e ngā kaiārahi. Ko ngā akoranga ā-waea, ā-ataata anō hoki. He mea tautoko i te kaupapa 'Mana in Mahi' a Te Manatū Whakahiato Hauora me ngā kiritaki e tūpono ana kia whai āwhina e tutuki ai ā rātou whāinga
NGĀ RATONGA TŪKINO WHĀNAU	I whakarewahia te ratonga tūkino tāngata e kiia nei ko Safe to Talk, e mātou ko Te Manatū Whakahiato Hauora. Koinei te ratonga whakahiato hauora tuatahi a Whakarongorau. I rangiwhāwhātia tā mātou roopu, ā, ko mātou ko Te Manatū Whakahiato Hauora, ko Presbyterian Support Northern/Shine anō hoki tēnā, i eke ai te nui o ngā ratonga hāngai tonu ki te Tūkino Whānau. I whakawhānuhia te ratonga i tēnei tau i te marama o Pipiri, kia pai ai tā mātou tautieki i a Women's Refuge, inā rā, ko te roopu mātanga kei te whakahaere ao te pō, pō te ao.

Ngā mahi i whakatutukihia 2020-21

O roto mai i ngā marama e 12 kua taha ake, koinei ngā whakapaetanga a Te Manatū Ratonga Hauora Ā-Motu:

TE TAPEKE O NGĀ
WHAKAUTU Ā-WAEA

733,140*

Neke atu i te **8,000** o ngā whakapātanga i tēnei tau

KATOA MAI O NGĀ
WHAKAPĀTANGA,
I AHU MAI I TE

583,665

tāngata

(Kotahi i roto i te iwa tāngata i Aotearoa)

HEI ĀPITIHINGA KI
NGĀ WHAKAPĀTANGA I
WHAKAUTUA, NEKE ATU I TE

75,000+

o ngā whakapātanga atu

i tutuki i Te Manatū Ratonga Hauora Ā-Motu i tēnei tau

E

794,239

ngā whakapānga anō

i whakautuhia e ō mātou ratonga KOWHEORI-19

Nō te āpitihianga o ngā whakapānga mate korona, ko te tapeke o ngā whakapānga i whakautuhia e Te Manatū Ratonga Hauora i FY21 **neke atu i te 1.5 miriona o ngā whakapānga**

Nā te piki o ngā tatauranga i tēnei tau,

E

97

ōrau o ngā waea

i whakautua i roto mai i ngā mēneti e tekau

HEI ĀPITIHINGA

307

ngā whakamihī ōkawa

i tonoa mai e ngā kaiwhakamahī ratonga

TATA KI TE

10,000

tāngata e nanao atu ana ki ngā āhuatanga hoahoa

i urupare mai ai ki ngā papa wheako

E

343 ngā āwangawanga a ngā kaiwhakamahī ratonga

katoa mai o ēnei āwangawanga i arohaehaetia, i tāpaetia ki ā mātou kaupapa whakawhanake

E

932 ngā momo nawe

i pāngia ki a mātou i tēnei tau

E

9,383 ngā whakapānga 'tūraru'

i tautetia nō ngā marama e rua kua pahure (nō te tau ka hipa, i eke ki te 40 ōrau)

**KĀHORE NGĀ KAUPAPA SAC 1, SAC 2 RĀNEI I AROMATAWAI I TE TAU KA HIPA

*He kōrero tāpiri, ko ngā nama katoa o runga - kāore mō te āpiti i ngā whakapātanga ki ngā ratonga mate korona.

Ko tā te Severity Assessment Code (SAC) he aro ki te taurangi makiu (tahi ki te whā) e hāngai ana ki te kaha o te kaupapa pōautinitini, ā, ko te utu, ko te taumata e wawatatia ana mō ngā pūrongo me ngā ketuketutanga hei oati ki taua kaupapa. https://www.hqsc.govt.nz/assets/Reportable-Events/Publications/National_Adverse_Events_Policy_2017/SAC_rating_and_triage_tool_WEB_FINAL.pdf

Te taumata o te ratonga matua:

I WHAKAUTUHIA E NGĀ
RATONGA HAUORA I NGĀ
WHAKAPĀNGA, E

397,806

**nō ngā whakapānga a
Healthline**

mai i te **312,317** tāngata

NGĀ WHAKAHOKINGA
KŌRERO A TE ROOPU MATE
HINENGARO, E

206,278

ngā whakapānga

E tautieki nei i te **110,701**
tāngata

I WHAKAUTUHIA E TE
RATONGA 1737

ngā whakapānga e

131,619

e **63,275** ngā tāngata i pāngia ki te
auhitanga, i tautetia rātou. I eke ki
te **7** ōrau o ngā whakapānga i tēnei
tau, he mea āpiti hoki i te **50,000**
o ngā whakapānga ā pātuhi hoki

I WHAKAUTUHIA E TE
RATONGA PĀPOURI

ngā whakapānga e

50,568

neke atu i te **29,131** o ngā tāngata
i tautetia, katoa mai i pāngia ki te
auhitanga

I WHAKAUTUHIA E TE KĀHUI
WAIPIRO ME TE TARUTARU

i ngā whakapānga e

19,028

neke atu i te **14,894** o ngā
tāngata i tautetia, he mea
hāngai tonu ki te mate
waranga kei ngā whānau

I WHAKAUTUHIA E TE KĀHUI
PETIPETI

i ngā whakapānga e

5,063

he mea tautoko i te **3,401**
tāngata, e raru ana i ngā mahi
petipeti

I WHAKAUTUHIA E TE
KĀHUI QUITLINE

ngā whakapānga e

46,253

i tautokona te **27,929** o ngā
tāngata e whai ana kia mutu
tā rātou kai paipa, e **23** ōrau o
tēnei hunga kua auahi kore mō
ngā wiki e whā

NEKE ATU I TE

25,454

**o ngā whakapānga i
whakautua e te kāhui
paihana**

inā rā, e **76** ōrau o tēnei hunga
kāore i te hiahia ki ngā tū-
tautoko, me ngā pārongo hei
tiaki i a ia anō

NEKE ATU I TE

45,127

**ngā tūraru i aromatawaia
e ngā nēhi whawhati tata**

he mea tahuri atu e te **46** ōrau o ngā
whakapānga ki ngā ratonga kīhai i te
ohotata, mā konei tautokotia ai ngā
hōhipera me ngā waka kawē tūroro,
kia wātea ai rātou ki te tiaki i ngā
haepapa ohotata

NĀ TE KĀHUI URUPARE MATE
HINENGARO I MANAAKI I

ngā whakapānga e

11,000

i tautetia te **7,504** o ngā tāngata e raru
ana i te auhitanga, e ngā Pirihimana me
ngā waka tūroro

Tirohia te Āpitianga B mō te whānuitanga o ngā kōrero mō te taha ki te pūtea ā-tau, i mutu ai i te 30 o Pipiri 2021.

Tō mātou whakapapa

ONAMATA KI INAMATA

I timata ai a Homecare Medical hei wāhanga nēhi i te tau 1994, mō Auckland Primary Health Organisation, ProCare Health, Homecare Medical. Nā ēnei tōputanga i tautoko i ngā mahi hauora katoa a Aotearoa, mā te whakautu i ngā waea waihoki, te tautoko i te hunga tūroro. I te tau 2014, kotahi ai a ProCare Health, Canterbury Primary Health Organisation, me Pegasus Health hei hoa kaipakihi, inā hoki, i tapaina ko Homecare Medical Limited hei ingoa hou mō tēnei tōpūtanga.

I te tau 2013, i tūhuratia tētehi āheinga mō ngā ratonga helpline e whitu, na konā, tata ki te \$100 miriona tāra i penapenahia mō ngā tau e 10 e tū mai nei.

Nā te rāngai hoki a NTS i whakarite ai kia panonitia ngā āhuatanga ratonga, ngā ratonga, me ngā kaiwhakahaere. He mea horapa i ngā pūkenga a te kaupapa whai pūtea tautoko ki te rāngai whānui mō te pāinga o ngā kaiwhakamahi. Ko ngā ratonga Helpline e whakahaerehia ana, i eke ki te angitū, i puta hoki i te 1 o Whiringa-ā-rangi 2015.



Tō mātou ingoa hou

O roto mai i ngā marama e 12 kua taha ake, kua panonitia tō mātou ingoa e kiia nei ko 'Homecare Medical' ki a 'Whakarongorau Aotearoa'. Ko te takenga o taua panonitanga, he whai i tētahi ingoa e hāngai tonu ana ki ā mātou mahi katoa, me tā mātou titikaha ki te mana taurite.

Whakarongorau - he kupu e kōrero ana mō te āhua o te whakarongo. Ā-rongorau - he kupu ā moroki noa, e kōrero ana mō ngā āhuatanga whakawhiti kōrero, me te ao pāpāho. I ahu mai i te kupu 'whakarongoru' (te titikaha ki te whakarongo). Ko New Zealand Telehealth Services te ingoa Pākehā mō tēnei tōpūtanga.

Tā mātou haepapa

He rerekē tā ngā whakaaetanga a NTS ki tō te tauira o te Minita, pēnei i te whānui o te kirimana, me ngā hoa kaipakihi moruki. Kei te mahi ngātahi a Whakarongorau me ngā hoa kaipakihi pēnei i Te Manatū me ngā tōpūtanga whai pūtea tautoko e whanake ai ngā ratonga katoa.

Ka ū tonu a Whakarongorau ki te mahi ngātahi me te Kāwanatanga, kia tutuki i ngā hiahia katoa a ngā tāngata, me ngā hiahia a Te Manatū Ratonga Hauora Ā-Motu. Mā tēnei e whakakaha i ngā here, ka tautoko hoki i ngā panonitanga, i ngā whanaketanga o ngā ratonga, me ngā kaupapa auaha o te ao anō hoki.

MAI I



KI



O roto mai i ngā tau kua hori, i whai wāhi nui ai a NTS hei kaitauoko i ngā rāngai hauora, pēnei i ngā kōkiri whakawehi i Ōtautahi, ngā rūwhenua i Kaikōura, te mate rewharewha o ia tau, te mate mītara i te tau 2019, ā, ko te pahūtanga o Whakaari anō hoki tēnā. E ngana tonu nei tā te pūnaha hauora tautieki i ngā mate urutā huri noa i te ao.

He wāhi nui tō ēnei kaupapa mō te whakatinana i ngā āhuatanga tautoko a NTS i ngā iwi katoa o Aotearoa, i te whānuitanga o ngā ratonga hauora, ā, te Kāwanatanga hoki. Ko tā NTS kaha urupare ki te motu whānui.

Ko ngā āhuatanga kakama, me tā mātou auaha i panonitia ai te āhua, ngā pūkenga, i ngā uekaha katoa o tēnei tōpūtanga me ngā mahi ka puta i a mātou. O roto mai i ngā marama e 18 kua taha ake, kua tipu rā tō mātou whānau, mā konei puta ai he whanaketanga hou, i whakaahutia ngā rautaki auaha anō hoki e tika ai tā mātou manaaki i ngā whānau, i ngā hapori me ā mātou hoa kaipakihi anō hoki.

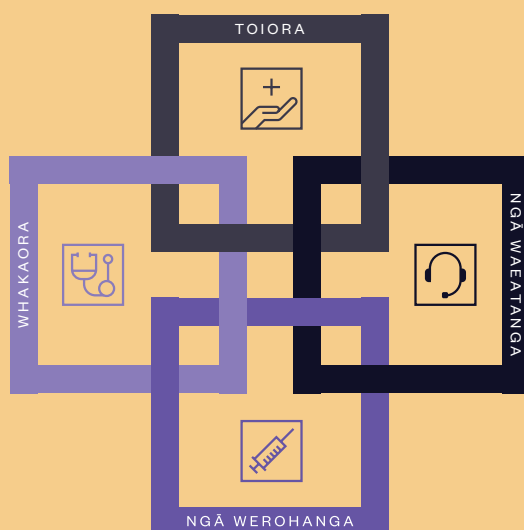
Nā ngā whanaketanga ā-wheako nei, i taea ai e NTS me Whakarongorau te tipu ngātahi tonu - e hoki ai a mahara, kia pai ai te ara koke whakamua mō ngā ratonga hauora. Kia pai tā te motu whānui o Aotearoa, tomo ki ngā kaupapa tautoko, i te wā e tika ana, ka mutu, i ngā wāhi e tika ana mā rātou.

Tā NTS i whakarite ai mō te KOWHEORI-19

Tīmata ai tā NTS i whakarite ai mō te KOWHEORI-19, i te tuawhitu o Hui Tānguru, i whakatū hoki i te ratonga ā-waea 24/7 mō te hunga e pirangitia ana ki ngā kōrero āwhina e hāngai ana ki te Mate Korona.

Nō te tīmatanga o te mate urutā, i kaha horapa te whakatairanga o te nama waea COVID 0800 ki ngā wāhanga katoa o Te Manatū Hauora, o te ao pāpāho me ngā wāhanga o te Kāwanatanga.

Ā, haere nei te wā, kua horapa tēnei ratonga ki ngā wāhi o te whakahaere tāngata me ngā raraunga e whakawhiti ana i ngā pae, he tautoko i te makenu whakapā, he tautoko i te mate hinengaro, kupu āwhina ki ngā rata, he tautoko anō hoki i te kaupapa wero ā-motu me te hunga e noho taratahi ana. Ko te whakaroanga e takunetia ai kia whakarawe he aro atu anō ki ngā taupori e pānekeneke ana.



Healthline Mate Korona (Ngā waeatanga mai)

Ko tā te Healthline Mate Korona, he whakahaere i ngā waetanga mai a ngā kaiwhakamahi ratonga e hia ui atu ana, kia kimi pārongo rānei mō ngā take hāngai tonu ki te Mate Korona, ki ngā waeatanga mai i ētahi e whakapono ana kua tūpono ki a wai atu rānei kua pāngia e te Mate Korona.

Tauoranga

Ko tā te Kāhui Oranga he whakahaere i ngā Pūnaha Whai Pātanga KOWHEORI-19. He ratonga ā-waea tēnei hei whakamōhio atu ki te hunga Pātanga Tata, ā, me noho taratahi rātou mō ngā rangi e 14. I aua rangi e 14, ko tā te kāhui he whai, he rato hoki i ētehi kōrero āwhina e pai ai tā rātou tiaki i a rātou anō. Ko te aronganui kia mārama ai te hunga he aha rā ia e noho taratahi ana, he aha hoki ngā ture mō te noho taratahi, ka mutu, kia mōhio ngā whānau ki ngā rauemi āwhina e tika ai tā rātou noho mohoa.

Ngā werohanga ārai mate

Ko te mahi a te Kāhui Wero Ārai Mate he whakahaere i te wāhi ki ngā tāpuinga, ngā kōrero āwhina, he whakarite hoki i ngā pūrongo mō ngā kaupapa wero ārai mate huri noa i te motu. Ko rātou hoki ka whakahaere i ngā kaupapa waea, he mea āki i te motu kia werohia tātou katoa.

Whakaora

Katoa mai o te Kāhui Whakaora he rata māraurau, ka mutu, ko tā rātou he homai i te whānuitanga o ngā pātai mō te Mate Korona, he aha hoki ngā rautaki tika e pai ai tā te tangata noho taratahi ki te kāinga mēnā rā kua pāngia e ia ki te Mate Korona, he tautoko hoki i te hunga e tohu ana kei a ia pea te Mate Korona, me ētehi kupu āpiti mō te hunga e whakaaetia ana kia werohia rātou ki te ārai mate.

Tā mātou ngākau pono ki te mana taurite

E titikaha nei a Whakarongorau kia mārama ai, kia whanake hoki ai te mana taurite. Me mārama tonu ki a mātou anō, ngā mātanga o te hauora, me pēhea rā tā mātou manaaki i te hauora o ngā iwi katoa o Aotearoa, ao te pō, pō te ao.

Ko te tūnga o mātou hei kaiārahi ki te rāngai hauora, me mōhio tonu a Whakarongorau ki ngā āhuatanga whakakaha o te mana taurite. E manatū ana mātou i a mātou anō he aha tēnei mea te 'mana taurite' hāngai tonu ki ngā whānau, ki ngā hapu, ki ngā iwi Māori. E manawanui ana mātou ki ngā hua pai mō tātou katoa.

He whakawhānui i ngā whakapāpā ki tūmatanui, ko ngā whakaawenga o te aro ki te mana taurite i taea ai ēnei tūwhakapāpā ā-hapori, te eke ki ngā wawata e wawatatia nei ā-marama nei. Ko te hiranga o ā mātou mahi mō ngā hapori puta noa, kia mōhio, kia mārama hoki ki ngā hiahia a Ngāi Māori.

He māmā noa te kite i te korenga o ētahi āhua hāpai i ngā rautaki, kua tuia ki ia wāhanga o tēnei tōpūtanga, ka mutu, ki ia ratonga, mai i te mahi ngātahi a Māori me te iwi Pasifika, ki te whakatairanga i te kanorau o roto mai i ngā kāhui frontline. Mā rātou e puaki i ngā ratonga kanorau e tika ana, i taua wā tonu, he āki i te taha hokohoko ā-māketete nei.

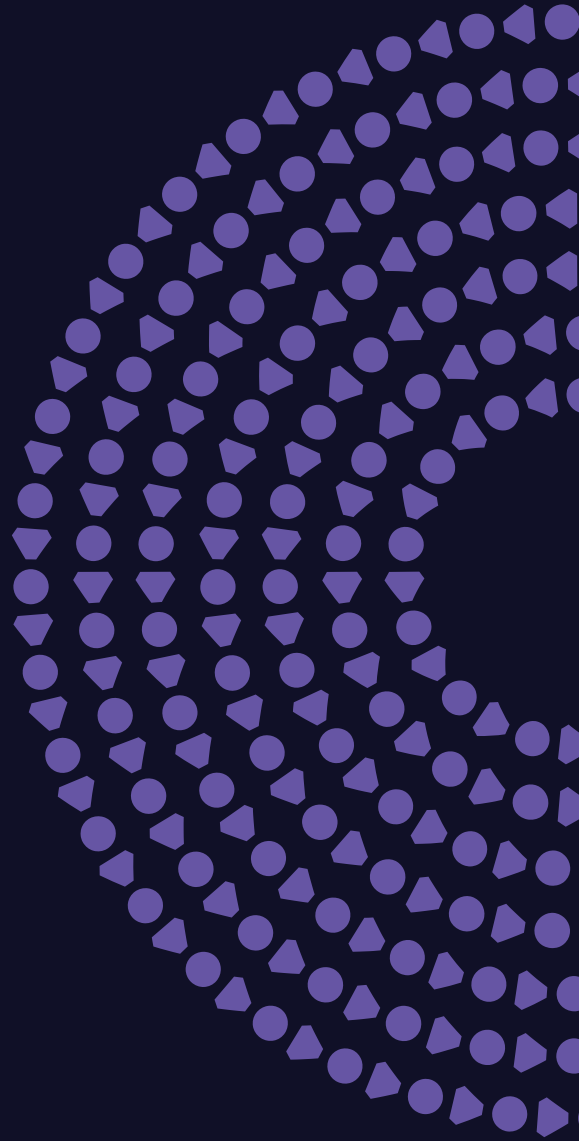
Ko tētahi rautaki e whai wāhi ui ai ki a Whakarongorau, ko te whakaawe i ngā hauora me ngā hua papai mō ngā iwi o te motu, mō te hunga e noho taumaha ana, me ngā hapori e noho taumaha ana. Ko te mahere mō te mana taurite, kia puta he mahi e tutuki ai ngā pāinga mō te katoa.

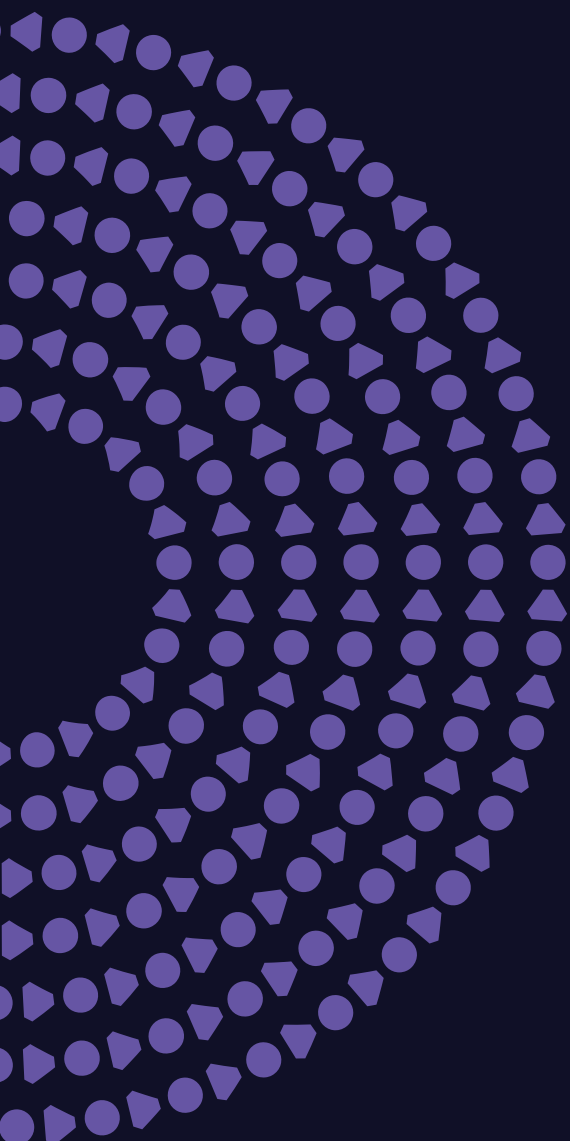
O roto mai i ngā marama e 12, kua tino whanake a Whakarongorau me tā mātou aro ki ngā rautaki, pēnei i te ingoa hou o tēnei tōpūtanga e kiia nei ko Whakarongorau Aotearoa (ngā āhuatanga whakarongo), New Zealand Telehealth Services rānei. E kōrero ana mō te āhua o ā mātou mahi me tā mātou titikaha ki te mana taurite.

He mea tautoko e Whakarongorau i te kanorau puta noa i te tōpūtanga, kia puta hoki i a mātou ngā kaupapa whakatairanga i ngā tikanga - kia noho tonu ko ngā tikanga me te reo ki ngā wāhanga katoa o ngā ratonga, he mahi ngātahi ki ngā iwi e tutuki ai ngā whāinga o te mana taurite o roto mai i ngā pokapū ā-waea hei tautoko i ngā hapori ā-rohe.

Ka ū tonu tā mātou titikaha ki te mana taurite, me te aha e ū tonu ana te mana taurite ki tēnei ratonga. E mārāma nei ki te uara o ngā here ki waenga i ngā whānau, he whakamihi i te tūranga o ngā hapori me ngā iwi, kia āhukahuka te kite i te hiranga o ēnei here e pai ai te tauoranga o te tangata. Mā tēnei, e mōhio pai ai ngā whānau he aha rā te ara koke whakamua mō rātou, he aha hoki ngā ratonga pai mō rātou e marutau ai tā rātou noho.

Ko Mary Losé te Tumu Whakarae mō ngā Wheako Kiritaki, ko ia e ārahi nei i ngā tikanga ā-ahurea, ko ia te pou tūhono hoki i ngā iwi me ngā hapori Māori. He hononga ō Mary ki a Rereahu ki Ngāti Maniapoto me Ha'apai. Kāti, ko tāna he whakanui i ngā here me te whakakao i ngā hoa kaipakihī, ā, ko ngā hapori Māori mai, Pasifika mai hoki. Kia mōhio tonu ēnei iwi, kei te tūwhera ēnei ratonga ki a rātou ahakoa te wā, ahakoa te wāhi. Mā mātou ngā iwi o Te Moana Nui a Kiwa e taute, e tiaki anō hoki. E taea hoki ana e rātou te whakapā atu ki ngā ratonga ā-rohe mēnā rā kei te pirangitia e rātou.





Te Mahere 2021-2022

Tā mātou pae tawhiti

TE MAHERE 2021-2022

Ko te āhua o tēnei pūrongo he whakamārama i te wāhi nui o NTS me Te Manatū Hauora me tā rātou arotahinga ki ngā hua ā-pūtea mō te tau 2022 e tū mai nei.

Ko ngā taipitopito mō te mahere mahi 2021-2022 e kōrero ana mō te mahi ngātahi a ngā hoa kaipākihi me ngā hoa tono pūtea. Ko rātou e ū tonu nei kia tutuki i ngā whanaketanga o te Kāwangatanga, pēnei i te hauora, me te tauoranga o te tangata.

He mea hāngai tonu ki ngā wāhanga e whā e aronui ana e NTS, ā, koia tēnā ko te whakakao rautaki puta noa i ngā rāngai mātai tinana, hinengaro, waihoki, te whakahiato ora. I taua wā tonu, he arotahi ki ngā hua pai mō te tauoranga o ngā iwi puta noa i Aotearoa.

- **Kia tōkeke ngā putanga hauora, whaikaha hoki**
- **Kia eke tonu ai ngā ratonga ā-whānau**
- **He whakakaha i ngā tūhonohonotanga, me ngā ratonga auaha**
- **Kia whāia ngā ratonga whakauka, marutau hoki.**



Ngā pou

O roto mai i ngā whanaketanga a tēnei pūrongo mahere ā tau, me mihi hoki ki ngā rāngai hauora maha me ā rātou arotakenga o roto mai i ngā marama e 12 kua pahure. Katoa katoa, he mea ārahi i tēnei pūrongo mō te tau 2021 ki te tau 2022 kia tū ai ko ngā pou e whā.

E whakatinanahia ana te tauira tapaono nei i te tūhonotanga e whāia nei e mātou. Ko te pūrongo me tā mātou titikaha ki ngā whakaarotau a te rāngai, he mea tautoko e ngā pou:

Manaakitanga

Kia rite tahi ngā putanga tōkeke mō ngā whānau, mō ngā iwi hoki puta noa i Aotearoa

Mahi tahi

Kia mau tonu ki te mana motuhake, me te mahi ngātahi

Kotahitanga

Kia tūhonotia, kia kōtuia hoki ngā wāhanga katoa o ngā rāngai mātai tinana, mate hinengaro me te whakahiato ora.

Tirohia te āpitihinga C mō te whānuitanga o ngā kōrero, hāngai tonu ki te mahere mahi 2021-22 me ngā kaupapa kua tūhuratia.

*Health & Disability System Review / Ola Manuia Pacific Health and Wellbeing Action Plan / Kia Manawanui Aotearoa Mental Health Strategy / Whakamaui Maori Health Plan / Pae tū, pae ora, Healthy Futures

Kia tutuki i ngā putanga tōkeke hauora, whaikaha anō hoki

E arotahi ana ki ngā tōrite hauora mō ngā iwi whakaarotau mā ngā tūhonotanga ki ngā ratonga tōrite motuhake. E whakaarotau ana i te whanaketanga o NTS me ngā āheitanga e taea ai ngā āhuatanga pāhekoheko, panoni me te whakauka ki ngā wāhanga tōrite mō te hauora i Aotearoa.

Ka tutukihia e NTS mā te:

- **Whakarauora tikanga** – he whakakaha i ngā āhuatanga kanorau ā-ahurea, kia whāia ngā kōrero tuku iho e whanake ai ngā āhuatanga auaha kia tika ai te tūhonotanga tōkeke puta noa i Aotearoa
- **Ngā hoa kaipakihi ā-iwi** – he mahi ngātahi ki ngā hoa pakihī ā-iwi. Katoa o ngā ratonga e whakahaerehia ana e te Māori, mō te Māori, ki ngā haporī e nōhia nei e rātou
- **Ngā whare hauora Māori** – kia whanake tonu e whai wāhi ai ngā kaupapa ā-tauira, he mea tautoko nā te Wānanga o Whitireia, kia tautetia ngā tauira Māori mai, Pasifika mai hoki me ō rātou tohu hauora. Kāti, kia tipu tonu te toi ora, te pitomata anō hoki
- **Te mana taurite** – kia whanakehia te wāhi ki ngā kaimahi e whakatinana ana i ngā iwi katoa o Aotearoa, me te whakawhānui i ngā āhuatanga kanorau, kia reo rua puta noa i ngā teihana me ngā ratonga a NTS
- **Ngā whakaawenga** – kia pai ake ai ngā āheinga tātaringa me te whakawhanake i ngā ngahuru raraunga kōunga, raraunga tatau hoki kia tika ai te arohaehae i ngā whakaawenga mō te taha ki te mana taurite, ka mutu, mō te tauoranga o te motu katoa puta noa i Aotearoa.



Te angitū:

He mahi ngātahi puta noa i ngā ratonga hauora, kia pai te tuku i te mahere hohenga hauora o Whakamaua Māori. E arotahi ana a NTS ki ngā whakawhanaketanga tauoranga o te tangata, Māori mai, Pasifika mai, me ngā hapori e noho taumaha ana anō hoki. Me mārama tonu ki ngā hapori me ngā hua papai mō rātou, kia manaakitia rawatia ngā whānau.

E whai kaha ana ngā tūhonotanga a NTS ki ngā whānau me ngā iwi, ki te whakarite rautaki, te whakamahi raraunga kia tautokona ngā whakatau, ngā mahi auaha, kia takoto kau noa te tūāpapa e mātau ai ngā hapori ki ngā hua papai mō ō rātou tauoranga.

Ko ngā kaupapa whakauka e whakahaerehia ana e Whitireia, mō ngā tauira, he mea tautoko nā NTS i te whanaketanga o Māori, o Pasifika hoki me ngā wāhanga katoa o te umanga hauora e mahi nei e rātou. I taua wā tonu, e aronuitia ana ki tā ngā kaimahi whakatinana i ngā hiahia o ngā iwi puta noa i Aotearoa. Kāti, kia ū tonu ki ngā āheinga ā-ahurea me ngā hiahia ā ngā hapori whakaarotau.

Kia rite tonu ngā mōhioranga, kia ū tonu ki te kaupare i ngā tōrite hauora me ngā tauārai, whakahaere i ngā whakapāpātanga, kia whakamōhiohia ngā pāinga me ngā auahatanga o ngā ratonga. Kei ngā tōpūtanga ā-whānau, ā-hapori, Māori hoki ngā kōrero me ngā raraunga hirahira e taea ai te panoni i ngā ratonga ā-rohe. Inā rā, e taea ana e ēnei tōputanga te whakaputa i ngā hua papai mō te tauoranga o te tangata, o ngā whānau waihoki, o ngā hapori.

Whakahaumakotia ngā ratonga motuhake ā-whānau

E arotahi ana ki te whanaketanga o ngā ratonga a NTS, kia whānui ake te toro o ngā ratonga e pai ai te tutuki i ngā wawata o ia tāngata me ngā hangarau auaha.

Ka tutukihia e NTS mā te:

- **Ngā umanga Mate Hinengaro** – waihangatia ngā ara mō te Mate Hinengaro me te Mate Waranga e kite ai, e kōtui ai i ngā whakapātanga ā haere ake nei, ki ngā hononga ā-ipurangi, ki ngā ratonga katoa e pai ai tā te tangata mōhio ki ngā wheakoranga, ka mutu, kia taute i te hunga e pirangitia ana kia tautokohia
- **Ngā tauira manaaki ā-matihiko** – kia tautokohia ngā ara matihiko me ngā teihana kia whakahoutia anōtia ngā tauira manaaki ā-matihiko a Healthline, kia whanake hoki ngā tūhonotanga o te ratongo hauora
- **Ngā hoa kaipakihī Petipeti** – kia tūhuratia ngā tūhono, ā-kanohi ki te kanohi me ngā hoa kaipakihī. Ka tautokona te kaupapa o Puāwaitanga e ngā teihana matihiko, me kore noa e tūpono ka whāia hoki e ngā taupori noho ki tuawhenua
- **Ngā whakarawenga a Quitline** – he whakahaere tonu i ngā whakarawenga a Quitline, arotahi ki ngā kupu āwhina mō te hunga kai paipa, he whanake i ngā tatauranga angitū mō te iwi Māori me te iwi Pasifika, he whanake hoki i ngā tūhonotanga o roto mai i te rāngai
- **Te kaupapa tuku awhikiri** – kia mātaitia ngā āheinga mahi tahi ki a Immunisation Team, ki a Immunisation Advisory Centre (IMAC) anō hoki, mā konā whanake ai ngā tuhinga, ngā āhuatanga o ngā raraunga me ngā punaha, inā rā, he whakarite i ngā ara koke whakamua kia tutuki ai ngā mahi a te kaupapa tuku awhikiri
- **Whitiki Tauā Ā-Motu** – nā te mahi ngātahi ki a Te Manatū Whakahiato Ora, i oroko ai ngā kaupapa mō ngā taiohi kei ngā tau 18-24
- **He whakamana i ngā haporī whaikaha** – whakamanatia te āheinga ki ngā teihana kia pai ake ai tā mātou tautoko i ngā haporī whaikaha mā ngā ratonga, ā-tinana nei, ā-wairua, ā-hinengaro anō hoki
- **Ngā āheinga ACC** – kia tūhuratia e mātou ko ACC i ngā āheinga mō raurangi, pēnei i ngā āhuatanga hāpai kia tika ai te whai i ngā ara wharatanga a te tūroro puta noa i ā mātou ratonga katoa. He horapa hoki i ngā ratonga kia tutuki tonu i ngā kerēme, me ngā rauemi mō ā mātou ratonga ā-waea, kia whakaaetia tā te nanao ki ngā nama kerēme a ngā ratonga hauora.



Te angitū:

Ko ngā kaupapa ā-matihiko, me ngā kaupapa whakawhanake pūnaha i taea ai e NTS te horapa i ngā tūmomo ratonga me ngā rauemi auaha. he mea tautoko hoki i ngā tū āheinga, ngā momo umanga, me ngā mōhioranga tika. Kua kitea e NTS te maha o ngā ara mō ngā pūnaha e eke ai ngā hiahia a ngā hapori e noho taumaha ana.

Ko te tauira hou ā-matihiko a Healthline he mea e whirinaki ai ngā kiritaki ratonga - kāore e tino whakamahi nei i ngā ratonga hauora - kia ea ā rātou nawe i te tūtakinga tuatahi, pēnei i te tuari o ngā rongoā, te whakarite i ngā pukapukatanga, me te whai hoki i ngā tūāpapa hou. I taea ai e Healthline te tautoko i ngā mema o te hapori, mā tā mātou kauawhi ā-whānau. Ko te whakatū hoki i ngā hui ā-roopu me te whakarite i ētehi mahere tautoko.

He mea whakatairanga ēnei pūnaha i te reo Māori me ngā reo o Te Moana nui a Kiwa, me ērā e whaikaha ana, kia tū te mōhioanga ki ngā hapori e noho taumaha ana. Kia māmā tonu kite i ngā ara hauora mō ngā whānau katoa.

E hohe nei tā NTS karawhiu, inā hoki, i taea ai e rātou te tutuki i ngā mahere ā ture, pēnei i ngā kaupapa National Immunisation Programme, Smokefree 2025, Whakamaua Māori Health Action plan me te kaupapa e kiia nei ko Kia Manawanui Aotearoa Mental Health Strategy.

He maha ngātahi ki ngā whānau, ki ngā iwi, ki ā mātou hoa kaipakihi anō hoki e tautokona ngātahitia ngā whāinga o ngā hapori, koia tētehi ara e angitū ai mātou. I whakarewahia ētehi kaupapa whakawhanake e mātou ko ngā hoa kaipakihi, kia mārāma ai ki ngā hiahia o te pakihī, i taua wā tonu, kia titikaha tonu nei ki ngā pāinga e eke ai te taha ki te manaakitanga. Ko ēnei kaupapa ka whakakaha ake kia taurite ai ngā tūāpapa motuhake me te arotahinga kia horapa whānui ngā tū hangarau me ngā mōhioranga ā-raraunga e taea ai ētehi āheinga hou.

Whakakaha mā ngā ratonga pāhekoheko, tūhono me ngā pūnaha auaha

E arotahi ana ki te whanaketanga o ngā kaupapa ā-hangarau, ngā kaupapa auaha, ngā kaupapa ā-matihiko me ngā pūnaha ā-raraunga kia pai ai tā te mōhio ki ngā kōrero nui me ngā whakatau hoki.

Ka tutukihia e NTS mā te:

- **Ngā whakarawenga kaupapa ā-matihiko** – kia aunoa, kia māmā, kia auaha ngā hātepe ā-matihiko, kia whakahaerehia tonutia ngā kaupapa cloud-based me ngā rautaki ā-matihiko hoki. Ko ngā tūāpapa e taea ana te horapa i ngā whakamōhiotanga ki te hunga tūroro me te kōrero ngātahi hāngai tonu ki te inamata o National Health Information Platform
- **Ngā nekehanga a te wāhi mahi** – whakaritea ngā kuputuhi a te wāhi mahi mō ngā pūnaha o Emergency Triage me Earlier Mental Health Response. Kia kitea hoki ngā kaupapa matatapu ki roto, ki waho atu i ngā whare hapori Ohotata
- **Kia noho matatapu** – kia tutuki rānō te Privacy Impact Assessment me te whakahou i ngā ture e tika ai te takoto o ngā raraunga mō ngā kiritaki ratonga, e noho motuhake ai ngā kōrero matatapu hoki
- **Ngā whakahaerenga tuakiri** – kia whakaahutia tētehi tauira whakahaere tuakiri e tūhono ai, e pāhekohekotia ngā raraunga. Mā konā kite ai i ngā hua pai ake mō te hauora me te whakapāpā a ngā kiritaki
- **Āwhina ā-ipurangi** – kia whakahaere tonu i ngā kaupapa tautoko ā-matihiko mō ngā pūnaha a te Manatū - National Screening Unit (Cervical and Breast Screening)/ End of Life Choice/ Palliative Care/ Abortion Law Reform/ Immunisation.



Te angitū:

He kuhunga tika tā te kuhu a ō mātou kiritaki ratonga, e mōhiohia nei rātou i a rātou ka māwhitiwhiti i ō mātou ratonga, teihana hoki. He auaha ō mātou ratonga e mārama ai te tīma ko wai mā te hunga ka whakapā mai, kōhea te wā tūhono ai ki a NHI, me ngā raraunga e tohu ana ki te rāngai. Inā rā, ka eke ngā wheakoranga a ō mātou kiritaki, me te aha kua rīkoatahia kētia ngā raraunga ā-waea, e māmā noa ana te mārama ki ngā hātepe, ka mutu, e hāngai tonu ana ngā tatauranga ki te inamata o te hauora ā-motu.

Kia pai ake tā ngā tūhonohonotanga ki ngā ratonga ohotata e kaha ake ai ngā ara referral me te ū tonu ki ngā hiahia a ngā tāngata e kimi tautoko ohotata ana.

Ko ngā whakahaerenga ā-ture, ngā tikanga matatapu me te kounga hoki o te kī taurangi, kei te kōrerotia mō te ekenga o ō mātou pūnaha whakaora. Kei mau tonu ana ki ngā uara o te mana motuhake, o te ū tonu, o ngā whakatutukihanga mahi o ngā ratonga. Inā rā, e kitea ana te māia o ngā kaupapa ā-matihiko me ngā pūnaha whakahaumarū.

He mea whakahāngai ki te ratonga raraunga me ngā raraunga kua whanaketia, inā rā, kua whai āheinga ki te kounga o ngā kōrero, ki ngā whakatau, ka hua mai ai ko ngā uara hou mā ngā hoa kaipakihi.

He wāhi nui tō NTS ki te whakaahua hoahoanga ā-motu, nā ā rātou whakatutukihanga mahi i pērā ai. Mā te raraunga e puta ai he mōhioranga, he tūhonotonga anō hoki puta noa i te ratonga hauora whānui.

Kia whai i ngā ratonga whakauka, marutau anō hoki

E arotahi ana ki te whakaarotau o ngā ratonga, kia ū tonu ai, kia kounga ai ngā hauora whakauka (he mea ako nā tā mātou i whakarite ai mō te KOWHEORI-19), e rato ai te manaakitanga tika, i te wā tika, mō ngā āhua katoa o te hauora.

Ka tutukihia e NTS mā te:

- **Kia whānui ake te wāhi mahi hauora** – kia whakapeto i ngā āheinga mahi hauora mō te hunga mahi Rata kua whai pūtea tautoko (he mea rite rānei) kia whakarawe ā-roto i ngā tautoko manaaki hauora KOWHEORI-19, NTS anō hoki ki ngā wāhi e tika ana
- **Ngā whakahaerenga mō te KOWHEORI-19** – whakahaerehia ngā ratonga KOWHEORI-19 me ngā hātepe hoki, i taua wā tonu, kia whanake rā te raungāwari o te wāhi mahi, i ngā wā tika, e pai ai tā te tautoko i ngā ratonga puta noa i a NTS me te KOWHEORI-19
- **Ngā kaimahi o raurangi** – kia ōkawatia ngā kuhunga tauira wānanga kia tautoko i te whanaketanga o te hunga kaimahi hauora me te waihanga ake i ngā rautaki rangahaua hauora
- **Ngā whakatau kua taunakitia** – kia haere tonu ai ngā whakarawenga mōhiotanga kua rangahaua me ngā hautaka ki te tautoko i ngā rautaki rangahaua hauora
- **Ngā ara tūwhera** – kia toroa, kia huakina te putu rarauna Paihana TOXIN ki te rāngai e whakamahia ai he tautokona nui ake mō ngā uinga ngoikorenga paihana.



Te angitū:

Kua whakawhānui atu tō mātou āheinga ki tētahi Rata/he kapa hauora tuakana ā-roto, tuatahi ake kia whakarawe tautokona hauora me ngā pikinga otiia, me tētahi mahere ara mō te anamata kia whai wāhi mai ai ngā huinga mariko (inā hiahiatia ana) me ō runga i te pae, waihoki ētahi whakahau rongoā.

Kei tērā atu pito o te tūāwhiorangi, ka tautoko ai i te whakawhanaketanga mai o ngā kaimahi hauora o te anamata kia whakatūhura iho nei ko tā mātou rautaki kaimahi e kōkirihia ana e te māramatanga, ā, kia urutau ai ki ngā hiahia whawhati tata me ngā āheinga, ā, ka waihanga ake i ērā āheinga i roto mai i te kaupapa aronga hunga kaimahi.

Me ngā hiahia nui o te KOWHEORI-19 e whakawhena iho ana, ko ngā rawa me ngā āheinga i whanakehia mā roto i te uruparetanga atu, kua whai whakahaere ana, kua whakamahitia ana ki ngā ratonga NTS.

Kua whakahatia te mātanga o ngā mahi hauora o NTS nā tōna manawanui ki te rangahau me tāna mahi tahi me ētahi rangapū rangahau, e whakarato ana i ngā mōhiotanga whai rangahau me tāna mahi tahi me ētahi rangapū rangahau, e whakarato ana i ngā mōhiotanga whai rangahau ki te whakapai i ngā wheako me ngā putanga a ngā tūrora. Nā tēnei whai tūranga a NTS hei kaiārahi e tino hiahiatia ana hei ngā ratonga hauora o te taha tinana, taha hinengaro anō hoki.

Ngā kaupapa auaha mō te tau 2021 ki te tau 2022

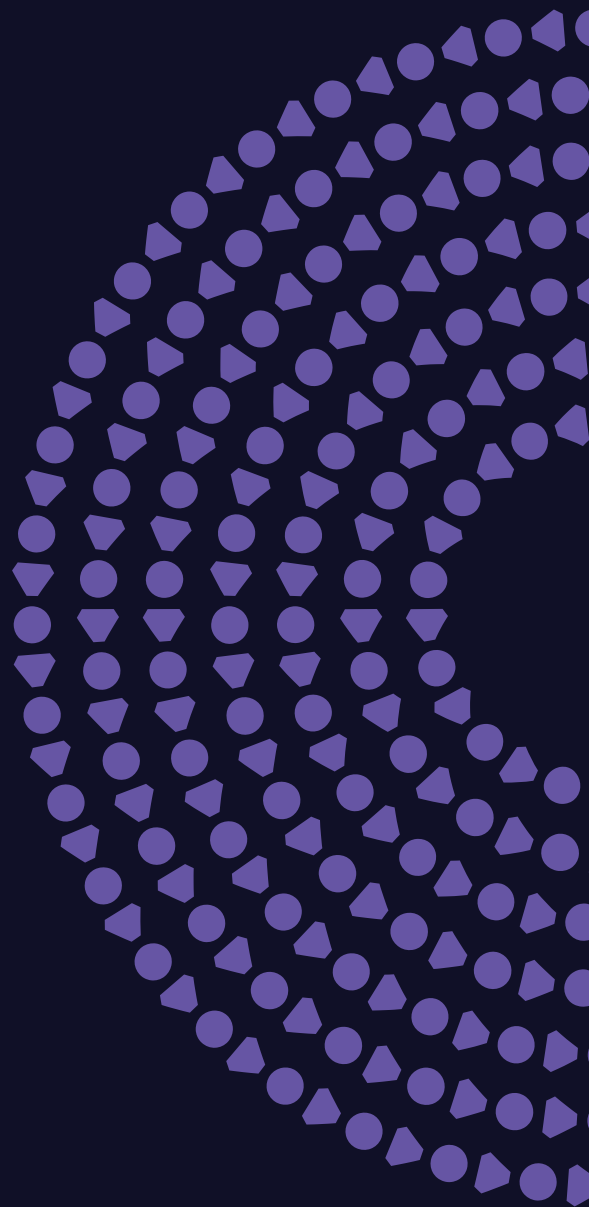
E arotahi ana a NTS ki ngā kaupapa hauora, ina koa, ko ngā rautaki ā-hangarau, te kounga o ngā mahi, te mōhiotanga ki ngā mahi, me ngā kaupapa hauora e whakatutuki ai i ngā wawata o te taupori. He mea tautoko nā NTS Innovation Fund i ngā kaupapa whakawhanake me ngā kaupapa auaha anō hoki.

I te 30 o Pīpiri, ko te tapeke o ngā pūtea tautoko kaupapa, ko te \$1,000,000.

Me whakaae tonu Te Poari o Whakarongorau Aotearoa, ki hea haere ai ngā pūtea. Ā te wā whakarewahia ngā tono pūtea, me ōkawa te tono mō ngā pūtea tautoko, ka mutu ko ēnei pūtea ka utua ki Te Poari o Whakarongorau Aotearoa me Te Manatū Hauora.

Hei tā te FY22 Mahere Ā-Tau, e waru ngā kaupapa e aro ana ki te ara koke whakamua, he tirohanga auaha e kitea ana me te aha, kua whakaaetia e te Innovation Fund.

Tirohia te Āpitihanga C mō te roanga atu o ngā kōrero hāngai tonu ki ngā kaupapa auaha, ki te whakarawenga hoki o ngā ratonga.



2021-21

Te ine i te

angitū

Ngā matapae whakapānga ā-ratonga

Ko ngā whakapaetanga a ngā ratonga he mea tautoko e ngā taumata rerekē. Pēnei i ngā kaupapa Māketē kua whakaritea kētia, inā hoki, ko ngā whakaawenga o te Māketē me ngā āheinga o te Manatū.

Hei te tau e tū mai nei, ki te whakaarohia ngā aupēhitanga o te mate KOWHEORI-19 me ngā nekehanga o te Māketē me te rāngai hauora, ko te nuinga o ngā whakapaetanga ka noho taurite tonu, ka kore rānei e nui te piki.

NGĀ WHAKAPĀTANGA A NTS O ia ratonga	FY 2020-2021 Ngā whakapaetanga ā-tau	FY 2020-2021 Tūturu	FY 2021-2022 Ngā whakapaetanga ā-tau
Ngā hiahia a ngā rāngai			
Ngā ratonga hauora	359,097	397,806	359,097
Te Mate Hinengaro me ngā Mate Waranga	223,187*	206,278	200,196
Me Mutu	55,102	46,253	55,102
Ngā Paihana	24,557	25,454	24,557
Te rahinga tohua ratonga			
Te rārangī hihira whawhati tata	52,479	46,395	52,479
Te Urupare Tōmua Mate Hinengaro	10,637	10,954	11,701
Ngā kaupapa hauora kāhore i whakaritea	20,000	0	20,000
Ngā rahinga kore whakapaetanga			
Te Ratonga Hauora	12,500	0	12,500
Mate Hinengaro me te Mate Waranga	5,000	0	5,000
Te hauora o te taupori	2,500	0	2,500

*He mea āpiti i te whakaaratanga o te mātai hinengaro mō te Mate Hinengaro me te Mate Waranga.

Ko aua atu inenga o te angitū a NTS, kia whanake tonu, kia arotakengia tonutia e NTS mō te roanga atu o te tau. Kia tutuki i ngā whāinga mana taurite, kia āki tonu i ngā whakawhitinga kōrero ā-ipurangi, ka mutu, kia eke rawa ki te angitūtanga o ngā whakahaerenga hauora kounga.



Nā Thomas Rose te whakaahua

WHAKARONGORAU AOTEAROA



Ngā tū mahi i ngā tū ratonga

He mea ārahi a NTS e te tokowhitu o te Poari, he mātanga, he mōhio anō hoki. E ngākau whiwhita ana te Tumu Whakarae ki āna mahi, ka mutu ko āna kaimahi, he roopu mōhio ki te ārahi. Nā te nui o ngā mahi hei tiaki i ngā tāngata katoa i ia rā, ko tā te Clinical Governance Committee he tautieki i ngā tūhonotanga hauora e marutau ai te whakamahi, he kakama, he aronui ki ngā tūrora, e whakautehia ana ngā ahurea katoa, he ū tonu ki te mana taurite anō hoki.

E tekau mā toru ngā roopu hauora ō-mua e puaki ana i ngā ratonga hauora kia kounga ai te taha ki te manaakitanga me te hauora. Katoa mai o ngā kaimahi o te tīma, he nēhi kua eke ki te rēhita, ko ngā nēhi mate hinengaro, ko ngā nēhi ohotata, ko ngā rata, ko ngā kaiārahi me ngā mātanga mate hingero me te mate waranga, ko ngā kaiārahi ratonga, ko ngā āpiha paihana, ko ngā mātanga tūkino whānau, ko ngā kaiwhakatakoto whakaaro, ko ngā kaiārahi anō hoki. Katoa ngā kaimahi nei i wāhi atu ki tā mātou i whakarite ai mō te KOWHEORI-19.

Nō ngā tau e rua ka mahue, kua koni atu i te 1,300 o ō mātou kaimahi, he mea whakahāngai tonu ki tā mātou i whakarite ai mō te KOWHEORI-19 me ngā rāngai. E 1,200 o ngā kaimahi e titikaha nei ki te tauira Partner Call Centres.

Te mahere whakahaere

Ngā whakaaro

I roto i ngā whakaritenga a tēnei pūrongo ā-tau o NTS, kua whakahaere he aromatawai rētō tūraru huakitanga kia whakataurite atu ki ngā kaupapa matua ki a Whakarongorau rēhita tūraru.

Me uaua ka kite i ngā tūraru. Heoi anō, kua kitea ētehi whakaaro ki ngā pito kōrero kei raro iho:

- **Ngā aupēhitanga o te wāhi mahi**, pēnei i ngā tūraru ā-pūtea, ngā tūraru o te wāhi mahi me ngā panonitanga o te āhuarangi
- **Ngā tūraru rongokino**, pēnei i ngā whakawai kino a te ao pāpāho me te kaha o te kite i tā mātou i whakarite ai mō te KOWHEORI-19
- **Te hauoratanga me te haumarutanga ki te wāhi mahi** ko te tauoranga o ngā kaimahi me te noho marutau ki te kāinga
- **Ngā tūraru ā-ipurangi**, pēnei i ngā tūraru mō ngā raraunga, mō te pūnaha me ngā whakahaerenga o ngā hua
- **Tūraru Māketete** nā ngā pānga kino o te KOWHEORI-19, ko te rāngai hauora (me te panonitanga hauora), ko ngā rangatira o te Kāwantanga me te taha ōhanga e noho mataara tonu ana
- **He whakaatu i ngā uara whakauka** o tā te kirimana o NTS ki ngā pūnaha hauora, whakahiato ora puta noa i ngā ratonga hauora, ā-iwi hoki.
- **Ngā tūraru whakatinanatanga**, ki ngā kaupapa whirinaki, whakaarotau hoki

Ka aromatawaihia ngā tūraru takitahi ki ngā kaupapa auaha katoa.

Tirohia te Tāpiritanga E mō te roanga ake o ngā kōrero.

Te whanaketanga, ā haere nei te wā

Ka whakamiha ana ka panoni haerehia ngā kaupapa i te tau kia mau tonu ki te torohaki me te toro ki ngā angitūtanga nō te wā kotahi ka puta ake ngā whakaarotau me ngā panonitanga hangarau o te rāngai otiia, i te wā anō e noho ana ki roto i te horopaki kia mau tonu ki ngā rautaki whakaarotau kua whakaaetia kētia.

E whakawhirinaki ana tēnei ki te ahunga atu me te roanga o te urupare o te KOWHEORI-19 me ngā kaupapa te puta ake nei i te Tātaringa o te pūnaha Hauora me te pūnanga Whaikaha.

Mēnā rā e hiahiatia ana, ka whakaarotau anō a NTS i te mahere me te Poari o Whakarongorau Aotearoa me te Poari Whakapaipai i ngā Ratonga a NTS mō ētahi whakapaingatāpiringa pea, he whakaaroutanga anōtanga rānei e whai pānga ki te mahere ā-tau 2021-2022.

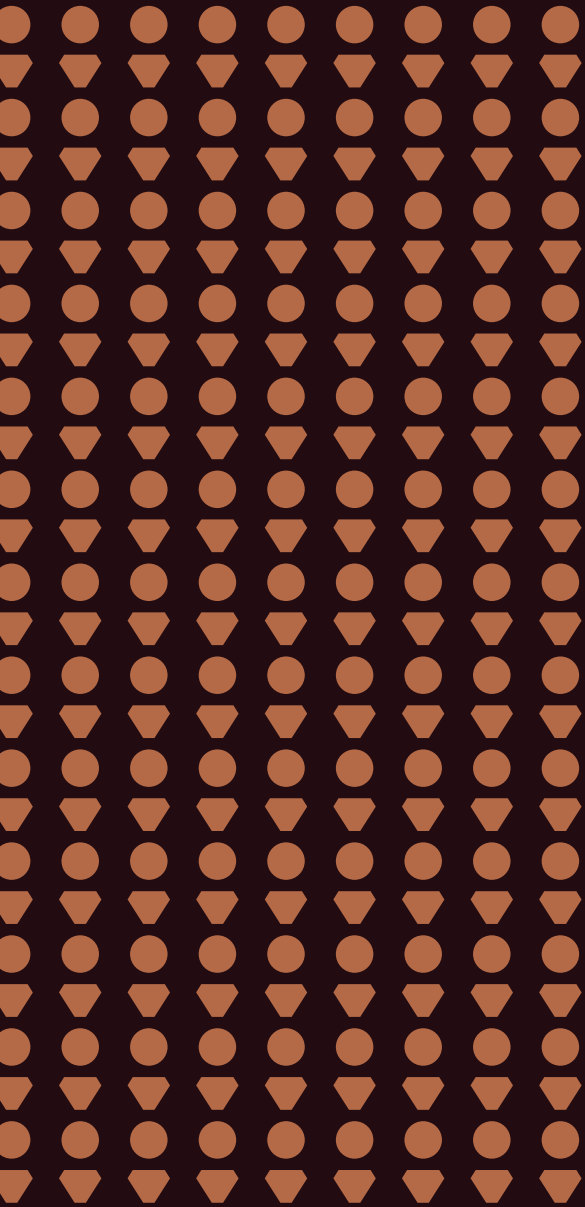
Ngā ahunga o te rautaki, ā ture hoki

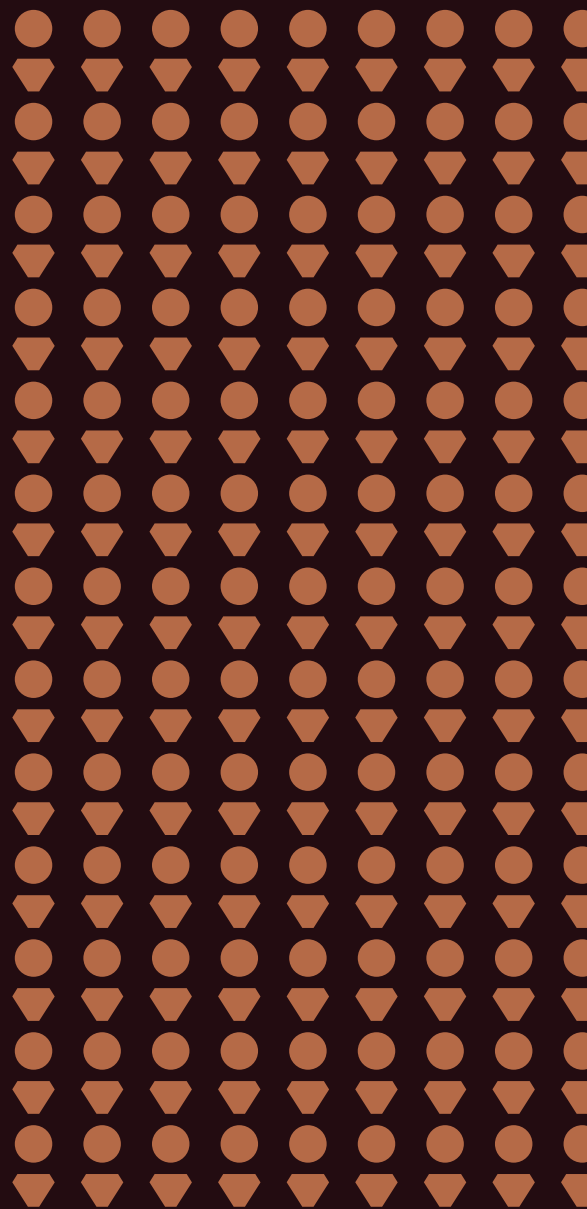
Ko te whakarawenga angitūtanga o te mahere ā-tau 2021-2022 me whai māramatanga, whakaarotanga hoki mō ngā mahi me mahi, hei āhea, me ēhea rawa/whakangao me te whakamārama iho i ngā whāinga o te pae tata kia arotoruki i ngā kokenga whakamua ki tō mātou anamata kei te tūmanakohia.

Ko te anga whakahaere o Whakarongorau Aotearoa ka whakaatu māramahia atu he anga, he tirohanga mā te:

- **Te Poari o Whakarongorau**
- **Te Komiti Clinical Governance**
- **Te Poari o NTS Service Improvement**
- **Ngā wānanga KOWHEORI Kāwanatanga**

Tā tēnei anga he whakamana kia whai wāhitanga mai ai te hunga whaipānga, ā, kia mārama ai te kite i te mahere, kia whai hohenga, ā, kia taea ngā whakaarotau anō te mahi tōmua ake mēnā rānei ka panonitia ngā hiahia o te roopu, te māketete rānei.





Ngā Āpitihanga Kōrero

WHAKARONGORAU AOTEAROA



Nā Phil Botha te whakaahua

Āpiti hanga A

Ngā ratonga o Whakarongorau Aotearoa

PŪNAHA	TĪMA	NGĀ KŌRERO	NGĀ TEIHANA
Ratonga Hauora	Ngā mahi nēhi	He aromatawai hauora, he kupu āwhina, pārongo hoki	0800 611 116 www.healthline.govt.nz
Kōrero āwhina mō te Awhikiri	Ngā mahi nēhi	He kupu āwhina awhikiri horapa ki tūmatanui, he mea tautoko nā te Immunisation Advisory Centre (IMAC)	0800 IMMUNE www.immune.org.nz
Tākoaha Ate	Ngā mahi nēhi	Kia kuhu noatia te hunga tākoaha tākihi	0800 LIVE DONOR
Te Ratonga Kaihautū Whawhati Tata (DES)	Ngā mahi nēhi	He kupu tohutohu e pā ana ki ngā putanga, pātukitukinga, ngā wharanga, tae ake ki whakahaere whawhati tata o ngā mate	0800 4 DES 111
Ratonga Ohotata	Ngā mahi nēhi ohotata	Ko ngā rata kua eke ki te rēhitatanga ka aromatawaia ngā hauora ā-waea ki a St Johns, ki a Wellington Free Ambulance hoki	111 calls to St John and Wellington Free Ambulance
Kōrero āwhina mō te Paihana	Ngā Āpiha Paihana	He kupu āwhina nā National Poisons Centre	0800 POISON www.poisons.co.nz
Me kōrero tahi? 1737	Ngā Mātanga o Te Mate Hinengaro	Mō te hunga kua pāngia e te mate pāpōuri, e te hēmanawa, he kōrero rānei ki te kaiwhakatakoto whakaaro	Call or text 1737 www.1737.org.nz
Kōrero āwhina mō te Pāpouritanga	Ngā Mātanga o Te Mate Hinengaro	He rauemi tautoko mā te hunga e raru ana ā-pūkare nei	0800 111 757 Text 4202 www.depression.org.nz
He whakamōhihio	Ngā Mātanga o Te Mate Hinengaro	He kupu āwhina mō ngā rangatahi kua pāngia e te mate pāpōuri	www.thelowdown.co.nz Text 5626
Urupare Mate Hinengaro	Ngā Nēhi Mate Hinengaro	Kia kakama, kia tika hoki te tautoko i te hunga kua pāngia e te mate hinengaro, ā, ko taua hunga tonu ka waeahia te Pirihimana, te waka tūrora rānei. He mea tautoko nā Expert Advice Line	111 Calls
Kōrero āwhina mō te inu waipiro me ngā tū tarataru	Ngā Mātanga Mate Hinengaro	He kupu āwhina mō te hunga e waranga nei ki te inu waipiro me ngā tū tarukino	0800 787 797 Text 8681 www.alcoholdrughelp.org.nz
Kōrero āwhina mō ngā mahi Petipeti	Ngā Mātanga Mate Hinengaro	He kupu āwhina mō te hunga e raru ana e ngā mahi petipeti	0800 654 655 Text 8006 www.gamblinghelpline.co.nz
Me Mutu	Ngā kaiārahi/kaitautoko ratonga	He kupu āwhina mō te hunga e pirangi ana kia oti tā rātou kai paipa	0800 778 778 Text 4006 www.quit.org.nz
He whakaoratanga ake	Ngā Mātanga Mate Hinengaro	He kupu āwhina mō te hunga kua mauheretia me ngā whānau o te tangata hara	0800 678 789

Āpiti hanga B

2021-22 NGĀ MAHI I OTI I A N T S I T E MUTUNGA TAU

Ngā whakapātanga katoa i whakautua e te ratonga — 1 o Noema 2015 ki te 30 o Pīpiri 2021

NGĀ WHAKAPĀTANGA KATOA Ngā whakapātanga i whakautua	FY16 Tapeke	FY17 Tapeke	FY18 Tapeke	FY19 Tapeke	FY20 Tapeke
Ratonga Hauora	233,366	356,748	366,168	351,082	393,354
Te Mate Hinengaro me te Mate Waranga	50,128	86,684	131,731	161,643	200,493
Mate Pāpōuri	34,603	61,264	64,568	52,015	53,834
Me kōrero tahi/1737	-	-	40,307	86,425	123,025
Te inu waipiro me ngā tū tarutaru	10,982	18,576	20,596	19,022	19,394
Petipeti	4,543	6,844	6,260	4,181	4,240
Me Mutu	65,364	78,999	51,004	51,192	49,614
Te Whare Paihana Ā-Motu	19,369	23,230	23,133	23,903	24,650
Ngā ohotata	21,522	31,036	46,983	53,990	44,473
Ngā whakapātanga mate hinengaro		200	5,379	7,261	11,109
TAPEKE	389,749	576,897	624,398	649,071	723,693

*He mea āpiti i ngā tūwairangi o te Mate Hinengaro me te Mate Waranga.

Ngā kiritaki tautauāmoa — 1 o Noema 2015 ki te 30 o Pīpiri 2021

NGĀ WHAKAPĀTANGA KATOA Ngā whakapātanga i whakautua	FY16 Tapeke	FY17 Tapeke	FY18 Tapeke	FY19 Tapeke	FY20 Tapeke
Ratonga Hauora	213,832	327,056	330,233	317,763	331,800
Te Mate Hinengaro me te Mate Waranga	25,968	50,586	79,435	102,970	118,821
Mate Pāpōuri	14,207	31,530	36,575	34,131	33,670
Me kōrero tahi/1737	-	-	21,467	48,779	65,251
Te inu waipiro me ngā tū tarutaru	8,392	14,271	17,033	16,555	16,610
Petipeti	3,369	4,785	4,360	3,505	3,290
Me Mutu	48,324	59,796	36,359	33,421	30,890
Te Whare Paihana Ā-Motu	19,246	23,096	22,436	21,625	24,182
Ngā ohotata	21,048	30,324	45,897	52,540	43,248
Ngā whakapātanga mate hinengaro	-	157	3,589	5,026	8,106
TAPEKE	328,418	491,015	517,949	533,345	557,047

*Ko te tapeke o te hunga takitahi e whakamahi nei i ngā ratonga i ia marama, heoi he mea āpiti hoki i te hunga kua whakapā mai i ngā marama taurea nei.

FY21 Te matapae a NTS	FY21 NTS tūturu	FY20 Tangongitanga	Te orokohanga
359,097	397,806	39,752	2,098,524
*223,187	206,278	-16,909	836,957
63,378	50,568	-12,810	263,018
139,901	131,619	-8,282	258,351
23,079	19,028	-4,051	88,204
5,852	5,063	-789	26,891
55,102	46,253	-8,849	342,426
24,557	25,454	897	139,739
52,479	46,479	-6,084	244,483
10,637	10,954	317	34,903
725,059	733,224	9,124	3,697,032

	FY21 NTS tūturu	Te orokohanga
	312,317	1,833,001
	110,701	488,481
	29,131	179,244
	63,275	198,772
	14,894	87,755
	3,401	22,710
	27,929	236,719
	24,880	135,465
	45,127	238,184
	7,504	24,382
	528,458	2,956,232

He muna, ā, kua whai mana ā ture ngā kōrero kei tēnei tuhinga me ngā tuhinga kua āpitihia. Mēnā rā kāhore tō whakaaetanga ki ēnei kōrero, tēnā, kua e pānui, e whakamahi, e hōrapa, e tārua rānei. Me whakaae tonu a Whakarongorau kia āhei mai koe ki ēnei kōrero.

Āpiti hanga C

TE MAHERE MAHI 2021-2022

Pou:

Kia tutuki i ngā hua papai mō te hauora mana taurite, te whaikaha anō hoki

Ngā hua:

Kia whakamimiti i ngā tōkeketanga kore hauora mō ngā taupori whakaarotau mā te whakarahi i te tomonga, me te whai wāhitanga me ngā ratonga whai tōkeke

Kia kounga te mana taurite, kia tutuki hoki i ngā āhuatanga kanorau me te karawhiu o ngā kaupapa whakawhāiti

Kia whanake tonu ngā tūhonotanga pakihi ki ngā iwi me NGO, mā reira e tika ai te tuku i ngā ratonga ki ngā iwi me ngā hapori

Kia ōkawa ngā kaupapa whakahaere a Whireia ki te tautoko i ngā wāhi hauora i ō te Māori, Pasifika hoki*

Kia ngātahi te mahi tahi ki ngā iwi e Māori ai ngā wāhi mahi i ngā hapori ā-rohe. (Hei tauira, kia whakarawe ake tā mātou ko Ngāpuhi tauria)

He whakarawe i te kounga o ngā raraunga me ngā waeine ngahuru kia mōhio ai ki te maha o ngā whakaaewanga e whanake nei i te mana taurite me ngā hua o te hauora

Kia koni atu te tokomaha o te Māori me Pasifika ki ngā ratonga/teihana katoa o NTS (pēnei i ngā ratoa ā-tinana, ā-mate hinengaro me te KOWHEORI-19)

Pou:

Whakahaumakotia ngā ratonga motuhake ā-whānau

Ngā hua:

Ko ngā ratonga e anga whakamua tonu ana, me ngā ratonga nui atu kua waihangatia mō ō te hunga hiahia, taupori kē me ngā hangarau auaha

Whakaahutia ngā ara mō te Mate Hinengaro me te Mate Waranga, kia mōhio, kia kōtui hoki e taea ai tā te kiritaka whakamahia i ngā ratonga mātāmua, mātāmuri, ā-ipurangi anō hoki*

He whakarawe i ngā kaupapa ā-matihiko me ngā teihana kia puaki i te tauria manaaki hou o Healthline (e kiia ana ko Healthline 2.0)*

Kia tūhuratia ngā tūhono, ā-kanohi ki te kanohi me ngā hoa kaipakihi. Ka tautokona te kaupapa o Puāwaitanga e ngā teihana matihiko, me kore noa e tūpono ka whāia hoki e ngā taupori noho ki tuawhenua*

He whakahaere tonu i ngā whakarawenga a Quitline, arotahi ki ngā kupu āwhina mō te hunga kai paipa, he whanake i ngā tatauranga angitū mō te iwi Māori me te iwi Pasifika*

Kia tūhuratia ngā āheinga o NTS mō ngā whakamōhiotanga, nanao atu ki ngā raraunga kia tautokona ngā āhuatanga awhikiri, inā noa atu, mō ngā tamariki tonu*

He kaupapa whakaako ā-motu mō ngā taiohi (Whitiki Tauā)

Whakamanatia te āheinga ki ngā teihana kia pai ake ai tā mātou tautoko i ngā hapori whaikaha mā ngā ratonga, ā-tinana nei, ā-wairua, ā-hinengaro anō hoki

Kia tūhuratia e mātou ko ACC i ngā āheinga mō raurangi, pēnei i ngā āhuatanga hāpai kia tika ai te whai i ngā ara wharatanga a te tūroto puta noa i ā mātou ratonga katoa. He horapa hoki i ngā ratonga kia tutuki tonu i ngā kerēme, me ngā rauemi mō ā mātou ratonga ā-waea, kia whakaaetia tā te nanao ki ngā nama kerēme a ngā ratonga hauora

*He mea tūtohu i te whakaara mō te tono pūtea mai i NTS Innovation Fund.

Pou:

Whakakaha mā ngā ratonga pāhekoheko, tūhono me ngā pūnaha auaha

Ngā hua:

He punaha auaha, atamira pāhekoheko, kua taiao tūnonotanga e āhei ai he whkamōhiotanga kounga nui, whakataunga kounga

Whakahoutia ngā kaupapa auaha me ngā hangarau matihiko

Whakaritea ngā kuputuhi a te wāhi mahi mō ngā pūnaha o Emergency Triage me Earlier Mental Health Response. Kia kitea hoki ngā kaupapa matatapu ki roto, ki waho atu i ngā whare hapori Ohotata

Kia tutuki rānō te Privacy Impact Assessment me te whakahou i ngā ture e tika ai te takoto o ngā raraunga mō ngā kiritaki ratonga, e noho motuhake ai ngā kōrero matatapu hoki

Kia whakahaere tonu i ngā kaupapa tautoko ā-matihiko mō ngā pūnaha a te Manatū - National Screening Unit (Cervical and Breast Screening)/ End of Life Choice/ Palliative Care/ Abortion Law Reform/ Immunisation

Pou:

Kia whai i ngā ratonga whakauka, marutau anō hoki

Ngā hua:

Te kairangi o te whare haumanu me te wawata e tika ai tā te manaaki me ngā hua ā-hauora

Me kaha ake ngā āheinga rata mō ngā wāhi mahi GP kua utua ā-pūtea tautoko, kia whakarato he kupu āwhina mō te KOWHEORI-19, kia whai pepa whakaaetanga hauora me ngā pikitanga hauora hoki. He mea āpiti i ngā āheinga kia whakaae tonu te Kōmiti Clinical Governance

Whakahaerehia tā mātou i whakarite ai mō te KOWHEORI-19, tae atu ki ngā āheinga, ki ngā whakapānga toronga me ngā kaupapa wero ārai mate

Kia whakauka, kia raungāwari hoki te tipu o ngā puna tautoko puta noa i ngā ratonga KOWHEORI-19

Me ōkawa te whakahaere o ngā kaupapa ā-whare wānanga, kia tautokona te whanaketanga o te wāhi mahi me te wāhi mahi o anamata

Kia tāia he rangahau mamaetanga puku

Kia pai ake ngā pūnaha ā-waea aunoa e āhei ai tā mātou waea atu ki ngā kiritaki ratonga. E kiia ai ko Active Follow Up

He tūhura i ngā āhuatanga raraunga o te Paihana ki te rāngai, mā reira e tautoko nui ai ngā huihuanga peihana pūtaiao

Āpitihanga D

NGĀ WHAKAARO 2021-2022

Ngā pēhitanga o te wāhi mahi

Tūraru/Wero

Ko te Ratonga Pānga Waea Ā-Motu (NTS) tuatahi anga pūtea tautoko i puta ai kia whai mahi ngā kaimahi hei ngā taumata ake mō te tahi whiwhi pūtea ki tērā o ngā DHB. Whānui atu i te rāngai, i ia tau ka piki te utu, ngā whakawhitinga kōrero takitahi me te DHB ki te taha o ngā tohenga utu tōkeke mō ngā nēhi e whai toimahatanga ana ki a NTS kia āhei tonu ngā utu te piki, nā konei e uaua atu anō kia tōia mai, kia noho roa mai ai te hunga kaimahi.

Ko te take nei e toimaha ake ana a NTS, e whakahaere ana i tētahi hunga kaimahi nui noa atu kia tautokona i tā mātou i whakarite ai mō te KOWHEORI-19, ka tokomaha ake, he kirimana wā poto, tokanga-wā. Ko ēnei kirimana me whai ki ngā kirimana pūtea tautoko, ā, he wā poto anō hoki ēnei nā konei he wero atu anō kia whakarato oati mau roatanga mō tēnei tira mahi me ngā hoa ratonga.

Ko te angiangi o te hunga kaimahi he wero atu anō puta i te roopu otiia ia, ki te tō mai i ngā nēhi whai tohu me te hunga ngaio mate hinengaro. Nā te puna ngoikore rawa me te pikinga hiahia puta i te rāngai, e tino whakataetae ana ngā utu whiwhi, te taiao mahi me te kaupapa angitū whakapakari kaimahi he take whiriwhiri.

Ko te kore e aro ai i ēnei take i ēnei toimahatanga kaimahi, e hua ake te tūraru nui ko te kounga o te hunga kaimahi ka hehe, me te aha, e piki ake ai ngā tūraru me tō mātou āheinga ki te whakaea i ā mātou nā kirimana, e heke anō ai te pai o te ratonga.

Te mahere a Whakarongorau Aotearoa

Ko ngā toimahatanga utu e whakahaere ai mā te hoki whakaarotau atu me te painga o ngā ratonga.

Tā NTS panoni kia tautoko i tā mātou i whakarite ai mō te KOWHEORI e āheitia a NTS ki te whakamahi i ngā taumata kē o te tira mahi (whare haumanu me whare haumanu kore) me te whakapiki tere me ngā angitūtanga rere e tautoko te pupuritanga o ngā kaimahi hauora kounga.

Ko te Kāhui KOWHEORI motuhake e waihanga ana whakaere kore mōriroriro i waenga i ngā ratonga e whakawāteahia ai he toimahatanga i ngā mahinga matua i te wā tonu e piki ana te āheinga me ngā whakawhitinga mahi angitūtanga puta i tō mātou Kāhui Ratonga Hauora.

Me whai tautoko i a Te Manatū Hauora

E mahi ngātahi ana te Manatū me NTS kia arotakengia ngā tūraru ā-pūtea.

Kia whakaterere ake ngā panonitanga me ngā kirimana heipū kia nui, kia haere tonu ai ngā rawa hou, ā, kia whakarawe he tohu tōmua o ngā panonitanga, he whakaroanga rānei ki ēnei kirimana.

Tūraru Māketē

Tūraru/Wero

He nui ngā takeka whai pānga pea ki te whakaaweawe i te taiao te rāngai me tā NTS e whakahaere ai hei ngā marama e 12 te haere ake. Ko te kore mōhiotia, e haere tonu ana, me ngā pānga ohaoha ā-iwi o te KOWHEORI-19, waihoki, ko te whakawhitinga o te Tātaringa Pūnaha Hauora, Whaikaha hoki, e panoni ai pea te āhua o te rāngai hauora, ā, e pēhea ai a NTS e whakarite ana āna putanga rautaki hei te tau e tū mai nei.

Te mahere a Whakarongorau Aotearoa

Tā mātou rautaki mahere ara, e aro ana ki ngā tau e 3, kia whakarato he tirohanga aro toitū ake ki te anamata i ōna ratonga katoa. Ā mātou whāinga rautaki e whakamahuki ana i ā mātou hiahia putanga anamata. Otia, tō te kapa tāwariwari me tōna nui e āheitia ai ki te whakarato i ēnei putanga kia whakamātauria, kia urutau kia whakaea i ngā hiahia o te rāngai me te hapori.

Tō mātou whanaungatanga tata ki te Manatū, ētahi ake umanga matua me ngā rangapū e mea ana ka taea ngā rarautanga te tautohua tōmuatia ai, ka urupare tere atu.

Me whai tautoko i a Te Manatū Hauora

He tautoko tonu, he kupu tohutohu tonu mai ai i te Manatū me ngā rangapū matua i ngā tautohunga mahi e pā pea mai ai he tūraru roopu, māketē, pae pāpāho rānei, me te mahi tahi i ngā mahere mārama e kitea ai he ara koke whakamua.

Ngā tūraru whakatinanatanga

Tūraru/Wero

I tēnei tau ko tā mātou wero nui kia eke ai ki te angitūtanga, ko te āheinga ki te whakakaha i ngā kaupapa ratonga me te whakatutuki i ngā tukanga matua. E pai ai tā mātou whakatutuki i te wā tika me hirinaki ki ngā pou o raro iho nei:

- Me whakaarotau, whanake hoki e ngā pāti tuatoru i ngā tūhonotanga ki ō rātou pūnaha
- Kia whāitihia ngā taupuhipuhitanga kaupapa me ngā tūraru ā-rauemi
- Kia kaha ngā whakaaroarotaunga
- Kia whai wāhi ai ngā whakatakanga, hangarau hoki ki te āheinga o ngā pakihī
- Tā mātou āheinga ki te puaki i te ine o te angitū mō te pae tawhiti

I tū ai, i pōturi ai ngā tukanga mahi matua, nā tā mātou i whakarite ai mō te KOWHEORI-19 me ngā rauemi KOWHEORI19, i pērā. He mea kaupare i te āheinga ki te puaki i ngā whanaketanga o te ratonga, ngā tūhonotanga me ngā taupuhipuhitanga - mō ngā kaupapa auaha ā-matihiko o inamata.

Te mahere a Whakarongorau Aotearoa

Kia whakawhānuihia te Kāhui Whakahaere (ko ngā ratonga KOWHEORI-19 me ngā ratonga matua) kia whakarato i te nui, āheinga me te aro ki ngā whanonga kaupapa whakahaere kia whakawhāitihia te pōtatu kamupene/tēnā rānei ko ngā tohenga rawa mā te aro ki te whakamahere hononga mō tua me te whakaarotau. Ko te hōtaka o ngā kaupapa kua whakamārama hoki kia āpitihia te māramatanga, kia aro puta ai i te roopu mō ā mātou kaupapa FY22.

Ko te whakatinana i ngā tukanga kaha, tukanga whakahaere ōrite tonu ai me ngā hui whai wāhitanga kamupene e whakaū ai kia taurite ai ngā kaupapa whakaarotau, kia whakamauru i ngā i ngā tūraru me te kōkiri kia tika ai te ahu o ngā putanga hihira.

Kia puaki ai ngā rautaki tūhono, me mau tonu ki ngā tūhonotanga ki ngā hoa pakihī, ki ngā iwi, ā, ki ngā kaitautoko anō hoki.

Me whai tautoko i a Te Manatū Hauora

E koke whakamua ai ngā wawata, hua hoki, o ngā kaupapa - ina koa, kia whakaritea ngā tukanga mō ngā kaupapa mahi o raurangi. Me kaha tonu ngā tūhonotanga me ngā whakaarotau tika a te Manatū.

He whakarite āheinga mō te mahi tahi ki ngā rāngai me te tūhono o ngā pūnaha.

Ngā tūraru rongokino

Tūraru/Wero

Kaha ko te piki haeretanga mōhiotanga me te hiahia nui o ngā ratonga NTS me te tūranga e mahi ana mātou i te urupare KOWHEORI-19. Kāore e kore e haere tonu ai me te pikitanga kitenga mai a te tūmatanui me te kawatau i ngā whakaarotau a te Manatū me te kaupapa rongoā āraimate KOWHEORI-19.

Nā te tiputanga waeatanga KOWHEORI-19 mai i hua mai ko ngā tatari roa, he waea rānei i whakakorea, nā tēnei i whai wāhitanga ki ngā pārongo tika (he whakaaro pōhēhēe rānei e pērā ana) e hiahiatia ana e rātou i roto i ngā ratonga KOWHEORI-19 ki ētahi ratonga rānei o NTS. Ka whakapiki anō te tūraru o te hiahia o te hunga pae pāpāho ki te whakatairanga i ngā kōrero kino.

Te mahere a Whakarongorau Aotearoa

Kia titikaha tonu nei ngā whanaungatanga o mātou ki ngā hoa pakihī, ki ngā umanga me te ao pāpāho papori. I taea ai ngā whakawhitinga kōrero tere me te urupare ki ngā whakawetiweti, ki te mate urutā rānei, ki te whai whakaaro ki ngā ārahitanga me ngā ara koke ki ngā hoa pakihī.

He mea tautoko nā ngā taunakitanga ōkawa, te Reputational Risk Management Framework, ngā tukanga whakawhiti kōrero, me ngā ara e taea ai tā mātou tīma urupare ki ngā raru, ki ngā taunakitanga anō hoki.

Me whai tautoko i a Te Manatū Hauora

Kia tika te mahi ngātahi, kia ū hoki ngā tikanga a te Manatū, kaimahi me ngā hoa pakihī. Me moata te kite i ngā tūraru whakapōrearea ā-tōputanga, ā-māketete, ā-pāpori hoki. Kāti, he mahi ngātahi e tutuki ai ngā whakaritenga mō te urupare.

Ngā tūraru ā-ipurangi

Tūraru/Wero

Inā te nui o ngā raraunga i rikoatahia mō te hauora o te tangata, e ngā ratonga o NTS. Kua nui kē atu ngā tūraru ā-ipurangi i Aotearoa nei, ka mutu i te ao whānui. Inā rā, kua haumarū tā mātou noho i ngā whakahaumarutanga ā-ipurangi me ngā whakahaerenga ā-matihiko a te kāhui IT.

Ko ā mātou mahi o te kāinga i whakamakoha ake ai te pūnaha rorohiko, mā reira whakahoutia te kaupapa, ā, kua kakama te rere hoki. Ko ngā tūraru ā ipurangi e kauparetia ana te tomonga o ngā kiritaki ratonga ki ngā pūnaha, ina koa, ko ngā whakapōreareatanga, kāore e kore ka raru ngā whakahaumarutanga hauora.

Te mahere a Whakarongorau Aotearoa

Kua whakarahi ake ā mātou punaha whakahaumarū me ngā mōhioranga i taea ai te kaupare i ngā tūraru ā-ipurangi. He mea whakarite e te 'independent specialist agency' i ngā tātari kaute, i taua wā tonu, ko ngā hoa pakihī IT e tautoko ana i a mātou kia kaupare i ngā tūraru pae tata.

Ko ngā whanaketanga o ngā āheinga me ngā kaupapa cloud-based e whakaahutia ana te kaha ki ngā tūāpapa IT me ngā tikanga whakahaumarū.

He mea hāpai ēnei kauparetanga i ngā hauora ā-ture hoki e arotakengia ana ngā kaupapa here, ngā tukanga me ngā whakahaumarutanga hauora.

Me whai tautoko i a Te Manatū Hauora

Kia rewa ai ngā papa me ngā mōhioranga ā-motu, me ū tonu ki te mahi ngātahi ki te Manatū me te tīma Matihiko.

He whakaatu i ngā uara whakauka

Tūraru/Wero

I eke ai ngā wawata a NTS i ngā wheakoranga whakahaumako puta noa i ngā pūnaha hauora o Aotearoa, pēnei i ngā tūhonotanga ā-umanga. E kaupare ai ngā tonotono mō te rāngai hauora whānui, i puaki ai ētehi rautaki ratonga. Heoi anō, ka noho tonu ngā taunakitanga o te angitū me ngā whakaawenga hei wero i ngā ratonga o NTS.

Arā noa atu ngā momo tono tukuna mai e te rāngai mō ngā raraunga tatau. He mea aupēhi i ngā toronga raraunga kei a mātou, inā rā, kāhore i te whakaaetia kia whanake tonu ngā kokenga whakamōhio ki ngā raraunga e hiahiatia ana.

Te mahere a Whakarongorau Aotearoa

Mā ngā mōhioranga hou me ngā tautoko ā ngā whakatau e koke tonu ai te whanaketanga o ngā pūrongo.

Kia tāpaetia ki ngā arotake o ngā ratonga me te kōkiri i ngā whakapaetanga, ā, tae noa ki ngā whakamōhio i a NTS me ngā arotakenga o ērā atu pūnaha.

Mā te kōrero ngātahi ki a Te Manatū Hauora e whaakahu ai ngā pūrongo me ngā mōhiohio.

Me tika ai tā te whakawhiti kōrero a te hunga whaipānga me te mana whakahaere, mā reira tutuki ai ngā whāinga, ā, kia rangiwhāwhā tonu te hāngaitanga o ngā kōrero.

Me whai tautoko i a Te Manatū Hauora

Tūhonotanga kaha ki te whakataki i ngā pou tarāwaho ā-uara me te whakahaumako i ngā pūrongo, mōhiohio ā-raraunga anō hoki.

Me whai tautoko ki ngā mahi aromātai me te horapa i ngā whakaawenga o NTS.

Kuputaka

Toronga ā-waea kua whakakorea

He toronga ā-waea kua whakakorea e te tangata nāna anō te toronga i tonu i mua i tā te kaimahi whakautu. Ka whakatangihia he karere poto ki taua tangata i a ia e hono tonu ana ki te toronga, ā, ka whakakorea te toronga ā-waea i waenga, i muri tata rānei i te karere. Heoi, tērā ētehi ka whakakore noa i te toronga i te roa o tana tatari.

Waeatanga

He whakapātanga ā-waea nā te kiritaki ratonga.

Whakawhitinga ā-waea

He toronga ā-waea kua whakawhiti atu ki tētehi atu kaimahi (e.g. atu i Healthline ki Depression) ki tētehi atu ratonga rānei (e.g. emergency services, GP practice).

Kōrero ā-ipurangi

He whakapānga mā te kōrero ipurangi. I te nuinga o te wā, he huakitanga terenga kōrerotanga i waenga i te kaimahi ratonga me ngā kaimahi NTS otiia, ko te kōrerotanga tuatahitanga tērā ka kīia he matapakina.

Whakapātanga

He wā tēnei ina whakapā mai ai he kaimahi ratonga i tētahi o ngā ratonga NTS, mā tētehi o ngā teihana noa. Tēnā pea, he nui atu i te whakapānga kotahi mai a te kaimahi ratonga.

Kōrero ā-īmera

He whakapānga mā te īmera. I te nuinga o te wā he terenga whakawhitiwhiti īmera i waenga i te kaimahi ratonga me te kaimahi NTS otiia, ko te īmera tuatahi mai i te kaimahi ratonga e kīia ai he matapakina.

Whakawhitinga īmera

He īmera tuku mai, tuku atu rānei hei tīmatanga matapakina īmera. Ko te matapakina īmera, ka neke atu pea i te 10 whakawhitinga īmera.

Kārangaranga

He kaimahi ratonga ka whakapā mai ki ngā ratonga NTS kotahi, neke atu rānei nui e hia wā nei, i te nuinga o te wā he nui atu i te 20 wā i te marama kotahi.

Whakatārawa waea

He waeatanga ka tere nei te whakakorea e te kaiwaea ina urupare tonu atu he mema kaimahi i te waeatanga, karekau he kōrerotanga a te kaiwaea.

Kiritaki tautauāmoa

He tangata kua whakamahia he ratonga NTS ahakoa te aha.

Whakawhitiwhiti kōrero

He karere mai, he karere atu rānei, he whakawhitinga rānei hei tāpiringa ki te īmera, whakawhitinga kōrero, he pātuhi kōrerotanga rānei. E taea ana pea e te matapakina pātuhi ka taea pea kia 20 neke atu rānei ngā pāhekohekotanga.

Waeatanga atu

He waeatanga atu nā tētahi kaimahi ki tētahi kaimahi i te ratonga hei wāhanga o te ratonga.

Te rārangi ā-waea

Ko te whanga waea nei i te pūnaha waea NTS, e whangahia ana kia uruparehia.

Kōrero ā-pātuhi

He whakapānga mā te pātuhi i te nuinga o te wā ka puta he whakawhitinga pātuhi i waenga i te kaimahi ratonga me te kaimahi NTS otiia, ko te whakapānga tuatahitanga nā te kaimahi ratonga.

