



## Te tuku amuamu mō ngā whare herehere

### Kāore koe i manaaki tōkeketia e ngā kaimahi o te Ara Poutama o Aotearoa (Corrections)?

Tēnā pea ka āwhina te Kaitiaki Mana Tangata i a koe.

### He aha ngā mahi a te Kaitiaki Mana Tangata mōu?

#### **Ka tūhura hura amuamu te Kaitiaki Mana Tangata mō ngā mahi me ngā whakatau a ngā umanga kāwanatanga, tae atu ki te Ara Poutama o Aotearoa.**

Ka āhei koe te tuku amuamu ki te Kaitiaki Mana Tangata:

- mēnā ki tō whakaaro kāore koe i tiaki tōkeketia, kāore i whaitake, kua hē rānei tētahi whakatau a ngā kaimahi o te Ara Poutama o Aotearoa.
- mēnā kua tonono pārongo ōkawa koe mai i ngā kaiwhakahaere whare herehere, ā, kaore koe i pai ki te urupare.

He tangata motuhake te Kaitiaki Mana Tangata ka āta whai whakaaro ki tō amuamu i runga i te tōkeke.

Kāore te Kaitiaki Mana Tangata e hoatu tohutohu ā-ture, te whakawhiwhi paremata, te mahi hei māngai mōu.

### Ka aha ina tuku amuamu koe?

#### **I te tuatahi ka whakatau te Kaitiaki Mana Tangata mēnā ka tūhura ia, kāore rānei. Mēnā kāore, ka kī mātou he aha ai, me te tuku pea i a koe ki ētahi atu kōwhiringa, umanga rānei.**

Tēnā pea ka whakapā mātou ki te whare herehere kia mōhio ai mēnā ka whaihanga ōpakitia te take, ka matapaki rānei i tō amuamu ki a koe.

Mēnā ka whakahaere mātou i tētahi tūhuratanga ōkawa, ka tonono pārongo mātou mai i te Ara Poutama o Aotearoa.

Ina tūpono tētahi tūhuratanga ōkawa, ka whakatau te Kaitiaki Mana Tangata mēnā kāore i tōkeke ngā mahi a te whare herehere. Ina tika, ka tūtohu pea te Kaitiaki Mana Tangata i tētahi otinga.

### **He aha ngā mea kāore e āhei te Kaitiaki Mana Tangata te tūhura?**

Kāore e āhei te Kaitiaki Mana Tangata te tūhura amuamu mō ngā whakatau a ngā Kōti, a te Poari Tuku Whakamātau (Parole Board), a ngā kaiwhakawā toro me ā rātou whakatau, a te tangata takitahi a ngā kaupene, a ngā rōia rānei.

Kāore hoki e āhei te tūhura amuamu mō Ngā Pirihimana o Aotearoa (engari rawa mēnā ka pā ki tētahi tono pārongo ōkawa). Ka whaihangatia ngā amuamu mō ngā whanonga o ngā pirihimana e te Mana Whanonga Pirihimana Motuhake.

Mēnā kua tonoa koe kia hoatu pārongo whaiaro mōu ake, ka whai pānga tēnā ki te Ture Matatapu. Me tuku ngā amuamu mō te Ture Matatapu ki Te Mana Mātāpono Matatapu.

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## **Te tukanga amuamu**

### **Me aha i te tuatahi?**

He pūnaha ā-roto ā ngā whare herehere katoa mō te whaihanga i ngā amuamu a ngā mau herehere.

Nō reira, i mua i te tuku amuamu ki te Kaitiaki Mana Tangata, me whakamātau ki te whakatau i te take mā aua pūnaha i te tuatahi.

Ki te kore koe i tēnei, tērā pea kāore e tiroirohia tō amuamu e te Kaitiaki Mana Tangata.

### **Me pēhea te tuku i tō amuamu**

Ka āhei te tuku i tō amuamu ki te Kaitiaki Mana Tangata mā:

- te waea ki te tari ki te matapaki i tō amuamu ki ā mātou kaimahi.
- te tono uiuitanga i te taha o ā mātou kaimahi. Ka waiho ngā pānuitanga whakamōhio i ngā wā o ā mātou toronga auau i ia whare herehere.
- te tuku reta (whakamahia he kōpaki kua hīratia; kāore ngā reta ki te Kaitiaki Mana Tangata e huakina e ngā kaimahi whare herehere).

### **He kupu whakamahiri mō te tuku i tō amuamu**

Kaua e takaroa. Ka uaua pea ki a mātou te tūhura i tētahi amuamu i tūpono neke atu i te 12 marama i mua.

Whakamāramatia te whakatau, te mahi rānei e hiahia ai koe ki te amuamu, me te kī, ki tō whakaaro, he aha i kore ai e tōkeke.

Kia mārama, kia poto tō kōrero. Homai te nui o te pārongo ka hiahiatia, tae atu ki te putanga o te tukanga amuamu ā-roto o te whare herehere.

He rite tonu ngā toronga o ā mātou kaimahi ki ngā whare herehere. Mēnā ka hiahia koe ki te uiui i a mātou, waea mai i te 0800 662 837.

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## Te whakapā ki te Kaitiaki Mana Tangata

**Waea koreutu: 0800 802 602**

**[www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz)**

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**Waeatuhi:**

(04) 471 2254

**Ngā uiui ki te tari:**

8:30 i te ata ki te 5:00 i te ahiahi, Mane ki te Paraire

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