



Teu ‘a’ahi ‘a e ‘Omipatimeni Pule’

Talateu

‘Oku fatongia’aki ‘e he ‘Omipatimeni Pule’ ‘a hono sivi/‘a’ahi ‘a e anga hono tokanga’i ‘o e kakai’ ‘i he ngaahi feitu’u tauhi fakalao ki he mo’ui lelei’ mo e faingata’a’ia fakasino - ko e feitu’u ‘oku ‘ikai tau’ataina ‘a e kakai ke mavahe mei ai ‘i he ‘enau loto ki ai’. ‘Oku kau heni ‘a e ngaahi feitu’u ‘oku fakamavahe’i mo kolonitini ai ha ni’ihi koe’uhi’ ko e COVID-19.

‘Oku fakamafai’i ‘e he ‘Omipatimeni Pule’ ‘a e kau ‘Inisipēkita kenau hū ki he ngaahi feitu’u’ ni ‘o tānaki ‘a e fakamatala fekau’aki mo e anga ‘a ‘enau tauhi faka’apa’apa’i mo malu’i ‘a e ngaahi totonu ‘a e tangata’ lolotonga ‘enau nofo’.

Ko e hā ‘a e mea ‘e hoko lolotonga ‘a e ‘a’ahi’

‘Oku fakafuofua ‘e a’u ‘a e ‘a’ahi’ ki he houa ‘e ua, pea ‘e feinga ‘a e ki’i timi si’isi’i ‘a e kau ‘inisipēkita ‘a e ‘Omipatimeni Pule’ ke fakasi’isi’i ha fakahēleleu.

‘E ō ‘a e kau ‘inisipēkita ‘o hūfia ‘a e fale’ ‘o siofi ‘a e anga ‘o ‘enau ngāue. ‘E malava kenau tukltuki ‘i ha ngaahi matapā ‘o e loki ni’ihi ke vakai’i pē ko e hā ‘a e ngaahi naunau ‘oku ‘i ai’ pea ke toe mahino lelei ange ‘a e ngaahi tūkunga ‘o e fale’

‘E muimui ‘a e kau ‘inisipēkita’ ki he ngaahi fiema’u kotoa ki he mo’ui lelei’ mo e malu ‘a e fale’, kau ai ‘a e tui ‘o e ngaahi Teunga Malu’i Fakataautaha (Personal Protective Equipment - PPE)

Founga ‘o ha’o fakahaa’i ‘o e ‘a’ahi

Ko e konga mahu’inga ‘o e ‘a’ahi ‘a e ‘Omipatimeni Pule’ ko e fanongo mei he ni’ihi na’e ‘osi tauhi fakalao ‘i ha feitu’u kuo fakamavahe’i pē feitu’u kolonitini fekau’aki mo ‘enau ‘ausia felave’i mo e tūkunga ‘enau nofo’ mo e anga honau tauhi’.

Hili ha taimi si’i mei he ‘a’ahi’, ‘e ‘oatu ‘i ha text/pē ‘imeili ‘a e fakaafe ki he ni’ihi na’e tauhi fakalao ‘i he fale’ ‘i he taimi na’e fakahoko ai ‘a e ‘a’ahi’ kenau kau ‘i ha savea ‘e fakahoko ‘i he ‘initaneti’ fekau’aki mo ‘enau a’usia’. Kapau ‘e ‘i ai ha tokotaha na’e nofo ‘i he fale’ ‘i he taimi na’e fai ai ‘a e ‘a’ahi’ ka kuo te’eki ke ne ma’u ha fakaafe pea ‘oku ne fiema’u ke kau ‘i he savea’, tenau lava ‘o kole ha fakafehokotaki’anga ‘aki ha ‘imeili ki he MIQ@ombudsman.parliament.nz. Katakai ‘o ngāue’aki ‘a e “MIQ survey” ‘i he laine ki he kaveinga’.

‘E toe fakahoko foki ‘e he kau ‘inisipēkita’ ha ngaahi fanga ki’i faka’eke’eke ‘o e kakai ‘oku nau nofo ‘i he fale’ ‘i he taimi ‘a’ahi’, ‘i he telefoni pē Zoom ‘i ha ‘aho ‘amui ange. Kapau te ke fie kau ‘i he faka’eke’eke’, kataki ‘imeili ki he MIQ@ombudsman.parliament.nz pē telefoni ki he 0800 802 602. Katakai ngāue’aki “MIQ interview” ‘i he laine ki he kaveinga’. ‘E feinga ‘a e kau ‘inisipēkita’ ke fakahoko ‘a e faka’eke’eke’ mo kinautolu kotoa na’a nau fetu’utaki mai’.

Ko e fakamatala kotoa 'e 'omai kiate kimautilu ko ha kongā 'o e 'ā'ahi' 'e tokanga'i fakapulipuli pea tauhi malu. 'E 'ikai ke fakahā'i ha tokotaha 'i ha taha 'o e ngaahi lipooti 'a e 'Omipatimeni Pule'pē ko e ngaahi ola'.

Ko e ngaahi fakamatala na'e tānaki mei he 'ā'ahi' 'e ngāue'aki ke fakakau 'i ha ngaahi fokotu'u 'e fakahoko 'e he 'Omipatimeni Pule' ke fakalalakaka 'aki 'a e ngaahi tukunga mo e tauhi 'i he fale'. Te ne teuteu 'a e lipooti 'o 'ene 'ā'ahi', 'a ia mahalo pē 'e paaki.

Ngaahi Lāunga

'Oku 'ā'ahi 'a e 'Omipatimeni' ki he ngaahi fale tauhi fakamavahe'i mo e ngaahi fale fakakolonitini ke ta'ofi 'a e hoko 'a hono maumau'i 'o e ngaahi totonu 'a e tangata'. 'Oku 'ikai kau 'i hono ngaahi fatongia ki he ngaahi 'ā'ahi ko'eni' 'a hono tali/ma'u 'a e ngaahi lāunga'.

Kapau 'oku 'i ai ha'o lāunga fekau'aki mo ha fale tauhi fakamavahe'i pē fakakolonitini, kataki fetu'utaki ki he Pule Fale'pē ko e "Wellbeing Coordinator". Te ke lava foki 'o fetu'utaki ki he Timi Tokanga'i 'o e fale fakamavahe'i mo fakakolonitini' 'aki ha'o fakafonu 'a e foomu lāunga' 'i he 'initaneti pē telefoni ki he 0800 476 647 (telefoni ta'etotongi). 'Oku 'i ai 'a e toe ngaahi fakamatala ki he founa 'o e lāunga', pea ko e foomu lāunga' 'e ma'u mei he <https://www.miq.govt.nz/about/contact-us/complaints-procedure/>.

Kapau kuo ke 'osi fakahoko eni pea 'oku ke tui kuo 'ikai ke tokanga'i lelei koe 'e ha potungāue 'a e pule'anga' (hangē ko e Ministry of Business, Innovation & Employment pē ko e Potungāue Mo'ui), mahalo pē 'e lava 'a e 'Omipatimeni Pule' 'o tokoni.

'E lava foki 'a e 'Omipatimeni Pule' 'o tokoni kapau kuo ke 'osi kole ke faka'atā koe mei he tauhi fakamavahe'i, pea ke fakakaukau 'oku 'i ai ha me'a kuo fehālaaki 'i hono polosesi ho'o kole'. 'Oku toe 'i ai 'a e ngaahi fakamatala fekau'aki mo e fatongia 'o e 'Omipatimeni Pule' ki he lāunga' 'e malava ke ma'u mei he <https://www.ombudsman.parliament.nz/what-we-can-help/complaints-about-government-agencies/how-make-complaint>

Fakamatala lahi ange

'E lava ke ma'u ha fakamatala lahi ange fekau'aki mo e ngaahi polokalama 'ā'ahi 'a e 'Omipatimeni Pule' 'i he 'ene uepisaiti (<https://www.ombudsman.parliament.nz/what-we-can-help/monitoring-covid-19-managed-isolation-and-quarantine-facilities>).

Kapau 'oku 'i ai ha'o ngaahi fehu'i fekau'aki mo e fakalalakaka 'o e polokalama 'ā'ahi ki he ngaahi feitu'u tauhi fakamavahe'i mo e fakakolonitini 'a e 'Omipatimeni Pule', kataki 'imeili mai kiate kimautilu (MIQ@ombudsman.parliament.nz). 'E lava ke ke muimui'i kimautilu 'i he Facebook (@ombudsmannz).