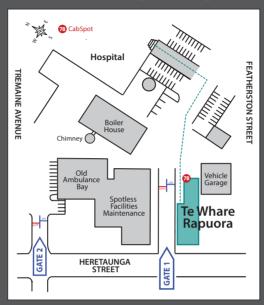
# Please take a minute to tell us how we did

#### Please tick ✓

How would you rate TWR and it's facilities?						
© Excellent				isfactory		
How would you rate TWR staff service?						
© Excellent	⇔ Satisfactory    ⇔ Unsat     ⇔ One of the control of the			isfactory		
What was your reason for being at TWR?						
Day use						
Whānau admitted to hospital						
Training/meeting						
Other (please specify)						
Did you book TWR?					Yes	No
Would you recommend TWR to anyone else?					Yes	No
How did you hear about us?						
Please provide suggestions to help us improve our services/facilities.						
Name						

# Te Whare Rapuora map



# **Parking**

Free parking is available on Heretaunga Street or there is limited paid car parking outside Te Whare Rapuora.

#### **Contact details**

Physical address: Gate 1, Heretaunga Street, Palmerston North Postal address: Private Bag 11036, Palmerston North 4442

Enquiries: (06) 350 8210 Whānau room: (06) 350 8331 Fax: (06) 350 8158

739586 July 2019 C: 0613

# Te Pae Hauora o Ruahine o Tararua Te Whare Rapuora MIDCENTRAL DISTRICT HEALTH BOARD

# He Karakia

Kia hora te marino Kia whakapapa pounamu te moana Hei huarahi mā tātou I te rangi nei Aroha atu aroha mai Tātou i a tātou i ngā wā kātoa Hui e tāiki e

May peace be widespread
May the sea be smooth like greenstone
A pathway for us all this day
Give love, receive love
Let us show respect for each other

Nei rā mātou ōu mangai hei Awhina hei tautoko i a koe me tō whānau l te wā koe kei roto l te hōhipera.

We are available to assist and support you and your whānau during your hospital stay.



# Te Whare Rapuora

Kia ora! Welcome to Te Whare Rapuora (TWR). The kaupapa of the whare is to provide a safe, supportive environment for all whānau/families. TWR can provide a place for whānau/families and staff to relax and seek cultural support and advice.

#### **Facilities**

Marae style communal sleeping (total 10 beds available), cooking, laundry, bathroom and shower facilities are available to use. Please supply your own toiletries and kai (food). Linen and towels are available if required.

#### **Access**

Access to TWR via the ramp at the front door, is available for all whānau and staff, 8.30am–4.30pm, Monday to Friday.

#### After hours

Monday to Friday 4.30pm–8.30am, weekends and Public Holidays. If access is required, please ask hospital staff who will be able to seek assistance for you.

#### How to book?

Monday to Friday from 8.30am–4.30pm please contact Te Whare Rapuora. Outside of these hours please ask hospital staff for assistance.

# Who can stay?

All whānau are welcome to stay at TWR however, it is a limited resource. Priority is given to whānau who are:

- Experiencing emergency/traumatic whānau situations requiring acute accommodation
- Travelling from outside of the MidCentral DHB area
- Experiencing Mate (death) of loved one.
- Requiring accommodation the night before admission to surgery/clinic appointments.

# How long can we stay?

Up to three per members of a whānau can stay at any one time in three day blocks, as negotiated with staff.



### Cost/Koha

There is a \$20 fee payable to Pae Ora staff for the first night then \$5 per night per person after that.

## We hope you are able to relax and enjoy Te Whare Rapuora

#### Thank you for:

- Upholding the kaupapa of the whare and respecting people and property
- · Removing footwear in the sleeping area
- Keeping the whare clean and tidy
- Notifying staff if repairs are needed
- Keeping children safe at all times and not unattended
- Ensuring your vehicles and valuables are secure
- Helping us keep the whare smoke/vape free and alcohol free
- Placing hospital linen only in the laundry bags.

If you require accommodation, please talk to staff. You may be eligibile to apply for the National Travel Assistance Scheme, to enquire please contact the Welfare Office on (06) 350 8944 or drop in and see them near the main entrance to the hospital. Monday to Friday 8am–4pm.

You may also be eligible for health travel assistance through Work & Income New Zealand 0800 559 009.

Noho ora mai rā!