



# Michael

**“I just want to get home and move on with my life”**

**Age**  
**43**

**Ethnicity**  
Māori

### Values & Influences

Whanau, community

### Service Channels

Face to face, phone

### Confidence to navigate system



### Trust with Kāinga Ora



### Complexity of household needs



### Strength of support network



I recently had an accident doing my mahi and this meant I lost my leg. My wife has been amazing and so have the kids really. The kids have been calling me peg leg.

I love my job and working in the outdoors was great. I am missing my mates already. I'm starting to realise I am going to have to make some massive adjustments.

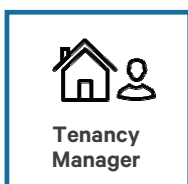
We have been in our house for about 15 years. Our house is pretty good and has done us well over the years. I'm looking forward to going home after the accident. It already feels like I have been in hospital for ages.

We feel like we are part of the community. Our kids have grown up here and they all go to local schools.

What is important to us is to be together as a family at home. I'd also like to be able to get myself about the house and look after myself. I understand it could take up to a year to adjust to my new situation. While I might start out in a wheelchair, I hope I can get a prosthetic leg so I can get on with finding work so I can support my family.



### Service Channels



Tenancy Manager



Customer Service Centre



MyKaingaOra Web Portal



Local Office



Maintenance Partner



Social Media