

Wël alnɔ looi nǎny

Kɔc luike aguiɛrda, Kɔc nǎn, Kɔc yɔc, kɔc luɔi ku akuɔtnhiiim kɔk nɛiar luɔida awiɔku biɔ cɔl kenɔic ALARA yenɔ yekɛ tak ɛ loiloi aguiɛr ALARA ku kuɔny ebɛn. Gam dhuknhom piɛth, nǎny ku kǎk luel awiɔku ebɛn.

Yenɔ abɛɛr gam?

ALARA apiir nɛ dhuknhiiim de wɛl aban loiloi yeku gam. Wɛt kɛn ALARA kony tɛn:

- Yɔk yenɔ ye kɔc leec ku nhiaarkɛ alnɔ luɔida.
- Tɔk yenɔ abɛk ɛ luɔi wɛn kɛc kɔc kuɛth.
- Luɔida cɔl anɔɛn buk kǎk wiɔ ɛ kɔc kuan luɔida, kɔc muɔk ku akuɔtnhiiim kɔk nhiɛɛr kuɔny.
- Nyuɔth luɔi aguiɛr apiɛth latuenɔ kɛloi, gam ku amuk luɔi apiɛth.

Loi nǎny

Na nɔnɔ diɛr koor alnɔ wɛt wɛn bi guɔ lac thɔɔl kaam ci gǎau ku abi guɔ looi baai ciɛn ye Bɛnydun adɔɔr yin ayeku dɛet piɔu ba kɛdǎn duɔn kɛn luel wek keek. Bɛny adɔɔr abi kɛdǎn kɛn gɔɔr cɔk ku gem abɛɛr alnɔ tɛ ci wɛt ɛ diɛrdu ya thɔl ɛ guier. Kɛn ee luel tɛnɛ ciɔmen akǎnh nǎny tuɛn.

Na yin ci wɛt jat nhial wek raan kuɔny de luɔi, keek awiɔ biɔ kɛdǎn bɛɛi tɛnɔic Bɛnyden adɔr ɛ rin bi kɛdǎn kɛn dhiɛl bɛn thɔɔl.

Na yin akɛc kuɛth wek ɛ tɛ ci wɛt diɛr luɛɛl thɛn aaguir baai ciɛn tɛdǎ ke kɛdǎn ruǎai ke kɛrɛc ci rot looi tɛdǎ kǎk wɛn rac apei ke yin adeetku piɔu ba la nǎny wɛt ye kuer thɔɔl thiɔn wɛren, yuɔp Bɛnydɛt ɛ baaida lon wɛtdu aruǎai kɛtɛ (07) 38170600, tuɔc imeel alara@alaraqld.org.au tɛdǎ thɔɔl wɛrenɔ dhuk wɛtnhom atɔ wɛbthaitda www.alaraqld.org.au.

Wɛtdun ca nǎany abi looi ye raan dan tɔnɔ ɛ kɔc luɔi wɛn akutnhom guier ic yen bi kuany luɔi kɛn ic bɛ la gɔɔr cɔk apiath ku bɛ kɛdǎn kɛn thɔl luɔi. Kɛn ee luel ke ciɔmen akǎnh nǎny de rou.

Kuat nǎany ril iic wɛn nɔnɔ iic alop ɛ kuɔc luɔi rac apei, yaanɔdɛt, tetɔk, lɔɔm ke ruɔm, lɛɛt tɛdǎ luɔi awuɔc rac apei abi looi nyinɔic ye dhɔl nǎany (Akǎnh rou).

Akuny alnɔ thɔɔl thiɔn wɛren alɛu bi gam tɛnɔnɔ yen na wiɔ.

Yin adhil nɔth lon bin nɔic ɛ nǎny wɛtdu nɛ jam tɛdǎ gɛɛt yin thɛn tɛnɛ niin karou luɔi yic ku kǎ juǎac ebɛn abi thɔɔl luɔi thɛn ɛ nin dɔm (10 Niin luɔi yic).

Na kɛdǎn ye kɛril apei, awiɔ gɔr wɛl cɔk arɛtic tɛdǎ anɔnɔic akuɛn ɛ kɔc tɛdǎ akutnhiiim aguiɛr, ke gɔr wɛl ku thɔɔlde adhil biɔ kɛ kaamdɛt bǎric nyaai.

Emɛn thɛn kɛn ic ka raan gɔr nǎny wɛtdu cɔk abi yin aa gam latuenɔ kɛdǎn ci looi kɛdu yic aluɔɔt ku kaam wɛn ben yen thɔɔl.

Kǎn wɛn cie thɔɔl luɔi etǎn kɛn tɛdǎ thiǎk ke Bɛnydɛt (Manager) abi tuɔc tɛnɛ Bɛnydɛt tuɛn (Executive Manager) (Akǎnh Diǎk). Na raan nǎny wɛt ee kɛc kuɛth luɔi ɛ nǎny wɛtdɛn etɛɛn kɛn tɛdǎ kɛdǎn athiǎk ke Bɛnybǎny (a Board Director), Kɛdǎn alɛu bi tuɔc tɛnɛ akutnhom ɛ guier (Akǎnh Nuan).

Kaam kɛc raan wɛn nǎny wɛt ee cie gɔɔr bi rinke gam ku wɛl ɛ lɛk ciɔmen imeel/telepun, yɔk adhil be ciɛn gɔr nǎny wɛt tɛnɔnɔ yook tɛ ci yɔk yi dɔt buk kǎn cɔk iic apiath tɛdǎ yɔkku wɛl kɔk latuenɔ wɛn ca keek gam. Yɔk ɛya aci lɛu bi gam wɛl dhuknhiiim ku nyuɔth lon yin aci kuɛth ke aguiɛr yen thɔɔl kɛdu.

Kuat dhuŋ kōu ɛ lööŋ abī ya wētdu tēnē akutnhīim wēn ŋic yen.

Luoi ɛ tīŋ kērac abī ya tuoc tēnē akuōtnhīim lacök bīk la caaric apiath. ALARA anɔŋ luoi kāk bēēi bei kek wētdu cimənē wēl kōk wēn ril iic ku kērac cī rot looi ebēn tēn akutnhīim wēn ŋic luoiden ku tēnē akutnhom yen wēu bēēi.

Yithku ebēn:

- Kuat kaam wēn ŋɛɛny yīn wēt yīn alēu ba naŋ raan lueel-wēl, agamlōŋ tēdā ke raan kony yīn atō thīn ku abī rot mat thīn kuat amaas ebēn, jam ebēn tēdā kāŋ jēēm ke yiic.
- Kāk-diɛɛr ku ŋāny wēt ebēn abī guir ke kāk ŋɛk moony, ku muōny raan ŋany wēt abī dhiel theek ic.
- Acin guruc tēdā wēu ciɛk tēnē ŋāny wēt.
- Koc ŋany wēt alēu bīk rēɛr ke kuc tē wīc keek ye keya.
- Yen ee yic ɛ kuat raan luoi, amuk tēdā raan dēt wēn bī kākdiɛɛr lueel, ŋany wēt ku naŋ lac luoi kāk ebēn kaam cī gāāu wēn cīn ic riōoc ku guur tēdā dhukdhuk.
- Koc ŋany wēt abī mat thīn tēkic ebēn wēn loi bī wēl kuōn cāk looi ebēn thōl ɛ guir.
- Koc ŋany wēt abī lēk ɛ kedāŋ cī looi ɛ ŋāny wētde yic ku e kēdī bī ye guir bē thōk.
- Raan wēn ŋany wēt anɔŋ yic ɛ batiēŋ tēdā thiɛc kēc kek kueth ke tēn ɛ cīi ŋāny wētden luoi thīn tēdā thōl cī lueel.
- Yen ee yic ɛ koc ŋany wēt bīk bɛɛr-tueŋ tēdā luelkē wētden tēnē akutnhom ŋāny wēt ayeer tēcīt tēwēn kuat kānh ɛ ŋāny wēt ebēn thīn tēdā kēckē kueth ɛ thōl cī lueel. Rin ke akutnhīim ayeer ebēn aa cī nuɛt werɛŋ yith(fact sheet) kēn ic.

Luoida ebēn:

Tēnē wēl cī ŋaany ebēn tēnē yok,yok abī:

- Koc cī wēt ŋaany luoi duaar ku athēk
- Them buk kēdāŋ wēn jōor thōl apiath tēnē akutnhīim kedhiɛ thīn ye nīn 14 yic.
- Yīn muk lēk ɛ kāk loi rōt ebēn alɔŋdun wēt.
- Wēl muk muōny abāŋ ŋāny wētdu ku thōl cī gam.
- Kuocny gam ba yōk ke wēɛric wēl, luel-wēl tēdā loiloi kuocny kōk tēwēn lacök api.
- Lueel kuat tēm-kōu ɛ lööŋ tēdā kērac cī rot looi tēnē akutnhom ŋic luoiden/akutnhom wēu bēēi
- ŋic lon cī wēl cī ŋaany ebēn ku dhuknhīim ken acī looi bī lēk latueŋ aloi nē ŋiɛc luoi apiath ɛ loiloi aguierda ku kāk luoi guir ebēn.

Yök Raan luël wël

Kuat raan anɔŋ yic tən aluël wël tē wïc yen kën. Raan luël-wël (An advocate) ee raandët wën kākun gōör piöndu la lueel tēnē akut diäk (a third party) (c.m. tēnē ALARA) ke nyooth, ke tit tēdä ke gël piirdu ku luçi lööŋ piath. Kē lup piiny aa rin ke kuat akutnhiiim guier wën ye ŋek gām luël-wël.

Ipswich Regional Advocacy Service

Aguier lueel wël tənɔŋ kɔc wën keek nɔŋ tētök/abëel ku amuuk ebën tō thïn Ipswich West Moreton region.

Telepun: (07) 3281 6006

Imeel: idas7@bigpond.com

ADA Australia. (ADA)

Kën akuny looi tēnē yith raan tō thïn muöök kɔc cī dhiɔp ku aguiet luçi kɔc tetök/abëel cimenē ALARA QLD Limited.

Telepun: 1800 818 338

TASC

Aguier jam alɔŋ luçi lööŋ piath ku thöön thïn piir ë kɔc yic ebën wën rëer ke naŋ tētök/abëel ku/tēdä tuaany nhom/miöl.

Telepun: 0746169700

Imeel: reception@tascinc.org.au

Webthiät: <http://www.tascnational.org.au/>

Carers Qld

Amuuk (Carers Queensland) Queensland aye gëm muök ebën kek wël ku loioi bē keek kony thïn ye luçiden muöök ic.

Telepun: 1800 242 636

Ethnic Communities Council of Queensland (ECCQ)

Aguier kën aye kuɔɔny luël-wël looi tēnē kɔc ë ba cök bei cie jam-Duŋgëlith.

Telepun: (07) 3844 9166

Akutnhïim Njany Wët Ayeer

Na yïn aye gam ln ALARA akëc wëtdu njëc looi apiath tädä ke kuat kaam aköl wïc yen ɲot looi kädän yïn ëya anɔŋ dhöl-dët ë luɔi wën lëu bï yïn akutnhïim ayeer ebën thiëc kuɔɔny bï wëtdu kën thööl.

NRS wëtde yic ee National Relay Service ku alëu bë luöi kek kɔc yup ebën wën neŋ miŋ tädä jam ruëiruei.

TTY wëtde yic ee Translating and Interpreting Services (Luɔi Wëëric wël ku Agamlöŋ) ku alëu bë luöi kek kɔc wën ba cök bei cie jam–Dungëlith.

Tënë njany wët wën loi të ALARA ee leer ë loiloi ye kuer guier the National Disability Insurance Scheme tädä Continuity of Support Programme (CoS):

NDIS Quality and Safeguards Commission:

Yupabec: 1800 035 544

NRS: 1800 555 677

(emenë lɔr thiëc tënë 1800 035 544)

TTY: 133677

(emenë lɔr thiëc tënë 1800 035 544)

Ʋɔnlany:

<https://www.ndiscommission.gov.au/participants/complaints>

Tënë njany wët wën loi të ALARA ee leer ë luɔi Muök Kɔc Cë Dhiɔp (Aged Care Services) ye kuer guier the Commonwealth Home Support Programme tädä through a Home Care Package:

Aged Care Quality and Safety Commission

Yupabec: 1800 951 822

NRS: 1800 555 677

(emenë lɔr thiëc tënë 1800 951 822)

TTY: 133677

(emenë lɔr thiëc tënë 1800 951 822)

Ʋɔnlany:

<https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>

Meel: Aged Care Quality and Safety Commission

GPO Box 9819

(Your capital city and state or territory)

Commonwealth Ombudsman

Na yïn aɲuɔt akëc piöu miët wek kädän cï looi tädä ke muk ë njany wëtdu.

Telepun: 1300 362 072

NRS: 1800 555 677

TTY: 133 677

(emenë lɔr thiëc tënë 1300 362 072)

Tënë njany wët wën loi të ALARA ee leer ë loiloi ye kuer guier the Queensland Community Support Scheme:

Communities, Disability Services and Seniors

Gät tënë:

Communities and Disability Services and Seniors Complaints Unit

GPO Box 806 Brisbane Qld 4001

Yupabec: 1800 491 467

lmeel: feedback@communities.qld.gov.au

Tënë njany wët wën loi tënë ɲɔc-wei ë käj:

Australian Competition and Consumer Commission (ACCC)

Tënë gër yï wël kök ka lɔr

<https://www.accc.gov.au/>

Tënë njany wët wën loi tënë tiëɛl/män tädä yith raan ebën:

Queensland Human Rights Commission

Yupabec: 1300 130 670

NRS: 1800 555 677

(emenë lɔr thiëc tënë 1300 130 670)

TTY: 133677

(emenë lɔr thiëc tënë 1300 130 670)

Ʋɔnlany:

<https://www.qhrc.qld.gov.au/complaints>