

Wël abnɔ looi nɔny

Kɔc luike aguiɛrda, Kɔc nɔn, Kɔc yɔc, kɔc luɔi ku akuɔtnhiiim kɔk nɔn luɔida awiɔku biɔ cɔl kenjic ALARA yenjɔ yekɛ tak ɛ loiloi aguiɛr ALARA ku kuɔny ebɛn. Gam dhuknhom piɛth, nɔny ku kɔk luel awiɔku ebɛn.

Yenjɔ abɛɛr gam?

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

- Yɔk yenjɔ ye kɔc leec ku nɔnɔkɛ abnɔ luɔida.
- Tɔk yenjɔ abɛk ɛ luɔi wɛn kɛc kɔc kuɛth.
- Luɔida cɔl anɔnɛn buk kɔk wic ɛ kɔc kuan luɔida, kɔc muɔk ku akuɔtnhiiim kɔk nɔnɔkɛn kuɔny.
- Nyuɔth luɔi aguiɛr apiɛth latuenɔ kɛloi, gam ku amuk luɔi apiɛth.

Loi nɔny

Na nɔnɔ diɛr koor abnɔ wɛt wɛn bi guɔ lac thɔɔl kaam ci gɔɔu ku abi guɔ looi baai ciɛn ye Bɛnydun adɔɔr/Raan luɔi ke yin ayeku dɛt piɔu ba kɛdɔn duɔn kɛn luel wek keek. Bɛny adɔɔr/Raan luɔi abi kɛdɔn kɛn gɔɔr cɔk ku gem abɛɛr abnɔ tɛ ci wɛt ɛ diɛrdu ya thɔl ɛ guier. Kɛn ee luel tɛnɛ ciɛmen akɔnɔn nɔny tuɛn.

Na yin ci wɛt jat nhial wek raan kuɔny de luɔi, keek awic biɔ kɛdɔn bɛi tɛnjic Bɛnyden adɔɔr/Raan luɔi ɛ rin bi kɛdɔn kɛn dɔnɔl bɛn thɔɔl.

Na yin akɛc kuɛth wek ɛ tɛ ci wɛt diɛr luɛɛl thɔn aaguir baai ciɛn tɛdɔ ke kɛdɔn ruɔi ke kɛrɛc ci rot looi tɛdɔ kɔk wɛn rac apei ke yin adeetku piɔu ba la nɔny wɛt ye kuer thɔɔl thionɔ wɛrenɔ, yuɔp Bɛnydit ɛ baaida lɔn wɛtdu aruɔi kɛtɛ (07) 38170600, tuɔc imeel alara@alaraqld.org.au tɛdɔ thɔɔl ayi kɛdɔn tɛdɔ ke yɔk wɛ/thɔn kɔk latuenɔ cɛ yin gam. Yok eya abi yin ciɛ gem wɛt cɛ dhuknhom ku dɔnɔl nɔn yin amit piɔu ke kɛn cuk looi.

Wɛtduɔn ca nɔny abi looi ye raan dan tɔn ɛ kɔc luɔi wɛn akutnhom guier ic yen bi kuɔny luɔi kɛn ic bɛ la gɔɔr cɔk apiath ku bɛ kɛdɔn kɛn thɔl luɔi. Kɛn ee luel ke ciɛmen akɔnɔn nɔny de rou.

Kuat nɔny ril iic wɛn nɔn iic alop ɛ kuɔc luɔi rac apei, yaanɔdit, tetɔk, lɔm ke ruɔm, lɛɛt tɛdɔ luɔi awuɔc rac apei abi looi nyinɔc ye dhɔl nɔny (Akɔnɔn rou).

Akuny abnɔ thɔɔl thionɔ wɛrenɔ alɛu bi gam tɛnɔn yen na wic.

Yin adhil nɔth lɔn bɛn nɔc ɛ nɔny wɛtdu nɛ jam tɛdɔ gɛɛt yin thɔn tɛnɛ nɔn karou luɔi yic ku kɔ juɔɔc ebɛn abi thɔɔl luɔi thɔn ɛ nin dɔm (10 Nɔn luɔi yic).

Na kɛdɔn ye kɛril apei, awic gɔr wɛl cɔk arɛtic tɛdɔ anɔnjic akuɛn ɛ kɔc tɛdɔ akutnhiiim aguiɛr, ke gɔr wɛl ku thɔɔlde adhil biɔ kɛ kaamdit bɔric nyaai.

Emɛn thɔn kɛn ic ka raan gɔr nɔny wɛtdu cɔk abi yin aa gam latuenɔ kɛdɔn ci looi kɛdu yic aluɔɔt ku kaam wɛn bɛn yen thɔɔl.

Kɔn wɛn ciɛ thɔɔl luɔi etɔn kɛn tɛdɔ thiɔk ke Bɛnydit (Manager) abi tuɔc tɛnɛ Bɛnydit tuɛn (Executive Manager) (Akɔnɔn Diɔk). Na raan nɔny wɛt ee kɛc kuɛth luɔi ɛ nɔny wɛtdu etɛn kɛn tɛdɔ kɛdɔn athiɔk ke Bɛnybɔny (a Board Director), Kɛdɔn alɛu bi tuɔc tɛnɛ akutnhom ɛ guier (Akɔnɔn Nuan).

Kaam kɛc raan wɛn nɔny wɛt ee ciɛ gɔr bi rinke gam ku wɛl ɛ lɛk ciɛmen imeel/telepun, yok adhil bɛ ciɛn gɔr nɔny wɛt tɛnɔn yook tɛ ciɛ yok yi dɔt buk kɔn cɔk iic apiath tɛdɔ yokku wɛl kɔk latuenɔ wɛn ca keek gam. Yok eya aci lɛu bi gam wɛl dhuknhiiim ku nyuɔth lɔn yin aci kuɛth ke aguiɛr yen thɔɔl kɛdu.

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

Luci ɛ tīŋ kērac abī ya tuɔc tēnē akuōtnhīim lacök bīk la caaric apiath. ALARA anɔŋ luci kāk bēēi bei kek wētdu cimēnē wēl kōk wēn ril iic ku kērac cī rot looi ebēn tēn akutnhīim wēn ŋic luciden ku tēnē akutnhom yen wēu bēēi.

Yithku ebēn:

- Kuat kaam wēn ŋɛeny 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-diēer ku ŋāny wēt ebēn abī guir ke kāk ŋek moony, ku muōny raan ŋany wēt abī dhiel theek ic.
- Acin guruc tēdā wēu ciēk tēnē ŋāny wēt.
- Koc ŋany wēt alēu bīk rēer ke kuc tē wīc keek ye keya.
- Yen ee yic ɛ kuat raan luci, amuk tēdā raan dēt wēn bī kākdiēer lueel, ŋany wēt ku naŋ lac luci 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 ke thiēc na kēc kek kueth ke tēn ɛ cīi ŋāny wētdeŋ luci thīn tēdā ke thōl kēn cī lueel.
- Yen ee yic ɛ koc ŋany wēt bīk bēer-tueŋ tēdā luelkē wētdeŋ 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 nuet werēŋ yith (fact sheet) kēn ic.

Lucida ebēn:

Tēnē wēl cī ŋaany ebēn tēnē yok, yok abī:

- Koc cī wēt ŋaany luōi duaar ku athēēk
- Them buk kēdāŋ wēn jōor thōl apieth tēnē akutnhīim kedhiē thīn ye nīn 14 yic.
- Yīn muk lēk ɛ kāk loi rōt ebēn alɔŋdun wēt.
- Wēl muk muōny abaŋ ŋāny wētdu ku thōl cī gam.
- Kuɔony gam ba yōk ke wēēric wēl, luel-wēl tēdā loilo kuɔony kōk tēwēn lacök api.
- Lueel kuat tēm-kōu ɛ lööŋ tēdā kērac cī rot looi tēnē akutnhom ŋic lucide/akutnhom wēu bēēi
- Ŋic lon cī wēl cī ŋaany ebēn ku dhuknhīim ken acī looi bī lēk latueŋ aloi nē ŋiēc luci apiath ɛ loilo aguiarda ku kāk luci guir ebēn.

Yök Raan luël wël

Kuat raan anɔŋ yic tən aluel wël tē wic yen kən. 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 pīirdu ku luçi lööŋ piath. Kē lupiiny aa rin ke kuat akutnhīim 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 thīn Ipswich West Moreton region.

Telepun: [\(07\) 3281 6006](tel:0732816006)

Imeel: idas7@bigpond.com

ADA Australia. (ADA)

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

Telepun: [1800 818 338](tel:1800818338)

TASC

Aguier jam alɔŋ luçi lööŋ piath ku thöön thīn pīir ē kɔc yic ebën wën rëer ke naŋ tētök/abëel ku/tēdä tuaany nhom/miöl.

Telepun: [0746169700](tel:0746169700)

Imeel: reception@tascinc.org.au

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

Carers Qld

Amuuk (Carers Queensland) Queensland aye gem muök ebën kek wël ku loiloi bē keek kony thīn ye luçiden muök ic.

Telepun: [1800 242 636](tel:1800242636)

Ethnic Communities Council of Queensland (ECCQ)

Aguier kən aye kuɔɔny luël-wël looi tēnē kɔc ē ba cök bei cie jam-Dungëlith.

Telepun: [\(07\) 3844 9166](tel:0738449166)

Akutnhïim Njany Wët Ayeer

Na yïn aye gam ln ALARA akëc wëtdu njëc looi apiath tëdä ke kuat kaam aköl wïc yen not looi kädän yïn ëya anöj dhöl-dët ë luwi wën lëu bï yïn akutnhïim ayeer ebën thiëc kuwony bï wëtdu kën thööl.

NRS wëtde yic ee National Relay Service ku alëu bë luöi kek koc yup ebën wën neñ miñ tëdä jam ruëiruei.

TTY wëtde yic ee kääc tënë kuat Makäna gäät (Teletypewriter options).

Tënë njany wët wën loi të ALARA ee leer ë loiloi ye kuer guier the National Disability Insurance Scheme tëdä ke Kuwony Abëäl/njääth tënë Koc nuën Australia (Disability Support for Older Australians Program (DSOA)):

NDIS Quality and Safeguards Commission:

Yupabec: 1800 035 544

NRS: 1800 555 677

(emenë lbr thiëc tënë 1800 035 544)

TTY: 133677

(emenë lbr thiëc tënë 1800 035 544)

Xonlany:

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

Tënë njany wët wën loi të ALARA ee leer ë luwi Muök Koc Cë Dhiop (Aged Care Services) ye kuer guier the Commonwealth Home Support Programme tëdä through a Home Care Package:

Aged Care Quality and Safety Commission

Yupabec: 1800 951 822

NRS: 1800 555 677

(emenë lbr thiëc tënë 1800 951 822)

TTY: 133677

(emenë lbr thiëc tënë 1800 951 822)

Xonlany:

<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 anjot akëc piou miët wek kädän cï looi tëdä ke muk ë njany wëtdu.

Telepun: 1300 362 072

NRS: 1800 555 677

TTY: 133 677

(emenë lbr thiëc tënë 1300 362 072)

Tënë njany wët wën loi të ALARA ee leer ë loiloi yee 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

Imeel: feedback@communities.qld.gov.au

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

Australian Competition and Consumer Commission (ACCC)

Tënë gör yï wël kök ka lbr

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

Tënë njany wët wën loi tënë tiæl/män tëdä yith raan ebën:

Queensland Human Rights Commission

Yupabec: 1300 130 670

NRS: 1800 555 677

(emenë lbr thiëc tënë 1300 130 670)

TTY: 133677

(emenë lbr thiëc tënë 1300 130 670)

Xonlany:

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