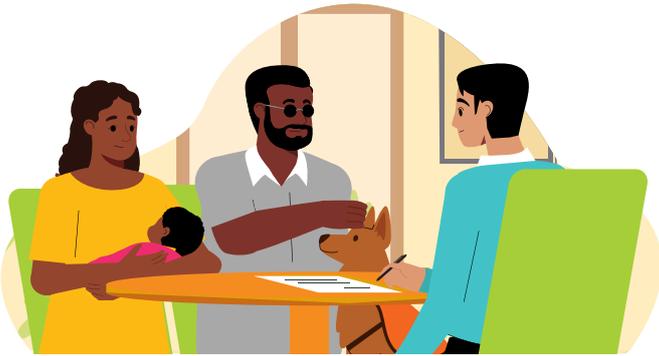


Na covo pawl hngal

NDIS ah aa telmi pakhat dirhmun in, nawl na ngeihmi cu:

- ✓ A thami riantuanpiaknak pawl ngah
- ✓ Thimnak pawl tuah
- ✓ Nangmah NDIS timhtuahnak le riantuanpiaknak lei hnatlaknak cungah thingnak ngei
- ✓ Na herhmi pawl a tlinhmi cawmchantu pawl, bawmhchanhnak pawl le riantuanpiaknak pawl thim

Nangmah bawmhchanhnak pawl le riantuanpiaknak nih nangmah caah a thabikmi biakhiahnak pawl na tuahmi an bawmh lai



1 Phehtuhnak umlo in

Nawl na ngeihmi cu:

- Na ngah liomi riantuanpiaknak i fian.
- Pek dingmi tangka pawl le halmi pawl, hngah caan pawl le nawl ngeihmi pawl telhchih in nangmah riantuanpiaknak i fian.
- Nangmah bawmhnan aphunphun kong kha nangmah bawmchantu hal.

2 Tihphannak umlo in ruahnak chimmi

- Nangmah NDIS riantuanpiaknak thanchoter dingin na hmuhtonmi kong ah a thatnak a si pek a chiatnak a si pek ruahnak chimmi peknak cu a biapi.
- Tlukruan loin chawnhbiaknak thinphang loin asilole nangmah riantuanpiaknak pawl laakpiak loin ruahnak chimmi peknak nawl na ngei.
- NDIS ruahnak chimmi tuahtonak cu zalong a simi le a himmi hmun a si i cuka hmun ah cun na aw a biapi.



3 Chimrel

- Chimrelnak nawl na ngei, pehtlainhak cu a biapi.
- Bawmchantu, riantuanpiaknak asilole bawmhchanhnak ah naa nuamh lo ahcun, pakhat khat kha a sining in chim colh.
- Nangmah bawmchantu sin ah chim law na hmuhtonmi kha chim hna.
- Na herhmi pawl a tlinhmi thilsining kong na ngahnak fehter dingah tuandeuh ah chimrel.

Na covo pawl hngal, thil pakhat khat aa ningcang lo ahcun chimrel

Ruahnak chimmi pek ning a dotdot

Bawmchantu pakhat cio cu ruahnak chimmi le phunzainak pawl tuahtomi ngeih dingah fial an si



THAWK

Keimah bawmhchanhnak le riantuanpiaknak ah harnak ka ngei

1. Harnak kha langhter -
Nangmah riantuanpiaknak asilole bawmhchanhnak cungah naa nuamh lo ahcun, nangmah bawmchantu sin ah chimrel dingin thazaang pek na si

Non riantuanpiaknak asilole bawmhchanhnak cungah kaa nuamh lo aruang cu...

2. Nangmah an bawmchantu sin ah chimchawn. Ruahnak chimmi cu email in, cakuat in tialnak in, phone chawhnak in, Relay Riantuanpiaknak asilole minung pum in na pek khawh

Na konglam cu tawrel a si cang

3. Na lungretheihnak kha bawmchantu nih a ngaih lai i langhter dingah a tawrel lai

4. Nangmah bawmchantu nih na lungretheihnak asilole phunzainak kha a tawrel lo ahcun

Na konglam cu tawrel a si cang

5. NDIS Quality and Safeguards Commission kha hika ah pehtlainnak tuah **1800 035 544** asilole hika ah email kua contactcentre@ndiscommission.gov.au

6. NDIS Quality and Safeguards Commission nih na phunzainak a tawrel lo ahcun

7. Commonwealth Ombudsman kha hika ah pehtlainnak tuah **1300 362 072** ombudsman.gov.au/complaints/how-to-make-a-complaint

DIH



Ruahnak chimmi pek dingah asilole phunzainak tuah dingah lam aphunphun tampi an um. Aho paoh nih NDIS Commission sin ah phunzainak an tuah khawh, NDIS aa telmi, chungkhar chungtel/hawikom, NDIA rianpekmi thimmi, chimrelpiaktu, lamhruaitu asilole phunzainak tuah a duhmi adang minung pakhat khat telhchih in.



Ruahnak chimmi le phunzainak pawl tuahtomi cu caan a la kho.



A biapimi biafang pawl

Commonwealth Ombudsman – Australia Acozah riantuanpiaktu bu pawl le adang pumpak sehzung pawl kong ah phunzainak pawl a dothlatmi acozah bu pakhat a si. Hihi cu man lo, amah tein a dirmi a si i tanh hlei an ngei lo.

Phunzainak – nangmah bawmhchanhnak pawl le riantuanpiaknak ah thil pakhat khat aa ningcang lo ruangah minung pakhat khat na chimh tikah. Phunzainak cu ruahnak chimmi nak in a fak deuhmi a si.

Ruahnak chimmi – harnak pakhat kong minung pakhat khat na chimh tikah; thil pakhat khat kha thadeuh in an tuah khawh ning asilole tha tein an tuah khawh cangmi thil pakhat khat.

Aa thupmi Pumtlinlonak pawl Necia par (Sunflower) oihmi hri – cu aa thupmi pumtlinlonak pawl asilole hmuhkhawh lomi pumtlinlonak pawl ti zong in hngalhami, hmuhkhawh lomi pumtlinlonak pawl caah vawlei cung huap hmelchunhnak pakhat a si. Aa hruktu nih aa thupmi pumtlinlonak a ngeih i a hlei in bawmhchanhnak a herh men lai ti langhternak hmelchunhnak a si.

Holhlettu – nangmah holh a thiammi minung pakhat khat a si i minung pakhat khat nih a chimmi naa fiannak dingah a bawmtu a si.

NDIS Zulhphung – NDIS ah aa telmi hna le Australia mi vialte nih NDIS bawmhchanhnak le riantuanpiaknak a petu hna le riantuantu hna sinin an i ruachchan khawhmi a niam bik phunglam le tuanvo pawl kha a chiah ndiscommission.gov.au/about/ndis-code-conduct.

NDIS Quality and Safeguards Commission (NDIS Commission) – NDIS bawmhchanhnak le riantuanpiaknak a hmumi pumtlinglo mi hna covo a kilvengtu le ngandamnak, himnak le thatnak a thanchotertu Australia acozah riantuanpiaktu bu. NDIS ah aa telmi pawl himnak caah runven dingah dantat khawhnak nawl pawl an ngei. Riantuanpiaknak cu zalong a simi le manlo a si.

Riantuanpiaknak petu – nangmah bawmhchanhnak an pemi minung, riantuannak asilole bu pakhat. Riantuanpiaknak petu vialte nih: NDIS Zulhphung a zull hrimhrim lai i; phunzainak pawl kha an ngaih lai i lehnak an tuah hrimhrim lai.

Telifon relay riantuanpiaknak asilole TTY – biachimmi ai-ah phone chungah ca an tialtertut a hleideuh in tuahmi sehthilri.

☎ 1800 555 660 | 📠 1800 555 690 | 📠 0416 001 350 | ✉ helpdesk@relayservice.com.au

Harnak a tong colh ding dirhmun ah na um ahcun, harnak na ton asilole tihnung dirhmun i na um tikah, asilole mi pakhat i damnak kongah lungretheihnak na ngeih ahcun, 000 chawn colh.

Holh lei bawmhchanhnak

Nangmah holh in bawmhchanhnak manlo in ngah khawhnak nawl na ngei i na herhmi pawl kha bawmhchantu pawl nih an in bawmhchanh hrimhrim lai. Bawmh hal awk ah **Calehnak le Holhlehnak lei Riantuanpiaknak (TIS)** kha **131 450** ah na chawnh khawh.



ssi.org.au/TheRightsPath



ndiscommission.gov.au/participants/participants-make-complaint



ombudsman.gov.au/complaints/how-to-make-a-complaint