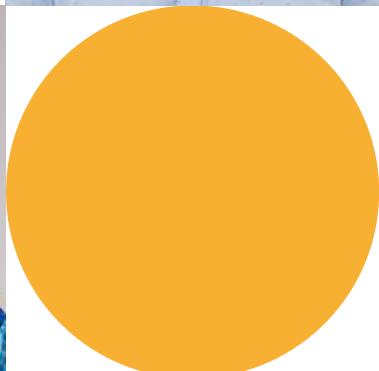
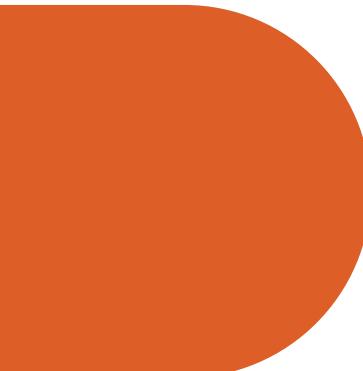


Chin Haka



Na Hngalhding Konglam



ipc Health

Mah ca chungah:

- na covo le tuanvo pawl
- na pumpak konglam kilvennak
- zeitindah na duhnak kong le duhlonak kong na phuan khawh lai
- zeitindah pakhatkhat nih nangmah aiawh in chimrel le bawmhnnak an in pek khawh lai

Kan riantuannak na hmantik ah covo le tuanvo pawl na ngei.

Kan riantuantu pawl, man lo rianbawmtu pawl, kan riantuannak a hmangtu pawl le an zohkhenhtu pawl pakhat le pakhat tihzah upat bu in an ichawnhbiak kha kan duhmi a si.

Na pumpak konglam cu thatein kilven a si

Na pumpak konglam tha le himtein chiahnak ding ah kan i biatak. Na pumpak konglam cu upadi zong nih a kilven. Na pumpak konglam cu tha tuk in a himnak hmunhma ah kan chiah.

Na herh ahcun na ngandamnak kong kan chiahmi na zoh khawh. Na ngandamnak kong record kan chiah mi zohding halnak nawl na ngei i aa palh ahcun remhding nak an fial khawh.

Ngandamnak hmanthlak pawl asiloah aw khumh mi pawl

Ngandam thlopbulhnak petu pawl nih nangmah thlopbulhnak caah hman zong an in thlak a hau khomen asiloah na aw khumh zong an hau khomen. Mah na lungtin ahcun na ngandam record tialnak chungah na min na that lai.



Na pumpak kong zeibantuk pawl dah kan laak?

Na ngandamnak kong kan tialnak record chungah na min le pehtlaihnak kan in tuah khawnak kan tial lai. Na ngandamnak kong pawl, na zawtnak, thlopbulhnak timhtuahmi le thanchonak tibantuk pawl kha na rat fatin na ngandamnak kong kan tialnak record chungah kan tial.

Konglam kan laak lengmangnak nih khan na caah a herhmi an kan theih ter i na caah a tha bikmi thlopbulhnak pek awk hngalhnak zong an kan bawmh.

Department of Health zong ah konglam cheukhat cu report kan pek.

Mah nih khan kan riantuannak timhtuahnak le thanchonak caah a bawmh.

Nangmah sinak a hngal ter khotu konglam pawl cu kan pe hna lo.

Na konglam pawl cu IPS health in nangmah thlopbulhnak caah aatalmi pawl lawng nih an zoh khawh.

Nangmah hnatlaknak lawng in na konglam cu adang riantuantu sinah kan pek lai, asiloah upadi tangah pek hrimhrim kan hauh caan tahchunhnak ah laakhruak ngandam thlopbulh herh caan tibantuk. Na konglam kong ah chimnak nawl na ngeih.

Atanglei ning a si lo ahcun na konglam ho sin hmanh ah kan pe hna lai lo:

- hnatlaknak na pek (na lungtlin)
- nangmah nih midang pekding na kan fial
- na nunnak, asiloah midang pakhatkhat nunnak caah tihnung a si
- ngakchia asiloah an chungkhar himnak caah tihnung tuk a si tiah kan ruah
- na caah a tha bik ding a si
- upadi nih a kan fial, tahchunhnak ah, chawnhkhawh mi zawtnak, cancer phun pakhatkhat asiloah konglam biaceihzung nih a ceih liomi a si

Na konglam cheukhat pek lo ding asiloah na ngandamnak record ho lawng nih dah a zoh khawh ti thimnak nawl na ngei. Sihmanhsehlaw mah nih khan na caah a thabik mi thlopbulhnak peknak caah dawnkhantu a si khomen.

Na hnatlaknak thlen asiloah let na duh ahcun kan chim.

Thlopbulhnak laak ding asiloah laak lo ding thimnak nawl na ngeih.

Ngandamnak riantuantu nih na zawtnak (pawl) an chimh dih in le thlopbulhnak pawl an chimh dih in thlopbulhnak laak ding asiloah laak lo ding thimnak nawl na ngei. Na ngandamnak record tialnak ah na hnatlaknak min na thut lai; tahchunhnak ah thlopbulhnak laakding hnatlaklonak asiloah hnatlaknak



Na covo le tuanvo pawl

Kan sin in zeipawl dah naa tinh khawh:

- dawtnak le upat bu in chawnhbiak na si lai
- a thami thlopbulhnak pek na si lai
- na miphun, nuncan, biaknak, phunglam le zumhnak na ngeihmi kan upat lai
- na lungfian ding in hngalhnak pek le chimh na si lai i na herh ahcun holhlettu kan in auhpiak lai 
- na ngandam thanchonak ah hngalh a herhmi pawl le thimnak na ngeihmi pawl kan in chimh lai
- bawmhnak pekding kongah dingthu tein chek le biachahnak kan tuah lai
- nangmah zohkhenhnak kong biachahnak ah kan in tal ter lai
- na pumpak kong himtein kan kilven lai
- na pumpak kong kan sin ummi copy na hal khawh
- na konglam adang bawmhnak petu dang sin kan pek hna hlanah na hnatlaknak kan in hal hmasa lai
- riantuantu thlen piak ding na kan hal khawh
- thlopbulhnak pekmi elnak nawl na ngeih
- bawmhnak pekmi atulio na caah aatlak le a herh lo mi a si ahcun elnak nawl na ngeih i a hnu le timhcia tein ka um cang na ti tikah na kan hal khawh than

- appointment na ngeih lioah siangakchia asiloah cawnnak lei hlathlainak a tuahmi pawl um lo ding in chimnak nawl na ngeih
- na kan hmuhning le sining tein chimnak nawl na ngeih i kan riantuannak hmannah nawl na ngeih thiamthiam
- na herh ahcun nangmah aiawh in chimrel piaktu le bawmhnak petu kan in laak piak khawh
- naa thlopbulhnak ah na kawp (nupi/va/tlangval/nungak) tal ternak nawl na ngeih

Theih na herhmi pawl:

- appointment na hnut sual ahcun a herhmi vialte tuah le peknak caan kan ngeih kho lo men
- thawngthanh hmasa lo in appointment na bau lengmang ahcun bawmhnak pehtein kan in pe kho lo men
- atanglei bantuk na um ahcun bawmhnak pek lo khawh na si:
 - zu asiloah sii na rit
 - kan riantuantu pawl ningcang lo le hruhru-hranghrang in na chawnh hna
 - pakhatkhat na tlerkhawn hna
 - nupa sinak diriamhnak lungthinh in pakhatkhat hnahnawhnak na pek hna

Tuah seh ti kan in duhmi:

- na appointment caan ah hman tein phak
- appointment na rat khawh lo ding a si ahcun zaangfahnak in atlawmbik nikhat aau duh ah thawng kan thanh cia
- kan riantuannak na hman lioah a hopaoah kha tihzah le upat buin chawnhbiak ding
- na lungfian lo ahcun kan hal, ahleiin thlopbulhnak pakhatkhat laak ding ah hnatlaknak pek na herh caan ah
- Kan riantuantu pawl na inn ah lending an si tikah na inn kha an caah a himmi siding in tuah Mah ahkhan na innzuat saram pawl fim le kan riantuantu pawl na inn an um lioah kuakzuk lo tehna aatal.

- ngandam thlopbulhnak an petu nih ruahnak an pekmi kha na si khawhchung in zul
- na ngandamnak kong ah hngalh kan herhmi na kan chimh lo ahcun kan in bawm kho lai lo
- kan zung kha mi zapi caah a himmi siding in kan bawm
- midang le an pumpak konglam pawl kha a zungzal in upatnak pe
- na konglam aathlen tikah kan chim
- naa thlopbulhnak caah thilri kan in hlanhmi pawl thatein zohkhennh



Ruahnak petu/Bawmtu

Ruahnak petu/bawmtu timi cu na herhmi bawmhnnak hmuhnak caah nangmah aiawh in an chimrel piaktu kha a si. Na ngandamnak he pehtlaiin na covo le tuanvo pawl na fian khawhnak ding an in bawmh khawh.

Ruahnak petu/bawmtu a si khomi hna cu:

- hawikom
- chungkhar chungin pakhatkhat
- ruahnak petu zung in pakhatkhat

Ruahnak petu/bawmtu na herh ahcun IPC Health nih lunglawmte in an in bawmh khawh lai. Na caah aatlak mi le a thami ruahnak petu/bawmtu na hmuhnak lai kan in bawmh lai.

Na appointment asiloah thlopbulhnak na laaknak ah na hawikom asiloah chungkhar pakhatkhat ital ter na duh hna ahcun zaangfahnak in IPC Health i riantuantu pakhatkhat kha chim hna.

Ruahnak petu zung zong pehtlaihnak tuah in bawmh na hal khawh hna.

Advocacy services (ruahnak peknak zung pawl)

Office of the Public Advocate

Phone: 1300 309 377
publicadvocate.vic.gov.au

Aged care advocacy

Toll free: 1800 200 422
myagedcare.gov.au

Elder Rights Advocacy

Toll free: 1800 700 600
era.asn.au

Action on Disability with Ethnic Communities

Toll free: 1800 626 078
adec.org.au

Other important numbers

Health Complaints Commissioner

Phone: 1300 582 113
hcc.vic.gov.au

Office of the Australian Information Commissioner

Phone: 1300 363 922
oaic.gov.au

Department of Families, Fairness and Housing

Phone: 1300 475 170
dffh.vic.gov.au

Department of Health

Phone: 1300 650 172
health.vic.gov.au

The Victorian Ombudsman

Toll free: 1800 806 314
ombudsman.vic.gov.au

Victorian Equal Opportunity & Human Rights Commission

Phone: 1300 292 153
humanrightscommission.vic.gov.au

Tamdeuh hngalh na duh ahcun mah ca hnulei ah a ummi naa naihnak bik IPC Health campus kha pehtlaihnak tuah.

Duhmi phuannak

Kan riantuannak le kan zung na kan hmuhning hngalh kan duh. Na kan hmuhning na kan chimhmi kha kan riantuan thanchonak ah kan hman.

- na duhnak le hmuhning kha na tial khawh i mileng hngahnak khan i kan chiahmi bawm chungah na sanh khawh.
- kan riantuantu pakhatkhat ton in asiloah telephone in na chimh khawh hna.
- Riantuannak Hmuuning Hlathlainak ca zong kan riantuan ning hngalhnak caah kan in phit ter khawh men.mah hlathlainak ah kan riantuannak timhtuahnak le zothannak caah a kan bawmtu biahalnak pawl a um.

- kan riantuannak kong ah lungtlinlonak le chimding na ngeih ahcun an bawmtu ding ah pakhatkhat naa ratpi khawh hna.
- an riantuannak pakhatkhat cungah na lungtlinlonak a um ahcun na lungtlinlonak phungning tein na langhter khawh. Thlopbulh na laaknak IPC Health campus kha chawn law program manager, director asiloah chief executive officer he chawnh ka duh ti hna.
- Health Complaints Commissioner zong **1300 582 113** ah pehtlahhnak na tuah khawh.

Halding dang na ngeihmi an um ti maw?

Kan sin i thlopbulhnak na laak lioah na konglam kan laakmi pawl zeitin kan hman asiloah na ngandamnak record kan ngeihmi zoh na duh ahcun IPC Health ah riantuan mi pakhatkhat zaangfahnak in hal hna

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ah zoh



