



**IPC HEALTH CORPORATE OFFICE
(IPC NGANDAMNAK ZOHKHENHTU ZUNG):**

106 Station Road Deer Park VIC 3023

PO Box 171 Deer Park VIC 3023

Phone: 9219 7142

ACN 136 685 151 ABN 68 846 923 225

Deer Park
106 Station Road
Deer Park VIC 3023
Phone: 03 9219 7142

Sunshine
122 Harvester Road
Sunshine VIC 3020
Phone: 03 9313 5000

Hoppers Crossing
117-129 Warringa Crescent
Hoppers Crossing VIC 3029
Phone: 03 8734 1400

St Albans
1 Andrea Street
St Albans VIC 3021
Phone: 03 9296 1200

Altona Meadows
330 Queen Street
Altona Meadows VIC 3028
Phone: 03 8368 3000

Wyndham Vale
510 Ballan Road
Wyndham Vale VIC 3024
Phone: 03 9216 7777

Na caah hngalhawk pawl



Mah catlap nih a langhtermi pawl cu:

- Na covo le ttuanvo pawl
- Na pumpak konglam runvennak
- Zeitindah na hmuh le duhning na phuan khawh lai asiloah na lungtlinlonak na phuan lai
- Zeitindah nangmah aiawh in chimreliaktu le bawmtu na hmuh khawh lai

Kan sinin bawmhnak na laak tikah covo le ttuanvo pawl na ngei.

Riantttuantu, bawmhnak pekmi le a zohkhenhtu hna pakhat le pakhat upatnak ipekding kan ruahchan.



Na covo le ttuanvo pawl

Kan sinin naa ruahchan khawhmi pawl:

- Dawtnak le upatnak he pehtlaih le chawnhbiaknak kan in tuah lai.
- Na ngandamnak tthanchonak caah na tuah le thim khawhmi pawl kan in chimh lai.
- Bawmhnak na herhmi kongah dingthlutein khiahnak kan in tuahpiak lai.
- Naa zohkhenh le thlopbulhnak kong biakhiahnak ah kan in tel tar lai.
- Rianttuantu thlending na hal khawh.
- Thlopbulhnak elnak nawl na ngei.
- Bawmhnak pekmi na caah a tthat lo ahcun elnak nawl na ngei. Bawmhnak laak tthan ding na herh tikah na kan chimh tthan khawh.
- Appointment na kai lioah siangkchia asiloah cawnnak hlathlaitu um lo ding in elnak nawl na ngei.
- Kan sin thlopbulhnak na laak tikah na hmuhning le ruahning ralttha tein chimding forhfiat na si i mah nih hmailei kan sin bawmhnak na laaknak ah a dawnkhan lai lo
- Na herh ahcun nangmah aiawh in an chimreliaktu le bawmtu kan in kawlpik lai.
- Na pumpak konglam kan in runvenpiak lai.
- Na pumpak konglam kan ichiahmi a copy na kan hal khawh.
- Na pumpak konglam midang zung le bawmtu sin kan pek hlanah na hnatlaknak kan in hal hmasa lai.
- A tthami bawmhnak le thlopbulhnak kan in pek lai.
- Na miphunsinak, phunglam, biaknak, zulhphung le zumhnak kan upat lai.
- Thil kan in chimh le fianh tikah na lungfiannak lai holhlettu kan hman lai asiloah na hmanmi ca in kan in pek lai.

Na hngalh a herh

- Appointment na hnut ahcun mah ni caah zoh le thlopbulhnak tlamtling in kan in pe kho lo men.
- Thawngthan hmasa lo in appointment rat na bau lengmang ahcun bawmhnak pehtein kan in pe kho ti lo men.
- Atanglei thil pakhatkhat na sining a si ahcun bawmhnak pek lo khawh na si:
 - zu na rit asiloah sii na rit
 - bongal le awhrang in rianttuantu pawl na chawnh hna
 - pakhatkhat hnahnawhnak pekding in na tlerh hna
 - horduhcuai in pakhatkhat tuai le hnahnawhnak na pek hna.

Na sinin kan iruahchanmi pawl

- Appointment pekmi pawl ah a caan hmantein phak.
- Appointment na rat khawh lo ding a si ahcun midang kan pek khawhnak hna lai zaangfahnak in atlawmbik nikhat aa duh ah thawng kan thanh.
- Kan sin ah bawmhnak le thlopbulhnak laakding na rat tikah mi vialte kha upat le hmaizah in chawnhbiak le pehtlaih.
- Na lungfian lo ahcun hal chapding, ahleiin thlopbulhnak pakhatkhat laakding ah hnatlaknak pek na herh tikah.
- Kan rianttuantu pawl an in len tikah an caah na inn a himmi siding in chiahdng. Mah ahkhan na innzuat saram pawl fim le kan rianttuantu pawl na sin an um lioah kuakzuk lo zong aatel.
 - Na ngandamnak zohkhenhtu nih an chimhmi tuah le zulhdng pawl kha na si khawh chung in zulhdng.
 - Hngalh kan herhmi na kan chimh lo ahcun kan in bawm kho lai lo timi kha zaangfahnak in fian izuam.
 - Kan zung le rianttuannak hmun pawl mivialte caah a himmi siding kan bawm:
 - midang le an pumpak kong kha zeitik caan paohah upatnak pe hna
 - na pumpak kong aathlen tikah kan chim
 - thlopbulhnak ah kan in hlanhmi thilri pawl tthatein zohkhenh.



Na pumpak konglam pawl cu tthatein runvennak kan tuah

Na pumpak konglam pawl huhphenhnak ah kan i biatak. Na pumpak konglam pawl cu upadi zong nih runvennak a tuah. Na konglam pawl cu tthatein himnak tuahmi chungah kan fim.

Na konglam kan chiahmi zoh na duh ahcun na zoh khawh. Na ngandam thlopbulhnak record kan chiahmi zong zohding ah halnak nawl na ngeih i a herh ahcun na remhter khawh hna.



Na pumpak konglam pawl cu runven a si

Victorian Privacy Laws le Department of Human and Health Services Information Privacy Principles nih a timi pumpak konglam upatnak le kilvending upadi pawl kha fektein kan zulh.

Zeibantuk na pumpak konglam pawl dah kan laak?

Na ngandam thlopbulhnak cauk chungah na min le pehtlaihnak pawl kan ttial. Siikhan na rat fatin na ngandamnak le sining, thlopbulhnak timhtuahmi le pekmi pawl kha na ngandam thlopbulhnak cauk chungah kan ttial.

Zeiruangahdah na konglam kan laak?

Na konglam kan laakmi nih ahnubik na sining kan herhmi a kan hngalh ter, mah nih khan na caah a tthabikmi thlopbulhnak pek khawhding a kan bawmh.

Thawngpang cheukhat cu Department of Health (Ngandamnak Zohkhenhtu Zung) sin report peknak zongah kan hman. Mah nih kan rianttuan timhtuahnak le tthanchonak ah a kan bawmh. Nangmah sinak a langhter khotu konglam le sining kan pe hna lo.

Honihdah na konglam a rel?

Na konglam cu naa thlopbulhnak ah aatelmi IPC Health in rianttuantu pawl lawng nih an rel khawh. Na konglam cu na hnatlaknak lawng in midang rianttuantu sinah kan pek hna lai asiloah upadi nih pek hrimhrim a herh a ti lawngah kan pek hna lai, bianaah laakhruak in ngandamnak thlopbulh na herh.

Na konglam kong fimhlawmnak ah chimnak nawl na ngei Atanglei thil sining pakhatkhat zul lo in na konglam midang sin kan pe hna lai lo:

- konglam tling midang sin pekding na kan fial
- hnatlaknak na pek (na lungtlin)

- na nunnak,asiloah pakhatkhat nunnak, caah ttihnunnak a um
- ngkahcia pawl le an chungkar himnak le nundamnak caah ttihnunnak a um tiah kan ruah
- na caah a tthabikmi a si
- upadi nih phuandng ah a kan fial, bianaah chawnh khawhmi zawtnak le khensa zawtnak phun khatkhat pawl kong ah biaceih zung nih hngalh an herh .

Na konglam cheukhat pawl midang sin pek lo ding elnak nawl asiloah na ngandamnak record a ho nih hmu seh law a ho nih hmu hlah seh timi rikhiahnak nawl na ngei. Sihmanhsehlaw mah nih khan a tthabikmi bawmh le thlopbulhnak kan in pek dingah dawnkhannak a kan pek khawh. Na hnatlaknak thlen asiloah let na duh ahcun kan chim.

Thlopbulhnak cohlanding asiloah elnak nawl na ngeih

Ngandamnak lei rianttuanmi nih na zawtnak sining le thlopbulhnak pek khawhmi an chimh dih hnuah thlopbulhnak laakding asiloah elnak nawl na ngei. Na ngandamnak kong ttialnak cauk chung i na thimmi pawl pawngah hnatlaknak min na thut lai, bianaah thlopbulhnak elnak asiloah hnatlaknak.

Ngandamnak he pehtlaimi hmanthlak pawl asiloah aw khumhmi

Ngandamnak rianttuantu cheukhat nih na hmanthlak (pawl) thlak an in herh khawhmen, bianaah na ke hma a dam le sining zohnak asiloah na aw khumhnak. Mah kong ah na lungtlin ahcun na ngandamnak kong ttialnak cauk chungah na min na thut lai.



Lungduh phuannak

Kan rianttuanning le zung hmun pawl na ruahning le hmuhning hngalh kan duh.

Kan rianttuan tthanchonak caah na hmuhning le ruahnak na kan chimhmi kha kan i bochan.

- Na ruahnak le hmuhning kha ttial in mihngahnak khan i chiahmi Feedback Box (Lungduh Phuannak Kuang) chungah na chiah khawh.
- Kan rianttuanmi aho sin paohah ton in asiloah phone chawnh in na chimh khawh hna.
- Kan rianttuannak hmanmi pawl sinah kan rianttuannak an hmuhning Client Feedback Survey (Ruahnak le Hmuhning Hlathlainak) zong kan in phit ter khawhmen.
- Mah hlathlainnak chungah kan rianttuannak timhtuahnak le kan rianttuannak zohtthannak caah a kan bawmtu ding biahalnak pawl kan talh.
- Bawmhnak kan in pekmi kongah thinphan le lungtlinlonak na ngeih i biaruah na duh ahcun an bawmtu dingah ahopaoh na ratpi khawh hna.
- Bawmhnak kan in pekmi pakhatkhat kongah na lungtlin lo ahcun zungphungning in lungtlinlonak na phuan na ttial khawh. Thlopbulh na laaknak IPC zung kha chawn law Program Manager, Director asiloah Chief Executive Officer he chawnh ka duh tiah nawl hal hna.
- Health Services Commissioner (Ngandamnak Rianttuanning Chekhlaitu Bawizik) zong 1300 582 113 ah chawn in pehtlainnak na tuah khawh.

Halding dang na ngei ti maw?

Kan sin thlopbulhnak na laak lioah na konglam kan chiahmi pawl zeidah a can ti hngalh na duh asiloah na ngandamnak kong record kan chiahmi zoh na duh ahcun kan (IPC Health) sin rianttuannak mi ngandam thlopbulhnak petu pakhatkhat kha zaangfahnak in chawn hna.

Pumpak Konglam Kilvennak kong he pehtlaiin ca in zoh na duh ahcun zaangfahnak in atanglei pawl ah zoh: www.humanservices.gov.au/customer/privacy

Duhlonak Phuannak

Duhlonak phuanding na ngeih ahcunl, ahrawmthawk bikah IPC Health i kan Chief Executive Officer kha zaangfahnak in 9219 7142 ah chawn asiloah Health Services Commissioner (Ngandamnak Rianttuanning Chekhlaitu Bawizik) kha 1300 582 113 ah chawn.

Ruahnak Petu

Ruahnak petu cu zeidah a si?

Ruahnak petu cu nangmah aiawh in na herhmi bawmhnak an chimreliaktu a si. Na ngandamnak he pehtlaiin na covo le ttuanvo pawl kha na lungfian ding in an in chimh khawh. Ruahnak petu cu na:

- hawikom
- chungkhar in pakhatkhat
- Ruahnak petu zung in pakhatkhat zong an si kho

Ruahnak petu hal na duh zongah IPC Health nih lunglawm tein kan cohlan. Na caah a tthami ruahnak petu hmu ding in kan in bawmh lai. Na appointment pawl caah na hawikom asiloah chungkhar pakhatkhat rat ter na duh hna asiloah naa thlopbulhnak ah itel hna seh ti na duh ahcun zaangfahank in na ngandam thlopbulhnak an petu IPC rianttuantu kha chim. Asiloah Ruahnak Petu Zung kha chawn hna law tuahpiak ding in hal hna.

Advocacy Services (Ruahnak Petu Zung)

The Office of the Public Advocate
(Mipi Ruahnak Petu Zung)

Phone: 1300 309 377

www.publicadvocate.vic.gov.au

Aged Care Advocacy (Tar Zohkhenhnak Ruahnak Petu Zung)

Man lo chawhnak: 1800 200 422

www.myagedcare.gov.au

Residential Care Rights (Inn i Zohkhenhnak Covo Pawl)

Man lo chawhnak: 1800 700 600

www.era.as.au

Action on Disability with Ethnic Communities (Holh le Nunphung Aadangmi Mitlamtling Lo Pawl Zohkhenhnak)

Man lo chawhnak: 1800 626 078

www.adec.org.au

Adang biapimi nambar pawl:

Health Complaints Commissioner (Ngandamnak Zohkhenhning Lungtlinlonak Chekhlaitu Bawizik)

Phone: 1300 582 113

Fax: 9032 3111

<https://hcc.vic.gov.au>

Office of the Australian Information Commissioner (Australia ah Pumpak Konglam Kilvennak Chekhlaitu Bawizik)

Phone: 1300 363 922

www.oaic.gov.au

Department of Health and Human Services (Mipi Ngandamnak le Bawmhnak Petu Zung)

Phone: 1300 650 172

www.dhhs.vic.gov.au

The Victorian Ombudsman (Victoria Peng Cozah Tang i Ummi Cozah Zung Pawl Rianttuannak Chekhlaitu Zung)

Man lo chawhnak: 1800 806 314

www.ombudsman.vic.gov.au

The Equal Opportunity Board (Covo Khah leThleidannak Chekhlaitu Zung)

Phone: 1300 292 153

www.humanrightscommission.vic.gov.au

Tamdeuh hngalh na duh ahcun ma ca a hnulei i langhtermi IPC Health zung pawl i nangmah he naihnik bik kha pehtlaihnak tuah.