

Kirundi Kirundi

Umugambi w' igihugu wo gufasha abagendana ubumuga hamwe n'uburenganzira bw'abitavye umugambi

Umugambi w' igihugu wo gufasha abagendana ubumuga witwa NDIS ni uburyo bushasha bwo gufasha abagendana ubumuga kugirango baronke imfashanyo bakeneye kugira ngo babeho neza.

Umugambi NDIS hamwe n'uburenganzira bwawe bwo:

- Kugira umutekano, kwubahwa, hamwe no kuronka ubufasha hamwe n'imfashanyo bishimishije
- Gusaba umusiguzi afise impamyabushobozi yo kugufasha kuvugana n'amashirahamwe yose, ni ukuvuga NDIA hamwe n'ayandi mashirahamwe agufasha mu mugambi w'indinganizo ya NDIS.
- Guhitamwo imfashanyo uronka n' uburyo bakuronsamwo ubufasha
- Kuvuga ibitagenda neza no kurega mugihe utashimishijwe n'umwanzuro canke imfashanyo uriko uraronka

Umugambi NDIS urafata ingingo:

- Nimba ushobora kuronka imfashanyo muri NDIS
- Ubwoko bw'imfashanyo ushobora kuronka
- Ingene imfashanyo ushobora kuronka ingana

Mugihe utashimishijwe n'umwanzuro wafashwe na NDIA urashobora:

1. Gusaba NDIA gusubira kwihweza umwanzuro, bavyita umwihwezo wa banyene gufata umwanzuro (internal review). Ufise amezi 3 uherye igihe uhewe urwandiko rw'indinganizo yo kugufasha canke urwandiko rw'umwanzuro kugirango usabe NDIA kwihweza umwanzuro.
2. Mu gihe udashimishijwe n'ingingo ivuye mu mwihwezo wa banyene gufata umwanzuro urashobora gusaba umwanzuro ukihwezwa n' Ubucamanza bujewe kujurira (Administrative Appeals Tribunal), bavyita kandi umwihwezo w'abatafashe umwanzuro (external review).
3. Urashobora kuronka ubufasha bwo gusaba umwihwezo w'abatafashe umwanzuro ku **bajejwe gufasha mu kujurira mu mugambi NDIS** batari mu mugambi wa NDIS. (Raba k'urundi ruhande urutonde rw'amashirahamwe y'umugambi wa NDIS ajejwe gufasha mu kujurira muri Queensland).

Kuronka imfashanyo yo gushira mu ngiro indinganizo yawe

Niwaba ukeneye gufashwa mu kuronka ubufasha n'imfashanyo biri mu ndinganizo yawe ya NDIS, urashobora kurondera:

- Uwugukurikirana, mugihe uronka iyi mfashanyo mu ndinganizo yawe ya NDIS
- Abakujewe kugufasha bakwegereye: <https://www.ndis.gov.au/contact/locations>
- Abakorera umugambi wa NDIS bakwegereye: Numero ya telefone 1800 800 110 hanyuma ugasaba kuvugana n'abo mu mugambi wa NDIS bakwegereye.

Ntangorane kuvuga ibitakunejereje no kubimenyeshya

1. Urafize uburenganzira bwo kumenyeshya ibitagenda neza hamwe no kuvuga ibitakunejereje kuri NDIA, mugihe utashimishijwe n'imfashanyo baguhaye. Urashobora gukora ibi:
 - Kuvugana n'umuntu ku biro vya NDIA
 - Kwuzuzura urupapuro rw' ibirego hanyuma ukarujana ku biro vya NDIA
 - Guhamagara NDIA kuri 1800 800 110
 - Kurungika e-mail kuri feedback@ndis.gov.au.
 - Guhamagara [Commonwealth Ombudsman](#): Telefone: 1300 362 072
 - Ubaye udashimishijwe n'ikivuye muri ibi urashobora kuvugana n'ishirahamwe rivuganira abantu rikwegereye (Raba ku rutonde rw'amashirahamwe avuganira abantu).
2. Ntangorane kuvuga ugatanga ivyiyumviro canke ibirego kubijanye n' imfashanyo uronka ijanye n' indinganizo yawe ya NDIS. Mu gihe bitagushimishije urashobora:
 - Kuvugana n'abasanzwe bagufasha kubijanye n'amakenga yawe hanyuma ukabaza ko bogufasha. Barashobora kugira ico bongezako ciza mu buryo bagufasha wewe canke umuryango wawe. Urashobora kubaza umuntu wizigiye canke umuntu ashobora kukuvuganira bakavugana n' abasanzwe bagufasha. (Raba ku rutonde ry'amashirahamwe avuganira abantu).
 - Guhindura abagufasha, ni ukuvuga ko ushobora guhitamwo irindi shirahamwe rishasha canke uwukurikirana ivy'imfashanyo zawe mushasha. Urashobora kubaza NDIA, uwukurikirana ivy'imfashanyo zawe canke uwushobora kukuvuganira kugirango agufashe muri ibi.
 - Kuvugana n' **urwego rujejwe gukurikirana irangurwa ryiza ry' umugambi wa NDIS (NDIS Quality and Safeguards Commission)** kandi barashobora gutuma uburenganzira bwawe bukingirwa kandi ukaronka ubufasha n' imfashanyo bishemeye.
Urwo rwego rutanga imfashanyo yigenga, kubuntu, kandi bakagumya ibanga kugirango abitavye umugambi wa NDIS baronke ubufasha bwiza.

Amashirahamwe ashobora kugufasha ku birego, kujurira no gusaba guhindura ingingo yafashwe.

1. NDIS Quality and Safeguards Commission

Telefone: 1800 035 544 (ni ku buntu ukoresheje telefone yo munzu)

www.ndiscommission.gov.au/participants/complaints

Igisata c'abasiguzi (TIS National) Phone: 131 450

National Relay Service <https://internet-relay.nrscall.gov.au>

Agasanduku k'amakete: PO Box 210, Penrith, NSW 2750

2. Amashirahamwe y'umugamabi wa NDIS afasha mu kujurira muri Queensland

- Speaking Up For You Inc.: Brisbane / Moreton Bay Telefone: 07 3255 1244 or Email: sufy@sufy.org.au
- Queensland Advocacy Inc.: State-wide Telefone: 07 3844 4200 or 1300 130 582 or Email: NDISAppealsSupport.qai@qai.org.au
- People with Disability Australia Inc.: State-wide Telefone: 02 9370 3100 or 1800 422 015 Email: pwd@pwd.org.au
- Independent Advocacy in the Tropics: Townsville and surrounding areas Telefone: 1800 887 688 Email: reception@iat.org.au
- Rights in Action Inc: Cairns, Yarrabah, Tablelands - Atherton and Mareeba Telefone: 07 4031 7377 Email: info@rightsinaction.org

3. Amashirahamwe avuganira abantu muri Queensland

Niwaba ukeneye imfashanyo kugirango uvuge ibiguteye amakenga ushobora kuronka imfashanyo mw'ishirahamwe rivuganira abantu rikabigufashamwo.

AMPARO Advocacy (<i>Brisbane</i>)	3354 4900
Capricorn Citizen Advocacy (<i>Rockhampton</i>)	4922 0299
Gold Coast Disability Advocacy Inc.	5564 0355
Independent Advocacy in the Tropics (<i>Townsville</i>)	4725 2505
Ipswich Regional Advocacy Service	32816006
Mackay Advocacy Inc.	4957 8710
Queensland Advocacy Inc.	3844 4200
Rights In Action Inc. (<i>Cairns</i>)	4031 7377
Speaking Up For You Inc. (<i>Brisbane/ Caboolture</i>)	3255 1244
Sunshine Coast Citizen Advocacy	5442 2524
The Advocacy and Support Centre Inc. (<i>Ipswich</i>)	3812 7000
The Advocacy and Support Centre Inc. (<i>Toowoomba</i>)	4616 9700
People with Disability Australia Inc. (<i>Bundaberg, Fraser Coast, Logan, Mt Isa, Sunshine Coast</i>)	1800 422 015

4. Commonwealth Ombudsman

Ni ishirahamwe ryigenga ryihweza ibirego vy'ibitagenze neza ku mashirahamwe ya Leta ya Australia, harimwo na NDIA. Telephone: 1300 362 072 canke Igisata c'abasiguzi (TIS National) Telephone: 131 450 www.ombudsman.gov.au/what-we-do/working-with-people-with-disability