

Mudufashe kugira AnglicareWA ibe nzinza kurenzaho.

Iciumviro cawe kira dufitiye akamaro kandi turashaka kumva icyubivugaho igihe ibintu bimezeneza mugabo kandi nigihe bitameze neza. Turabitahura ko ntivyoroshe kwidoga, kubwibyo twaragerageje kuvyorosha cyane.

Hari uburyo bwinshi butandukanye bw'ukudushikishiriza inyishu yawe. Nimba ukeneye umuntu ugufasha, umuvyeyi, umuntu ukwitako bita umu carer mu cyongereza canke umugenzi kugirango agufashe kumenyekanisha ukwidoga kwawe, urashobora kubingeza gutyo.

Ingene ushobora kwidoga

Maso ku yandi

- Bwira umukozi canke umuntu wakira abantu kuri office ko urarondera kwidoga.
- Bwira umuntu wakira abantu kuri office ko ungomba uvugane n'umuyobozi mukuru wa service urimwo.

Kuri internet

- Rungika email kuri complaints@anglicarewa.org.au
- Koresha ifomu yitwa 'contact us' kuri website yacu <https://www.anglicarewa.org.au>

Kwisimu

- Hamagara umukozi wawe canke service ukorana nayo, ubamenyesheko ugomba gutanga inyishu canke kwidoga, canke
- Hamagara service ukorana nayo hanyuma ubasabe kuvugana n'umuyobzi mukuru waho, canke
- Hamagara customer service yacu kuri 1300 11 44 46 kandi ubasabe kubashikiriza ukwidoga kwawe.

Niki noshira mu nyishu yanje canke mu kwidoga kwanje?

Ni ngombwa ko twogira amukuru menshi ashoboka kugira ngo dutahure ivyo ushaka kuvuga. Woshiramwo:

- Uratang'inyishu canke uridoga kubera nde?
- Vyangeze gute? (nimba ubishobora, gerageza kandi ushiremwo itariki, isaha n'uwabikoze)
- Ukwo vyatwimye wiyumva canke nabandi biyumva
- Nimba hariho uwundi muntu wabonye ingene vya ngeze
- Hariho ivyanditswe canke ubuhamya woba ufise
- Ico wifuza ko cokorwa hanyuma

Bigenda gute mpejeje kwidoga?

- Tuzohimbarwa kumva ico uvuga. Turashaka gukosora ibintu aho dushobora

- Ivyo bagukorera ntibizokwangirika n'uwidoga. Tuzobandanya gukora ivyo dushoboye kugira tugu korere ivyo wasabye.
- Umuyubozzi mukuru azokwigora gutatura ingorane nawe. Mugabo urashobora gusaba kuvugana n'umukozi utandukanye nimba ubishaka.
- Nimba tutashobora gutorera inyishu ingorane bitagoranye hamwe na service yah'utuye, ubwo tuzoha igikorwa umuntu ukora ipererezi ryerekeye ukwidoga. Umupererezi n'umukozi wigenga udakorana na service ukorana nayo kandi wigishijwe gutohoza ukwidoga. Azoguhamagara akubaze ivyo wacyemwo. Tuzogerageza kukuronderera inyishu n'ingoga mugabo dushobora gukenera igiye kirekire kugira dutohoze ivyashitse. Ivyo birimwo nukubaza abo biraba nugasubiramwo ivyanditswe vyacu.
- Ku mpera y'iperereza ryacu tuzo kumenyesha ingaruka.
- Tuzo bandanya tukubwira aho bigeze kuva intango gishika kwiherezo.

CERTIFICATION

I, Bill Bahwindja Birindwa, NAATI Recognised Practising Interpreter (Kirundi and English), and Panel Member of Absolute Translations, hereby certify that the above Kirundi text is a true and correct translation from the English language of the Anglicare document, prepared by me to the best of my ability.

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