

Commonwealth Ombudsman

Ombudsman-ka Dowladda Dhexe (Commonwealth Ombudsman) waa qof madaxbannaan kaas oo baara cabshooyinka ku saabsan ficillada wasaaradaha Dowladda Dhexe.

DOORKA OMBUDSMAN-KA

Ombudsman-ku wuxuu baari karaa cabashooyinka ku saabsan badiba hay'adaha dowladda Australia, oo ay ka midka yihiin Centrelink, Xafiiska Canshuuraha, Hay'adda Kaalmada Ilmaha (Child Support), Wasaaradda Socdaalka (Immigration Department) iyo Boostada Australia.

Ombudsman-ka ayey tahay inuu go'aamiyo haddii ficillada ama go'aannada laga soo cabtay ay yihiin kuwo khalad ah, macquul aan ahayn, aan caddaallad ahayn ama ay yihiin kuwo takoorid ah. Ombudsman-ku wuxuu kaloo masuul ka yahay baarista waxyaalihii dib-u-dhacyo ah ama wax ka qabasho la'aanta maamuleed ah.

Tan kaleeto, Ombudsman-ku ma baari karo cabashooyinka la xidhiidha shakhsiyaadka gaarka ah ama shirkadaha, go'aannada maxkamadaha, ama ficillada ama go'aannada dowlad-goboleedyada ama dowladaha hoose, wasiirada dowladda ama shirkadaha ganacsi ee dowladda.

Ombudsman-ku waa qof dhexdhexaad ah wuxuuna raadiyaa natiijo caddaallad ah.

Ombudsman-ku wuxuu ka shaqeeyaa inuu wanaajiyo maamulka dadweynaha si looga hortago in dhibaatooyinku soo noqnoqdaan.

AWOODAHA OMBUDSMAN-KA

Ombudsman-ku wuxuu leeyahay awoodo ballaaran si uu u baaro cabshooyinka, waxaana ka mid ah awoodda uu ku amri karo saraakiisha inay soo gudbiyaan dokumentiyada ama ay ka jawaabaan su'aalaha.

Haddii Ombudsman-ku khalad ka helo maamulka, wuxuu ku talin karaa in hay'adda ka masuulka ah ay saxdo khaladka ama ay xal u keento.

Ombudsman-ku wuxuu ku talin karaa, tusaale ahaan, in hay'addu ay arrinta ka bixiso sharraxaad ama raali-gelin, ay qaadato ama wax ka baddesho go'aanka, dhaafto daynta, ama ay bixiso mag-dhow.

SIDA LOO SAMEEYO CABASHADA

Ka hor intaadan la xidhiidhin xafiiska Ombudsman-ka, waa inaad marka hore isku daydaa inaad xalliso dhibaataada adoo la xidhiidhaya hay'adda maamuleed oo ay cabashadu khusayso, gaar ahaan adeegeeda cabashooyinka, haddii ay mid leedahay. Haddii aad ka cabanayso go'aan, waa inaad marka hore codsataa dib-u-eegidda go'aankaas, haddii ay suurtagal tahay.

Ombudsman-ku wuxuu xafiisyo ku leeyahay magaalo madaxyada dowlad-goboleedyada iyo territory oo dhan. Waxaa cabashadaada u soo gudbin kartaa adoo shakhsiyan taga, taleefoon dira, warqad, fax ama email dira.

Waxaad kaloo Ombudsman-ka ka wici kartaa **1300 362 072** ayadoo ah qiimaha wicitaanka degaanka aad joogto.

Waxaad kaloo awood u siin kartaa cid kale, sida saaxiib, qaraabo ama adeegaha bulshada inuu kuu soo gudbiyo cabashada asagoo ku hadlaya magacaaga.

Dadka ka soo jeeda asalka aan Ingiriisiga looga hadlin kuwaas oo jecel inay la xidhiidhaan Xafiiska Ombudsman-ka waxay ka samayn karaan, adeegsanna karaan Adeega Turjumaadda iyo Tarjamidda [Translation and Interpreting Service (TIS)] ayagoo ka wacaya **131 450** ama waxay cabashadooda ku soo gudbin karaan qoraal ku qoran luqaddooda ay ku hadlaan.

ADEEG QARSOODI IYO LACAG LA'AAN AH

Baarista cabashooyinka waa qarsoodi, adeeguna waa lacag la'aan.

Waxaad xaq u leedahay inaad cabato

Macluumaadku waa tilmaan keliya. Wixii macluumaad dheeraad ah fadlan la xidhiidh Ombudsman-ka Commonwealth.

NALA SOO XIDHIIDH

Ayadoo ah qiimaha wicitaanka degaanka aad joogto, waxaad la xidhiidhi kartaa xafiiska Ombudsman-ka Commonwealth ee kuugu dhow adoo ka waca

Khadka Taleefoonka Cabashooyinka Qaran (National Complaints Line) – 1300 362 072

(ogsoonow: Wicitaannada taleefoonnada mobile-ka waxaa saarmaya qiyaasta dulsaarada taleefoonnada mobile-ka.)

Email ombudsman@ombudsman.gov.au

Web www.ombudsman.gov.au

XAFIISYADA OMBUDSMAN-KA DOWLADDA DHEXE (COMMONWEALTH)

ADELAIDE

Phone 1300 362 072
Fax 08 8226 8618
Level 5, 50 Grenfell Street
Adelaide SA 5000

MELBOURNE

Phone 1300 362 072
Fax 03 9654 7949
Level 10 Casselden Place
2 Lonsdale Street
Melbourne VIC 3000

BRISBANE

Phone 1300 362 072
Fax 07 3229 4010
Level 25, 288 Edward Street
Brisbane QLD 4000

PERTH

Phone 1300 362 072
Fax 08 9221 4381
PO Box Z5386
St Georges Terrace
Perth WA 6831
Level 12, St Martin's Tower
44 St Georges Terrace
Perth WA 6000

CANBERRA & NATIONAL OFFICE

Phone 1300 362 072
Fax 02 6249 7829
GPO Box 442
Canberra ACT 2601
Ground Floor, 1 Farrell Place
Canberra City ACT 2600

SYDNEY

Phone 1300 362 072
Fax 02 9211 4402
PO Box K825
Haymarket NSW 1240
Level 7, North Wing
Sydney Central
477 Pitt Street
Sydney NSW 2000

DARWIN

Phone 1300 362 072
Fax 08 8941 5400
GPO BOX 1344, Darwin NT 0801
Level 12, NT House
Cnr Bennett & Mitchell Streets
Darwin NT 0801

HOBART

Phone 1300 362 072
Fax 03 6233 8966
GPO Box 960
Hobart Tas 7001
Ground Floor
99 Bathurst Street
Hobart TAS 7000

Adeegyada jira ee kaa caawin kara inaad cabasho samayso

Haddii aadan Ingiriisiga si fiican ugu hadli karin, waxaan kugu caawin karnaa anagoo adeegsanna **Translating and Interpreting Service (TIS)** taleefoonka **131 450**.

Haddii aad dhagaha wax ka maqlin, aadan wax arag ama aadan hadli karin, Adeegga Turjumaadda iyo Tarjamidda (TIS) ayaa laga heli karaa Adeegga **(National Relay Service)** taleefoonka **133 677**.

local call charge **COMPLAINTS 1300 362 072**

email ombudsman@ombudsman.gov.au | web www.ombudsman.gov.au