ܒܗ ܥܕܢܐ، ܐܢܫܘܬ ܐܝܬܗ ܢܫܐ ܡܕܡܢܐ ܠܗ ܟܬܒܘܟ݂ܘܢ ܚܕܐ،
ܘ... ܐܘܗ! ܠܝܬ ܟܘܪܐ؟

... ܘܛܠܝܒܘܟ݂ܘܢ ܠܐ ܝܠܗ ܦܠܚܐ؟

ܠܗ ܐܘܣܬܪܠܝܐ، ܡܨܝܐ ܙܘܕܐ ܕܝܡܢܝܬܐ ܗܘܝ ܐܝܬܠܗܘܢ ܥܢܕܐ ܘܦܪܝܫܐ ܕܝܡܢܕܪܝܗܝ ܚܕܐ ܒܫܘܬܦܐ.

ܐܝܬ ܝܘܬܪܐ ܚܕܐ:

- ܟܘܪܐ
- ܝܪܩܐ
- ܫܘܬܐ ܕܛܠܝܒܘܟ݂ܘܢ
- ܘܡܝ̈ܐ.

ܫܪܝܬܐ ܡܢܝܢܐ ܒܠܟܐ ܕܪܐ ܦܠܚ ܗܘ ܕܝܠܐ ܗܘܘ ܦܬܝܚܐ ܚܕ ܫܘܬܦܘܬܐ.

ܡܢ ܩܕܡ ܕܡܬܢܝܐ ܗܘܘ ܠܟܘܢ ܚܕ ܟܬܒܐ ܕܝܗܒܐ ܒܐܓܪܐ، ܐܢܫܘܬܐ ܚܕܐ ܕܡܬܚܫܒܗܘܢ ܥܡ ܡܘܕܥܢܐ (ܒܘܚܢܐ ܕܟܘܪܐ ܘܝܪܩܐ ܘܡܝܬܪܐ) ܘܡܬܪܝܨܗܘܢ ܕܫܘܬܦܐ ܦܠܚ ܐܬܪܐ ܡܩܕܪܐ ܒܟܬܒܐ ܗܢܘܢ ܝܗܒܘܟ݂ܘܢ.

ܩܐ ܒܘܝܐ، ܐܢܫܘܬܐ ܚܕܐ ܕܡܬܪܝܨܗܘܢ ܕܝܪܩܐ ܘܟܘܪܐ ܦܠܚ ܦܬܝܚܐ ܐܘ ܕܝܬܒܘܬܐ ܕܛܠܝܒܘܟ݂ܘܢ ܗܢܘܢ ܝܗܒܘܟ݂ܘܢ، ܝܠܗ ܚܕ ܢܫܐ ܡܢ ܩܕܡ ܕܡܬܢܝܐ ܗܘܘ ܠܟܘܢ ܟܬܒܐ.

ܩܐ ܗܘܘ ܕܡܠܟܢܗܘܢ ܝܠܗ ܝܗܒܐ ܕܡܘܕܥܢܐ ܘܡܬܢܝܢܐ ܕܛܠܝܒܘܬܗ ܡܢ ܡܪܒܝܢܐ ܕܡܘܠܟܐ.

ܡܥܒ ܒܐ ܦܪܝܐ ܩܐ ܫܘܬܦܐ؟

ܟܢܫܝܐ ܐܓܘܪܐ ܒܐ ܦܪܝܐ ܩܐ ܫܘܬܦܐ، ܝܢ ܟܬܒܐ ܐܝܬܠܗ ܡܬܠܦܐ ܦܪܝܫܐ ܕܟܝܗ. ܡܨܝܐ ܙܘܕܐ ܕܫܘܬܦܐ ܠܐ ܚܕܐ ܫܒܝܩܐ ܠܗ ܒܚܘܫܒܢܐ ܕܐܓܪܐ ܐܘ ܒܪܒ ܕܟܬܒܐ.

ܗܘܟܢܐ ܕܝܗܒܐ ܟܬܒܐ ܒܐܓܪܐ ܕܟܪܝܗ ܗܘܘ ܕܐܠܦܐ ܥܡ ܡܪܒܝܢܐ ܐܘ ܡܪܐ ܕܡܘܠܟܢܐ ܡܫܘܝܐ ܝܠܗ ܡܥܒ ܒܕ ܦܪܝܐ ܩܐ ܐܢܫ ܫܘܬܦܐ.

ܟܢܫܝܐ ܐܢܫܘܢ ܒܕ ܦܪܥܝܗܘܢ ܚܕ ܡܥܕܒ ܩܐ ܐܬܪܐ ܡܥܕܪܢܐ ܐܘ ܦܘܫܐ ܕܫܘܬܦܐ ܘܡܠܟܐ ܕܡܘܕܥܢܐ ܚܠܝܦ ܡܢܘܬܟ݂ܘܢ، ܕܦܪܥܝܗܘܢ ܕܐܠܦܐ ܥܡ ܚܕܐ ܒܚܘܒܪܐ.

ܠܐ ܩܘܢܐ ܕܦܪܥܝܗܘܢ ܕܐܠܦܐ ܥܡ ܚܕܐ ܒܚܘܒܪܐ ܫܠܡܬܐ ܥܡ ܚܕ ܡܘܕܥܢܐ ܚܕܬܐ ܡܢ ܩܕܡ ܕܒܚܘܒܪܐ ܕܥܕܢܐ ܚܫܝܚܬܐ ܠܗ.

ܒܠܟܐ ܕܡܠܟܢ ܡܢܘܬܟ݂ܘܢ ܕܦܪܥܝܗܘܢ ܚܕ ܦܘܪܫܢܐ ܕܡܥܟܢܐ ܝܢ ܫܡܥܝܗܘܢ ܠܗ ܒܚܘܒܪܐ ܡܢ ܩܕܡ ܕܥܕܢܐ ܦܪܝܫܬܐ ܠܗ.

ܡܥܒܕ ܒܘܗ ܟܘܪܐ ܘܝܪܩܐ؟

ܫܪܝܬܐ ܝܡܢܝܬܐ ܐܝܬܠܗܘܢ ܗܘܬܐ ܘܡܬܘܬܐ ܕܟܘܪܐ ܩܐ ܡܬܚܘܝܐ ܘܟܘܪܐ ܩܐ ܡܫܘܚܐ. ܐܝܕܝܐ ܒܐ ܡܦܠܚ ܝܪܩܐ.

ܦܝܫܬܐ ܚܕܐ ܗܒܝܪܬܐ ܡܢ ܐܓܘܪܐ ܕܦܪܥܝܗܘܢ ܩܐ ܟܘܪܐ ܘܝܪܩܐ ܝܢ ܟܬܒܐ ܐܝܬܠܗ ܡܬܠܦ ܦܪܝܫܬܐ ܕܟܝܗ.

ܝܢ ܟܬܒܐ ܠܝܬܠܗ ܡܬܠܦ ܕܟܝܗ، ܠܐ ܦܪܥܝܗܘܢ ܩܐ ܟܘܪܐ ܘܝܪܩܐ.

ܡܫܘܚܘܢ ܥܡ Energy & Water Ombudsman Office (ܡܫܒܚܐ ܕܡܬܒܥܝܢܐ (ܡܬܚܫܒܢܐ ܕܥܒܘܕܐ ܘܡܝ̈ܐ) ܝܢ ܐܝܬܠܟܘܢ ܡܫܟܠܐ ܥܡ ܡܨܝܐ ܕܫܘܬܦܘܬܐ ܕܟܘܪܐ ܘܝܪܩܐ ܐܘ ܚܕ ܕܘܟܬܐ ܥܡ ܒܘܚܢܐ ܕܟܘܪܐ ܘܝܪܩܐ.

ܡܥܒܕ ܒܘܗ ܛܠܝܒܘܟ݂ܘܢ؟

ܡܨܝܐ ܙܘܕܐ ܕܝܡܢܝܬܐ ܗܘܝ ܐܝܬܠܗܘܢ ܫܘܬܐ ܕܛܠܝܒܘܟ݂ܘܢ. ܒܠܟܐ ܕܫܪܝܬܐ ܝܡܢܝܬܐ ܠܐ ܐܢ ܗܘܝܠܗܘܢ ܫܘܬܐ ܕܝܬܒܪܝܗ ܩܐ ܡܦܠܚܢܐ ܕܐܓܘܪܐ.

ܐܓܘܪܐ ܡܬܚܫܒܢܐ ܚܕܐ ܕܦܪܥܝܗܘܢ ܩܐ ܒܠܚܘܕ ܡܨܪܦܐ ܕܐܬܪܐ ܚܕܐ ܒܡܦܠܚܢܐ ܕܛܠܝܒܘܟ݂ܘܢ ܘܝܬܒܪܝܗ.

ܐܝܬ ܡܨܪܦܐ ܝܘܬܪܐ ܚܕܐ ܐܢܫܐ (ܦܓܘܪܐ)، ܘܡܨܪܦܐ ܕܐܓܪܐ ܘܩܐ ܦܘܫܐ ܕܫܘܬܐ ܗܢܘܢ ܝܗܒܘܟ݂ܘܢ.

ܡܥܒܕ ܒܘܗ ܦܪܝܫܘܬܐ (TV)؟

ܐܦ ܐܢ ܡܨܝܐ ܙܘܕܐ ܕܝܡܢܝܬܐ ܗܘܝ ܐܝܬܠܗܘܢ ܐܢܛܢܐ ܕ TV، ܐܝܢܐ ܦܝܫܬܐ ܚܕܐ ܗܒܝܪܬܐ ܡܢ ܐܓܘܪܐ ܕܡܘܢܬܠܗܘܢ TV ܕܟܬܒܗܘܢ.

ܝܢ ܡܬܠܟܘܢ ܕܡܬܚܫܒܗܘܢ ܚܕܐ ܝܬܒܐ ܐܝܕܝܐ، ܡܢܝ TV ܒܘܦܪܐ (pay TV)، ܐܢܫܘܬܐ ܚܕܐ ܕܡܫܠܚܗܘܢ ܦܣܩܐ ܡܢ ܡܪܒܝܢܐ ܐܘ ܡܢ ܡܪܐ ܕܡܘܠܟܢܐ ܡܢ ܩܕܡ ܕܥܒܕܗܘܢ ܠܗ.

ܡܥܒܕ ܒܘܗ ܡܝ̈ܐ؟

ܡܝ̈ܐ ܦܪܝܫܐ ܚܕܐ ܡܢ ܫܘܬܦܐ ܐܝܕܝܐ. ܡܝ̈ܐ ܕܡܬܢܐ ܦܝܫܐ ܚܕܐ ܡܘܡܠܝܐ ܠܝܡܢܝܐ. ܝܢ ܒܡܘܠܐ ܕܡܝ̈ܐ ܠܐ ܚܕܐ ܦܠܚܐ، ܦܘܫܝ ܠܗܘܢ، ܡܝ̈ܐ ܡܢ ܒܡܘܠܐ ܕܠܒܫ ܡܬܠܦ ܕܡܝ̈ܐ.

ܐܢܫܘܢ ܐܢܫܝ ܒܕ ܦܪܥܝܗܘܢ ܩܐ ܡܝ̈ܐ ܡܘܦܠܝܐ ܝܢ ܝܡܢܝܐ ܐܝܬܠܗ ܡܬܠܦ ܕܡܝ̈ܐ ܦܪܝܫܬܐ ܕܟܝܗ. ܒܘܬܐ ܟܢܫܝܐ ܐܝܬܠܗܘܢ، ܡܬܠܦܐ ܦܪܝܫܐ ܕܟܬܒܗܘܢ.

ܐܝܬܐ ܢܪܝܟܢܝܐ (ܓܒܐ) ܦܪܝܫܐ ܚܕܐ. ܡܨܝܐ ܙܘܕܐ ܕܝܡܢܝܬܐ ܕܝܡܢܐ ܐܝܬܠܗܘܢ، ܡܬܠܦܐ ܡܬܒܘܩܐ. ܡܪܐ ܕܡܘܠܟܢܐ ܒܐ ܦܪܝܐ ܩܐ ܡܝ̈ܐ ܐܝܢܐ ܕܝܗܘܢ ܡܬܠܦ ܦܪܝܫܐ.

ܝܢ ܐܢܫܘܢ ܐܝܬܠܟܘܢ ܫܐܠܐ ܡܬܠܦ ܦܪܝܫܬܐ، ܠܐܠܐ ܕܦܪܥܝܗܘܢ ܒܪܫܐ ܡܬܠܦ ܦܪܝܫܬܐ، ܟܠܝܢ ܕܡܪܥܝܗܘܢ ܫܪܝܬܐ ܕܫܘܬܦܘܬܐ ܒܗܫܝܐ ܕܡܝ̈ܐ ܦܘܠܚܢܐ ܡܝ̈ܐ ܗܘܝ.

ܟܠܝܢ ܕܦܪܥܝܗܘܢ ܐܘ ܡܪܐ ܕܡܘܠܟܢܐ ܢܘܛܪܟܘܢ ܡܛܠ ܡܝ̈ܐ ܕܒܝܬܐ ܕܥܠܡܐ ܕܝܬܒܪܝܗ ܘܡܢܝܢܐ ܕܡܝ̈ܐ ܗܘܝ ܠܗ.

ܐܦ ܐܢ ܟܠܝܢ ܡܬܠܦܐ ܐܝܬܠܗܘܢ ܕܡܝ̈ܐ ܕܒܝܬܐ ܡܬܢܝܢܐ ܒܦܘܫܐ ܕܡܝ̈ܐ ܡܘܦܠܚܐ، ܩܐ ܒܘܝܐ، ܚܕ ܕܪܟܐ ܡܬܢܝܢܐ ܕܡܝ̈ܐ ܩܐ ܥܠܡܐ ܘܡܬܪܝܨܗܘܢ ܒܥܕܢܐ ܕܡܬܒܘܩܐ ܡܢ ܡܝ̈ܐ ܠܝܬܠܗ ܡܝ̈ܐ ܘܘܪܕܐ.

ܝܢ ܚܕ ܡܢ ܫܘܬܦܐ ܒܡܬܠܦܐ ܝܠܗ، ܡܫܘܚܘܢ ܥܡ ܡܪܒܝܢܐ ܐܘ ܡܪܐ ܕܡܘܠܟܢܐ ܕܡܬܪܝܨܝܠܗ.

ܩܐ ܒܘܝܐ، ܝܢ ܚܕ ܦܘܬ ܕܡܝ̈ܐ ܦܣܩܐ ܝܠܗ، ܐܢܫܘܬܐ ܚܕܐ ܕܫܪܝܪܐ ܡܬܚܫܒܗܘܢ ܩܐ ܡܪܒܝܢܐ ܐܘ ܩܐ ܡܪܐ ܕܡܘܠܟܢܐ.

ܐܝܬ ܦܝܫܬܐ ܕܬܘܪܨܐ ܒܐ ܩܪܝܠܗܘܢ 'ܬܘܪܨܐ ܐܠܝܨܐ' ('urgent repairs') ܠܟܠܗ ܩܘܠܝܐ ܕܡܬܪܝܨܘܬܐ ܕܟܬܒܐ ܒܐܓܪܐ ܘܟܠܐ ܕܦܠܚ ܡܬܬܪܝܨܐ ܒܐܠܨܘܬܐ.

ܝܢ ܠܐ ܗܘܘ ܡܨܝܢܐ ܕܡܛܝܐ ܗܘܘ ܠܡܪܐ ܕܡܘܠܟܢܐ ܐܘ ܠܡܪܒܝܢܐ، ܐܘ ܝܢ ܐܦ ܠܐ ܥܒܪܐ ܠܗܘܢ ܠܝܗܒܐ ܒܚܕ ܡܬܚܫܒ ܙܒܢܐ ܕܡܟܬܒܐ، ܦܝܫܐ ܗܘܘ ܕܡܬܪܝܨܗܘܢ ܩܐ ܚܕ ܦܪܘܫܐ ܐܘܡܢܐ (tradesperson) ܡܬܝܕܥܐ ܕܐܢܫܐ ܘܡܬܦܪܥܝܗ ܡܥܕܒ ܚܕܪܐ ܘܦܪܥܝܗܘܢ ܝܗ ܩܐ ܒܘܝܐ ܒܐܠܨܘܬܐ.

ܡܪܐ ܕܡܘܠܟܢܐ ܟܠܝܢ ܡܬܪܝܨܗܘܢ ܘܦܘܪܥܝܗܘܢ ܒܚܕܐ ܕ 14 ܝܘܡܢܐ —

- ܝܢ ܒܘܝܐ ܕܡܬܠܦܐ ܝܠܗ ܦܘܫܐ ܡܢ 1000 ܕܘܠܪܐ
- ܠܐ ܗܘܘ ܐܢܫܘܢ ܘܩܝܐ ܦܬܚ ܕܫܘܕܪܐ
- ܡܘܕܥܢܐ، ܒܟܬܒܐ ܦܠܢܝܬܐ ܩܐ ܡܪܐ ܕܡܘܠܟܢܐ ܐܘ ܡܪܒܝܢܐ ܕܡܬܪܝܨܝܠܗ ܡܥܕܒ ܚܕܪܐ
- ܐܝܬܠܟܘܢ ܚܕ ܪܫܝܡ ܘܚܕ ܐܬܥܘܕܐ ܒܗܝܢܐ ܡܢ ܐܘܡܢܐ ܡܬܝܕܥܐ ܒܘܗ ܝܗܒܐ.

ܝܢ ܠܝܬ ܠܗ ܡܬܢܝܢܘܬܐ ܕܦܪܥܝܗܘܢ ܩܐ ܬܘܪܨܐ ܒܐܠܨܘܬܐ، ܦܝܫܐ ܗܘܘ ܕܡܠܟܢܗܘܢ ܡܢ Consumer, Trader and Tenancy Tribunal (ܒܝܬ ܕܝܢܐ ܕܙܒܘܢܐ (ܕܡܦܠܚܢܐ)، ܕܬܓܪܐ ܘܕܡܬܟܪܝܢܘܬܐ) ܕܢܥܒܕ ܚܕ ܦܘܩܕܢܐ ܩܐ ܡܪܐ ܕܡܘܠܟܢܐ ܕܦܪܥܐ ܠܗ ܡܥܕܒ ܚܕܪܐ.

ܩܐ ܒܘܚ ܙܘܕܐ ܡܘܕܥܢܘܬܐ ܒܘܗ ܙܕܩܐ ܘܡܬܚܫܒܢܘܬܐ ܕܐܓܘܪܐ، ܡܫܝܪܘܢ ܠܕܘܟܬܐ ܕ Fair Trading ܥܠ ܒܪܟܐ ܕܝܬܒܪܝܗ www.fairtrading.nsw.gov.au ܐܘ ܡܫܘܚܘܢ ܥܠ ܛܠܝܒܘܟ݂ܘܢ ܡܢܝܢܐ 13 32 20.

ܝܢ ܡܬܒܥܐ ܗܘܘ ܠܚܕ ܡܬܪܓܡܢܐ، ܡܫܘܚܘܢ ܥܠ ܡܢܝܢܐ 13 14 50.