Victorian ombudsman

Making a submission

Frequently Asked Questions

Who is the Victorian Ombudsman?
The Ombudsman is an independent organisation that investigates complaints about Victorian government organisations to make sure people are treated fairly. We are **not** part of the government or Homes Victoria.

What is our investigation about?
We are looking at the experiences of people who live in public housing and have to move homes because the government is demolishing the towers.

We are looking at:
- what happens when people move from public housing (owned by government) to community housing (managed by not-for-profit groups)
- whether the homes people have moved to are suitable
- what happens when people say 'no' to moving
- what happens to people still living in towers where most others have left
- what Homes Victoria has told people about their move
- any problems older people have moving homes.

We are looking at the experiences of people moving from towers in Carlton, Flemington, North Melbourne, Richmond, South Yarra, Kensington, Prahran, St Kilda and Albert Park.

We will also look at how Homes Victoria has maintained and fixed any problems with the public housing towers after the government decided it would demolish them.

Who do we want to hear from?
We want to hear from:
- people who live in the public housing towers
- people who used to live in the public housing towers but had to move
- family members and loved ones of residents
- organisations that advocate for or work with residents
- other organisations that have relevant information.

What do we want to know?
We want to hear about the impact on people who have to move homes because the government is demolishing the public housing towers. We want to know things like:
- how have you been impacted?
- were you treated fairly?
- are you happy with your new home?
- have you had to pay any extra money?
- did you understand what you were told about moving?
- did you have enough information about your rights?

How can I have my say?
Make a submission online, by phone or by email. Our form is in 10 languages.
You don't have to give us your name.
You can tell us about your experience in your own language.

- Phone **9613 6277** (9am-4pm, Monday-Friday). Call **131 450** for a free interpreter
- Submission form: **ombudsman.vic.gov.au/our-impact/news/public-housing-submissions/**
- Email to submissions@ombudsman.vic.gov.au

We want to hear from you by 1 February 2027. You can also talk to us in-person at a community event near the public housing towers. We will share more information about these soon.

What if I need help sharing my story?
Please tell us if you have any disability, language or other needs so we can help you share your story.

Why should I share my story with the Ombudsman?
We know many residents are tired of having to tell their story. Your story is important to us and we want to understand how you have been impacted and treated. This will help us find any problems and recommend any changes needed to make things fairer or better for people in the future.

What will happen at the end of the investigation?
At the end of the investigation, we will write a report which says what we found and what we recommend to fix any problems or improve things in the future. We will give the report to the Victorian Parliament and will share it on our website.

Will my information be kept private?
We will treat your information in line with our Privacy Policy. We will **not** tell Homes Victoria or anyone else that you shared your story with us. You can also give information without telling us your name. Sometimes we use quotes from people's submissions in our public reports. We don't use people's names in these quotes. We will ask if you want to be quoted when you make your submission.

Will I get in trouble if I tell my story?
Homes Victoria is not allowed to treat you differently if you tell us your story. If you are worried about this, you don't have to tell us your name.

What if I need help now?
We can help you if you have a complaint about public or community housing. Call us on **1800 806 314.** To talk with us in your language, call an interpreter on **131 450.** You can also use our complaint form.

Welfare support
Sharing your story can be hard. Tell us if you are worried about your wellbeing or someone else's, so we can help you get support.

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