VICTORIAN ombudsman

意见提交表

本表格供已搬离公共住房高层住宅楼的居民填写

维多利亚州监察专员（Victorian Ombudsman）正在调查公共住房高层住宅楼拆除计划对居民造成的影响。

监察专员是独立机构，不隶属于政府或维多利亚州住房局（Homes Victoria）。

您的经历很重要。我们希望了解您受到了哪些影响，以及得到了怎样的对待。您的回答将帮助我们发现问题，并提出必要的改进建议，让今后的相关工作变得更加公平、让人们受到的待遇得到改善。

您无需透露您的姓名。我们不会向维多利亚州住房局或任何其他人透露您曾向我们分享过自己的经历。我们可能会在公开报告中引用您提交的意见。您可以在本表格的后续部分选择是否同意我们这样做。

如需了解有关意见提交流程的更多信息，请参阅：

ombudsman.vic.gov.au/our-impact/news/public-housing-submissions/

This form is for people who have moved out of the public housing towers

The Victorian Ombudsman is investigating the impact of the public housing tower demolitions on residents.

The Ombudsman is independent. We are not part of the government or Homes Victoria.

Your story is important. We want to understand how you have been impacted and treated. Your answers will help us find any problems and recommend any changes needed to make things fairer or better for people in the future.

You don't have to tell us your name. We will not tell Homes Victoria or anyone else that you shared your story with us. We may include quotes from submissions in a public report. You can tell us later in this form if you agree to this.

You can find out more about the submissions process at this link:

ombudsman.vic.gov.au/our-impact/news/public-housing-submissions/



您的个人信息

您无需向我们透露您的姓名。

如果您愿意提供您的姓名和联系方式，我们可以：

- 告知您调查进展
- 在有其他问题需要了解时与您联系。

Your details

You don't have to give us your name.

If you tell us your name and contact details, we can:

- tell you about the progress of the investigation
- contact you if we have more questions.

您的姓名：[您可以不填写]

Your name: [You can leave this blank]

电子邮箱：[您可以不填写]

Your email address: [You can leave this blank]

电话号码：[您可以不填写]

Your phone number: [You can leave this blank]

您是否需要任何沟通方面的协助 / 特殊安排？ [您可以不填写]

Do you need any communication assistance/adjustments? [You can leave this blank]

您的年龄：[单选]

Your age: [Choose one]

- 未满 18 周岁 Under 18
- 18-24 岁 18-24
- 25-54 岁 25-54
- 55-74 岁 55-74
- 75 岁及以上 75 and older
- 不愿透露 Prefer not to say

您在家中使用什么语言？ [您可以不填写]

What language do you speak at home? [You can leave this blank]

我们是否可以在报告中匿名引用您的意见？ [单选]

Can we use your comments in our report without your name? [Choose one]

- 是 Yes
- 否 No
- 我希望有工作人员先与我沟通 I want someone to speak with me first

您是否有文件想要提交给我们?

您可以将文件通过电子邮件发送至 submissions@ombudsman.vic.gov.au

Do you have documents you want to send us?

You can email them to submissions@ombudsman.vic.gov.au

如何填写本表格

填写本表格预计用时不到 **20 分钟**。部分问卷问题为选择题，其他问题则需要您自行填写答案。您可以使用简体中文填写。

这些问题旨在帮助您向我们反映本次调查涉及的情况。如果您不**想**回答、不**知道**答案，或者某个问题不适用于您的情况，您可以留空不填。答案没有对错之分。

如果您不想回答**任何**问题，可以直接跳到 " 第 5 部分 —— 其他意见 " 中的自由文本框，用您自己的话向我们描述自己的经历。

How to complete this form

This form should take less than **20 minutes** to complete. We ask some questions where you can choose an answer, and some questions where you can write your own answer. You can answer in your language.

These questions are here to help you tell us about the things we are looking into. If you don't **want** to answer, you don't **know** the answer or a question doesn't apply to your situation, you can leave it blank. There are no right or wrong answers.

If you don't want to answer **any** questions, you can skip to the free text box in 'Section 5 – Anything else?' and tell us your story in your own words.

第 1 部分 —— 您的旧居

Section 1
Your old home

1. 您的旧住址是什么?
What is your old address?

2. 您是什么时候搬迁的?
When did you move?

3. 在接到必须搬迁的通知后，您旧居的问题是否发生了变化：[单选]
After you were told you had to move, were problems in your old home fixed: [Choose one]

- ☐ 情况有所改善 Better
- ☐ 情况没有变化 The same
- ☐ 情况恶化了 Worse
- ☐ 不确定 Not sure

4. 您的旧居是否存在未得到解决的问题?
Were there any problems with your old home that did not get fixed?

5. 您对旧居满意吗? [单选]
Were you happy with your old home? [Choose one]

- ☐ 满意 Yes
- ☐ 不满意 No
- ☐ 不确定 Not sure

6. 关于您的旧居，您还有其他想告诉我们的吗?
Is there anything else you want to tell us about your old home?

第 2 部分 —— 接到搬迁通知

Section 2
Being told to move

7. 您提前多久收到了搬迁通知？ [单选]

How much notice did you get before you had to move? [Choose one]

- ☐ 不到 2 个月 / Less than 2 months
- ☐ 2-6 个月 / 2–6 months
- ☐ 6-12 个月 / 6–12 months
- ☐ 超过 1 年 / More than a year
- ☐ 不确定 / Not sure

8. 您是通过什么方式收到搬迁通知的？ [请选择所有适用项]

How were you told? [Choose all that apply]

- ☐ 信件 / Letter
- ☐ 电话 / Phone call
- ☐ 电子邮箱 / Email
- ☐ 当面告知 / Someone told me in person
- ☐ 其他 / Other
- ☐ 不确定 / Not sure

9. 在搬入新住所之前，您是否签署了协议？ [单选]

Did you sign an agreement before you moved to your new house? [Choose one]

- ☐ 是 / Yes
- ☐ 否 / No
- ☐ 不确定 / Not sure

10. 维多利亚州住房局（Homes Victoria）是否向您提供了有关搬迁的任何信息？ [单选]

Did Homes Victoria give you any information about moving? [Choose one]

- ☐ 是 / Yes
- ☐ 否 / No
- ☐ 不确定 / Not sure

如果是，这些信息是否通俗易懂?

If yes, was the information easy to understand?

- ☐ 是 / Yes
- ☐ 否 / No
- ☐ 不确定 / Not sure

11. 维多利亚州住房局（Homes Victoria）是否听取了您和家人的需求？ [单选]

Did Homes Victoria listen to what you and your family needed? [Choose one]

- ☐ 是 / Yes
- ☐ 否 / No
- ☐ 不确定 / Not sure

12. 维多利亚州住房局（Homes Victoria）是否向您解释了社区住房与公共住房之间的区别？ [单选]

Did Homes Victoria tell you about the difference between community housing and public housing? [Choose one]

- 是 Yes
- 否 No
- 不确定 Not sure

13. 维多利亚州住房局（Homes Victoria）提供了多少套房源供您选择？ [单选]

How many homes did Homes Victoria offer you? [Choose one]

- 没有提供 None
- 1-2 套 1-2
- 3-4 套 3-4
- 5 套或以上 5+
- 不确定 Not sure

14. 如果提供的住房不符合您的需求，您是否觉得自己可以拒绝？请说明原因。

Did you feel like you could say 'no' to a home that did not meet your needs? Please tell us why.

15. 您认为维多利亚州住房局（Homes Victoria）在哪些方面做得好？

What did Homes Victoria do well?

16. 维多利亚州住房局（Homes Victoria）可以改善哪些方面的做法？

What could Homes Victoria have done better?

17. 关于维多利亚州住房局（Homes Victoria）与您沟通搬迁事宜的方式，您还有其他想告诉我们的吗？

Is there anything else you want to tell us about how Homes Victoria talked to you about moving?

第 3 部分 —— 搬离旧居

Section 3
Moving out

18. 搬迁时您是否获得了所需的帮助？ [单选]
Did you get the help you needed when you moved? [Choose one]

- 是 Yes
- 否 No
- 不确定 Not sure

19. 您在搬迁过程中遇到的最大困难是什么？
What was the hardest part about moving?

20. 您在搬迁过程中的哪些方面进展顺利？
What went well?

第 4 部分 —— 您的新住所

Section 4
Your new home

21. 您新住址是什么？您可以不填写 [您可以不填写]
What is your new address? [You can leave this blank]

22. 您的新住所属于以下哪种住房类型：[单选]
Is your new home: [Choose one]

- 公共住房 Public housing
- 社区住房 Community housing
- 其他 —— 请详细说明 Other – provide details
- 不确定 Not sure

23. 您的新住所是否满足您的需求？ [单选]
Does your new home meet your needs? [Choose one]

- 是 Yes
- 否 No
- 不确定 Not sure

24. 与旧居相比，您在新住所的生活开支是增加了、减少了，还是保持不变？（例如租金、电费、燃气费、水费和交通费用）[单选]

Does your new home cost more, less or the same? (For example, rent, power, gas, water and travelcosts) [Choose one]

- ☐ 增加了 More
- ☐ 减少了 Less
- ☐ 情况没有变化 The same
- ☐ 不确定 Not sure

哪些开支增加了？

What costs more?

哪些开支减少了？

What costs less?

25. 您对新住所满意吗？[单选]

Are you happy with your new home? [Choose one]

- ☐ 满意 Yes
- ☐ 不满意 No
- ☐ 不确定 Not sure

请说明原因：

Please tell us why:

26. 关于您的新住所，您还有其他想告诉我们的吗？

Is there anything else you want to tell us about your new home?

第 5 部分 —— 其他意见

Section 5
Anything else?

27. 您还有其他想告诉我们的吗?

Is there anything else you want to tell us?

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