VICTORIAN ombudsman

意見表格

本表格適用於已搬出公屋大樓的人士

維多利亞州申訴專員公署正在調查拆除公屋大樓對居民造成的影響。

申訴專員是獨立的公職人員，並不隸屬政府或 Homes Victoria 。

你的經歷非常重要。我們希望了解你受到的影響，以及你曾受到怎樣的對待。你的回答將有助我們發現問題，並提出所需的改進建議，以期在未來為大家營造更公平或更完善的環境。

你無需提供你的姓名。我們不會向 Homes Victoria 或其他人透露你曾與我們分享你的經歷。我們可能會在公開報告中引用作答內容。若你同意此做法，稍後可在本表格中告知我們。

你可以瀏覽以下網址以了解有關意見徵集流程的更多資訊：

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/



你的個人資料

你無需提供姓名。

如果你提供姓名和聯絡方式，我們可以：

- 向你匯報調查進度
- 如果有進一步問題，將會與你聯絡。

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.

你的姓名：[此處可留空]

Your name: [You can leave this blank]

你的電子郵件地址：[此處可留空]

Your email address: [You can leave this blank]

你的電話號碼：[此處可留空]

Your phone number: [You can leave this blank]

你是否需要任何溝通方面的協助或特別安排？[此處可留空]

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

你的年齡：[單選]

Your age: [Choose one]

- 18 歲以下 Under 18
- 18–24 歲 18–24
- 25–54 歲 25–54
- 55–74 歲 55–74
- 75 歲及以上 75 and older
- 不願透露 Prefer not to say

你在家中使用哪種語言？[此處可留空]

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

我們可以在報告中匿名引用你的意見嗎？[單選]

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

- 可以 Yes
- 不可以 No
- 我希望有人先跟我商量 I want someone to speak with me first

你是否有任何文件想要提交給我們？

你可以透過 submissions@ombudsman.vic.gov.au 提交

Do you have documents you want to send us?

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

如何填寫本表格

填寫本表格所需時間應少於 **20 分鐘**。當中部分問題為選擇題，另一部分則需由你自行填寫答案。你可以用自己的語言作答。

這些問題旨在協助你向我們提供調查事項的相關資訊。如果你**不想**回答、**不知道**答案，或某個問題不適用於自身情況，你可選擇留空。答案沒有對錯之分。

如果你不希望回答**任何**問題，你可以直接跳至「第 5 部分——其他事項」的自由輸入框，以自己的話語分享你的經歷。

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——你的舊居

1. 你的舊居地址是？
What is your old address?

2. 你在何時搬家？
When did you move?

3. 在獲悉必須搬家後，你舊居中的問題是否得到解決：[單選]
After you were told you had to move, were problems in your old home fixed: [Choose one]

- ☐ 變得更好 Better
- ☐ 維持不變 The same
- ☐ 變得更差 Worse
- ☐ 不確定 Not sure

4. 你的舊居有沒有任何問題一直沒有得到解決？
Were there any problems with your old home that did not get fixed?

5. 你對舊居感到滿意嗎？[單選]
Were you happy with your old home? [Choose one]

- ☐ 滿意 Yes
- ☐ 不滿意 No
- ☐ 不確定 Not sure

6. 關於你的舊居，還有甚麼想向我們分享嗎？
Is there anything else you want to tell us about your old home?

第 2 部分——獲通知搬遷

Section 2
Being told to move

7. 在必須搬遷之前，你提前多久收到通知？[單選]

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

- ☐ 少於 2 個月 Less than 2 months
- ☐ 2 至 6 個月 2–6 months
- ☐ 6 至 12 個月 6–12 months
- ☐ 一年以上 More than a year
- ☐ 不確定 Not sure

8. 你以哪種方式收到通知？[可複選]

How were you told? [Choose all that apply]

- ☐ 信件 Letter
- ☐ 電話 Phone call
- ☐ 電子郵件 Email
- ☐ 當面告知 Someone told me in person
- ☐ 其他 Other
- ☐ 不確定 Not sure

9. 在搬進新居之前，你有否簽署協議？[單選]

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

- ☐ 有 Yes
- ☐ 沒有 No
- ☐ 不確定 Not sure

10. Homes Victoria 有向你提供任何有關搬遷的資訊嗎？[單選]

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

- ☐ 有 Yes
- ☐ 沒有 No
- ☐ 不確定 Not sure

如果有，這些資訊是否容易理解？

If yes, was the information easy to understand?

- ☐ 是 Yes
- ☐ 否 No
- ☐ 不確定 Not sure

11. Homes Victoria 有聆聽你和家人的需求嗎？[單選]

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

- ☐ 有 Yes
- ☐ 沒有 No
- ☐ 不確定 Not sure

12. Homes Victoria 有否向你說明社區房屋與公共房屋之間的區別？[單選]

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

- 有 Yes
- 沒有 No
- 不確定 Not sure

13. Homes Victoria 曾向你提供多少住所選擇？[單選]

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

- 沒有 None
- 1–2 1–2
- 3–4 3–4
- 5+ 5+
- 不確定 Not sure

14. 你是否覺得自己可以拒絕不符合你需求的住所？請告訴我們原因。

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

15. 你認為 Homes Victoria 哪方面做得不錯？

What did Homes Victoria do well?

16. Homes Victoria 在哪方面可以做得更好？

What could Homes Victoria have done better?

17. 關於 Homes Victoria 與你溝通搬遷事宜的方式，你還有其他想向我們分享的事嗎？

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

第 3 部分——搬遷

Section 3
Moving out

18. 搬家時，你有獲得所需的協助嗎？[單選]

Did you get the help you needed when you moved? [Choose one]

- 有 Yes
- 沒有 No
- 不確定 Not sure

19. 搬家時最困難的部分是？

What was the hardest part about moving?

20. 哪些方面進展順利？

What went well?

第 4 部分——你的新居

Section 4
Your new home

21. 你的新地址是？[此處可留空]

What is your new address? [You can leave this blank]

22. 你的新居屬於：[單選]

Is your new home: [Choose one]

- 公共房屋 Public housing
- 社區房屋 Community housing
- 其他——請提供詳情 Other – provide details
- 不確定 Not sure

23. 你的新居是否符合你的需求？[單選]

Does your new home meet your needs? [Choose one]

- 是 Yes
- 否 No
- 不確定 Not sure

24. 新居的開支是比以前高、比以前低還是維持不變？（例如租金、電費、燃氣費、水費和交通費用）[單選題]

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

☐ 比以前高
More

☐ 比以前低
Less

☐ 維持不變
The same

☐ 不確定
Not sure

哪方面的開支更高？
What costs more?

哪方面的開支更低？
What costs less?

25. 你是否對新居感到滿意？[單選]

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

☐ 滿意
Yes

☐ 不滿意
No

☐ 不確定
Not sure

請告訴我們原因：
Please tell us why:

26. 關於你的新居，還有甚麼想向我們分享嗎？

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

第 5 部分——其他事項

Section 5
Anything else?

27. 你還有甚麼想向我們分享嗎？

Is there anything else you want to tell us?

VICTORIAN ombudsman