SUBMISSION FORM

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:

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



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.

Your name: [You can leave this blank]

Your email address: [You can leave this blank]

Your phone number: [You can leave this blank]

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

Your age: [Choose one]

- Under 18
- 18–24
- 25–54
- 55–74
- 75 and older
- Prefer not to say

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

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

- Yes
- No
- I want someone to speak with me first

Do you have documents you want to send us?

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

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.

Section 1 - Your old home

1. What is your old address?

2. When did you move?

3. After you were told you had to move, were problems in your old home fixed: [Choose one]

☐ Better ☐ The same ☐ Worse ☐ Not sure

4. Were there any problems with your old home that did not get fixed?

5. Were you happy with your old home? [Choose one]

☐ Yes ☐ No ☐ Not sure

6. Is there anything else you want to tell us about your old home?

Section 2 – Being told to move

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

- ☐ Less than 2 months
- ☐ 2–6 months
- ☐ 6–12 months
- ☐ More than a year
- ☐ Not sure

8. How were you told? [Choose all that apply]

- ☐ Letter
- ☐ Phone call
- ☐ Email
- ☐ Someone told me in person
- ☐ Other
- ☐ Not sure

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

- ☐ Yes
- ☐ No
- ☐ Not sure

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

- ☐ Yes
- ☐ No
- ☐ Not sure

If yes, was the information easy to understand?

- ☐ Yes
- ☐ No
- ☐ Not sure

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

- ☐ Yes
- ☐ No
- ☐ Not sure

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

- ☐ Yes
- ☐ No
- ☐ Not sure

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

- ☐ None
- ☐ 1–2
- ☐ 3–4
- ☐ 5+
- ☐ Not sure

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

15. **What did Homes Victoria do well?**

16. **What could Homes Victoria have done better?**

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

Section 3 – Moving out

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

Yes No Not sure

19. What was the hardest part about moving?

20. What went well?

Section 4 – Your new home

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

22. Is your new home: [Choose one]

Public housing Community housing Other – provide details Not sure

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

Yes No Not sure

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

☐ More ☐ Less ☐ The same ☐ Not sure

What costs more?

What costs less?

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

☐ Yes ☐ No ☐ Not sure

Please tell us why:

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

Section 5 – Anything else?

27. Is there anything else you want to tell us?

VICTORIAN ombudsman