VICTORIAN ombudsman

UNKAA DHIHEEFFANNOO

Unkaan kun kan namoota gamoolee manneen ummataarraa godaananiiti

Abba-gaar Viiktooriyaa dhiibbaa diiguun gamoo mana jireenyaa ummataa jiraattota irratti qabu qorachaa jira.

Abba-gaar walaba. Nuti qaama mootummaa yookiis Hooms Viktooriyaa miti.

Seenaan keessan nu fayyada. Hangam akka itti miidhamtanii fi qabaa isiniif godhame hubachuu barbaanna. Deebiin keessan rakkoo kamiyyuu akka adda baafannuu nu gargaara, gara fuulduraattis wantoota haqa qabeessa ykn fooyya'aa ta'an gochuuf jijjiirama barbaachisu akka goonu nuu akeeka.

Maqaa kee nutti himuun sirra hin jiraatu.
Akka seenaa keessan nuu qooddan Hooms Viktooriyaafis tahee qaama kamittuu hin himnu. Gabaasaa ummataaf dhiheessinu keessatti jechoota keessan itti daballee ibsuu malla. Yoo itti walii galtan booda unkaa kana keessatti nutti himuu dandeessu.

Akkaataa dhiheeffannoo galfannaa irratti dabalata yoo feete:

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/



Ibsa kee

Maqaa kee nutti himuu hin qabdu.

Yoo maqaa fi oddeessa qunnamtii keetii nuu kennite:

- itti baha qorannoo kanaa siif himna
- yoo gaaffii dabalataa qabaanne si qunnamna.

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.

Maqaa kee [Kana banaa dhiisuu dandeessa]

Your name: [You can leave this blank]

Teessoo imeel kee: [Kana banaa dhiisuu dandeessa]

Your email address: [You can leave this blank]

Lakkoofsa bilbila kee: [Kana banaa dhiisuu dandeessa]

Your phone number: [You can leave this blank]

Waliin haasaa irratti gargaarsa/fooyyessa ni barbaaddaa? [Kana banaa dhiisuu dandeessa]

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

Umrii kee: [Tokko filadhu]

Your age: [Choose one]

- 18 gadi
  Under 18
- 18–24
  18–24
- 25–54
  25–54
- 55–74
  55–74
- 75 fi sanii ol
  75 and older
- Himachuu hin fedhu
  Prefer not to say

Manatti afaan kam haafofta? [Kana banaa dhiisuu dandeessa]

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

Osoo maqaa kee hin dhoofne yaadota kee gabaasaa keenya keessatti fayyadamuu dandeenyaa? [Tokko filadhu]

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

- Eeyyee
  Yes
- Lakki
  No
- Dursee namni tokko akka na waliin haasawun barbaada
  I want someone to speak with me first

Dokmantoota nuf erguu barbaaddu ni qabdaa?

Imeelii isaanii kanaan qunnamuu dandeessa
submissions@ombudsman.vic.gov.au

Do you have documents you want to send us?

You can email them to

submissions@ombudsman.vic.gov.au

Unkaa kana akka itti guutan

Unkaa kana guutuuf **daqiiqaa 20** gadi sitti fudhadha. Gaaffii garii bakka deebii filachuu dandeessanitti, gaaffii garii immoo bakka deebii mataa keessanii itti barreessitan ni gaafanna. Afaan keessaniin deebisuu dandeessu.

Gaaffileen kun wantoota nuti qorachaa jirru akka nutti himtanuuf isin gargaaru. Yoo gaaffii deebisuu hin **feene,** deebii hin **beeyne** yookiis gaafichi sin laallatu tahe banaa dhiisuu dandeessa. Gaaffii sirrii yookiis dogoggoraa wanti jedhamu hin jiru.

Yoo gaaffii **kamuu** deebisuu hin barbaanne gara saanduqa barreeffama bilisaa 'Kutaa 5 – Waan biraa?' jedhutti darbuun seenaa keessan jecha keessaniin nuuf himuu dandeessu.

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.

Kutaa 1 – Mana kee durii

Section 1

Your old home

1. Teessoon kee durii maali?

What is your old address?

2. Yoom godaante?

When did you move?

3. Akka godaanuuf jirtu erga sitti himamee booda rakkoon mana kee duraanii keessa ture furameeraa: [Tokko filadhu]

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

- ☐ Wayyaa — Better
- ☐ Wal fakkaataa — The same
- ☐ Irra hamaa — Worse
- ☐ Mirkanii miti — Not sure

4. Rakkoowwan mana kee moofaa keessaa hin furamin ni jiruu?

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

5. Mana kee duraaniitti gammachuu qabda turee?

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

- ☐ Eeyyee — Yes
- ☐ Lakki — No
- ☐ Mirkanii miti — Not sure

6. Waa'ee mana kee moofaa wanti ati nutti himuu feetu biraa ni jiraa?

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

Kutaa 2 – Akka godaantu sitti himameera

Section 2
Being told to move

7. Akka godaanuuf jirtu yeroo hanga dura sitti himame? [Tokko filadhu]

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

- ☐ Baatiilee 2 gadi
  Less than 2 months
- ☐ Baatiilee 2–6
  2–6 months
- ☐ Baatiilee 6–12
  6–12 months
- ☐ Waggaa tokko caalaa
  More than a year
- ☐ Mirkanii miti
  Not sure

8. Akkamitti sitti himame? [Kan laallatu hunda filadhu]

How were you told? [Choose all that apply]

- ☐ Xalayaa
  Letter
- ☐ Bilbila
  Phone call
- ☐ Imeela
  Email
- ☐ Namatu qaamaan natti hime
  Someone told me in person
- ☐ Kan biraa
  Other
- ☐ Mirkanii miti
  Not sure

9. Mana kee haaraatti osoo hin godaanin dura walii galtee mallatteessite qabdaa? [Tokko filadhu]

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

- ☐ Eeyyee
  Yes
- ☐ Lakki
  No
- ☐ Mirkanii miti
  Not sure

10. Hooms Viktooriyaan waa'ee godaansa keetiirratti odeessa siif kenne qabaa? [Tokko filadhu]

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

- ☐ Eeyyee
  Yes
- ☐ Lakki
  No
- ☐ Mirkanii miti
  Not sure

Eeyyee yoo jette, odeessi sun hubachuuf salphaa turee?

If yes, was the information easy to understand?

- ☐ Eeyyee
  Yes
- ☐ Lakki
  No
- ☐ Mirkanii miti
  Not sure

11. Hooms Viktooriyaan waan ati fi maatiin kee himattan isin dhagaheeraa? [Tokko filadhu]

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

- ☐ Eeyyee
  Yes
- ☐ Lakki
  No
- ☐ Mirkanii miti
  Not sure

12. Garaagarummaa mana hawaasaa fi mana ummataa laalchisee Hooms Viktooriyaan waan sitti hime qabaa? [Tokko filadhu]

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

- ☐ Eeyyee — Yes
- ☐ Lakki — No
- ☐ Mirkanii miti — Not sure

13. Hooms Viktooriyaan manneen meeqa siif dhiheesse? [Tokko filadhu]

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

- ☐ Homaa — None
- ☐ 1–2 — 1–2
- ☐ 3–4 — 3–4
- ☐ 5+ (5 ol) — 5+
- ☐ Mirkanii miti — Not sure

14. Mana siif hin taane fudhachuu diduu akka dandeessu yaaddee beektaa? Maaliif akka jette nutti himi.

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

15. Hooms Viktooriyaan waan gaarii maal godhe?

What did Homes Victoria do well?

16. Hooms Viktooriyaan waan gaarii maal gochuu danda'a ture?

What could Homes Victoria have done better?

17. Waa'ee godaansa keetii laalchisee akka itti Hooms Viktooriyaan sitti dubbate irratti wanti nuuf qooddu biroon jiraa?

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

Kutaa 3 – gadhiisanii bahuu

Section 3
Moving out

18. Yeroo godaantu gargaarsa si barbaachisu argatteettaa? [Tokko filadhu]

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

- ☐ Eeyyee — Yes
- ☐ Lakki — No
- ☐ Mirkanii miti — Not sure

19. Godaansa manaa irratti wanti baayee ulfaataan maal ture?

What was the hardest part about moving?

20. Maaltu akka gaarii deeme?

What went well?

Kutaa 4 – Mana kee haaraa

Section 4
Your new home

21. Teessoon kee haaraan maali? [Kana banaa dhiisuu dandeessa]

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

22. Manni kee haaraan: [Tokko filadhu]

Is your new home: [Choose one]

- ☐ Mana ummataa — Public housing
- ☐ Mana hawaasaa — Community housing
- ☐ Kan biraa – ibsa kenni — Other – provide details
- ☐ Mirkanii miti — Not sure

23. Manni kee haaraan fedhii kee ni guutaa? [Tokko filadhu]

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

- ☐ Eeyyee — Yes
- ☐ Lakki — No
- ☐ Mirkanii miti — Not sure

24. Manni kee haaraan baasii sitti dabalaa, ni hridhisa moo wal fakkaataa dha? (Fakkeenyaaf, kiraa, anniisaa, gaaza, bishaan fi baasii geejjibaa) [Tokko filadhu]

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

- ☐ Ni dabale — More
- ☐ Ni hirdhise — Less
- ☐ Wal fakkaataa — The same
- ☐ Mirkanii miti — Not sure

Maaltu dabale?
What costs more?

Maaltu hirdhise?
What costs less?

25. Mana kee haaraatti gammadaa dhaa? [Tokko filadhu]

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

- ☐ Eeyyee — Yes
- ☐ Lakki — No
- ☐ Mirkanii miti — Not sure

Maaliif akkas jette nutti himi:

Please tell us why:

26. Waa'ee mana kee haaraa wanti biraa nutti himuu barbaaddu jiraa?

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

Kutaa 5 – Kan biraa?

Section 5
Anything else?

27. Wanti biraa nutti himuu barbaaddu jiraa?

Is there anything else you want to tell us?

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