VICTORIAN ombudsman

FOOMKA AAD XOGTA NOOGU SOO GUDBINAYSO

Foomkan waxaa loogu talagalay dadka ka guuray dhismayaasha dhaadheer ee guryaha dadweynaha.

Hay'ada wax baarta (Ombudsman-ka) ee Victoria ayaa waxay baaraysa saameynta ay dadka deegaanka ku yeelanayso duminta la dumiyay saraha dhaadheer ee guryaha dadweynaha ah.

Hay'ada wax baarta (Ombudsman-ka) waa mid u madax-banaan howlaheeda. Annagu qayb kama nihin dowladda ama Homes Victoria.

Sheekadaadu waa muhiim. Waxaan rabnaa inaan fahanno sida ay arrimahan kuu saameeyeen iyo sida laguula dhaqmay. Jawaabahaagu waxay naga caawin doonaan inaan ogaano dhibaatooyinka jira isla markaana aan soo jeedinno isbeddelada lagama maarmaanka ah si mustaqbalka ay xaaladdu ugu noqoto dadka mid ka caddaalad badan kana fiican sida ay hada wax yihiin.

Khasab maaha inaad magacaaga nala wadaagto. Uma sheegi doono Homes Victoria ama cid kale in aad sheekadaada nala wadaagtay. Waxaa laga yaabaa inaan warbixinta aan u soo gudbin doono dadweynaha ku soo darno oraahyo laga soo xigtay xogihii naloo soo gudbiyay. Waxaad foomkan qeybihiisa dambe noogu soo sheegi kartaa haddii aad oggoshahay inaan saas samayno.

Waxaad faahfaahin dheeraad ah oo ku saabsan habka xogta aad u soo gudbinayso ka heli kartaa:

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/



Macluumaadkaaga

Khasab maaha inaad magacaaga noo sheegto.

Haddii aad noo sheegto magacaaga iyo meesha lagaala soo xiriiri karo, waxaan awoodnaa inaan:

- kuusoo sheegno baaritaanka halka uu marayo
- kula soo xiriirno haddii aan su'aalo dheeraad ah qabano.

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.

Magacaaga: [Hadaad doonto inta adigoon wax ku qorin ayaad ka tagi kartaa]
Your name: [You can leave this blank]

Iimaylkaaga: [Hadaad doonto inta adigoon wax ku qorin ayaad ka tagi kartaa]
Your email address: [You can leave this blank]

Taleefan lambarkaaga: [Hadaad doonto inta adigoon wax ku qorin ayaad ka tagi kartaa]
Your phone number: [You can leave this blank]

Ma u baahan tahay wax caawimaad dhanka wada hadalka ama wax kaleba ah? [Hadaad doonto inta adigoon wax ku qorin ayaad ka tagi kartaa]
Do you need any communication assistance/adjustments? [You can leave this blank]

Da'daada: [Dooro mid]
Your age: [Choose one]

- ☐ Ka yar 18 sano
  Under 18
- ☐ 18 ilaa 24
  18–24
- ☐ 25 ilaa 54
  25–54
- ☐ 55 ilaa 74
  55–74
- ☐ 75 iyo ka weyn
  75 and older
- ☐ Ma doonayo inaan sheego
  Prefer not to say

Luuqadee ayaad guriga ku hadashaan? [Hadaad doonto inta adigoon wax ku qorin ayaad ka tagi kartaa]
What language do you speak at home? [You can leave this blank]

Mau isticmaali karnaa xogta aad nala wadaagayso warbixinteenna annagoon magacaaga sheegin? ([Mid dooro]
Can we use your comments in our report without your name? [Choose one]

- ☐ Haa
  Yes
- ☐ Maya
  No
- ☐ Waxaan rabaa in marka hore uu qof igala hadlo
  I want someone to speak with me first

Ma haysaa dukumeenti aad rabto inaad noo soo dirto?
Waxaad noogu soo diri kartaa iimaylka ah submissions@ombudsman.vic.gov.au

Do you have documents you want to send us?

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

Sida loo buuxinayo foomkan

Foomkan buuxintiisa waxay qaadanaysaa wax ka yar **20 daqiiqo**. Waxaan kugu weydiin doonaa su'aalo aad jawaabtooda kala dooran karto, iyo su'aalo kale oo aad jawaabahooda qori karto. Waxaad ku jawaabi kartaa luqaddaada.

Su'aalahan waxaa loo diyaariyey inay kaa caamimaan inaad noo sheegto arrimaha aan eegayno. Haddii aadan **rabin** inaad ka jawaabto, aadan **garanayn** jawaabta, ama su'aashu aysan khusayn xaaladdaada, waad ka tagi kartaa adigoon ka jawaabin. Ma jiraan jawaabo sax ama khalad ah.

Haddii aadan rabin inaad ka jawaabto **wax** su'aalo ah, waxaad toos ugu gudbi kartaa meesha banaan ee wax lagu qori karo ee 'Qaybta 5 – Wax kale ma jiraan?', halkaas oo aad noogu sheegi karto sheekadaada adigoo isticmaalaya ereyadaada.

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.

Qaybta 1-aad – Gurigaagii hore

Section 1
Your old home

1. Waa maxay cinwaankaagii hore?
What is your old address?

2. Goorma ayaad guurtay?
When did you move?

3. Ka dib markii lagugu wargeliyay inaad guurayso, xal maloo helay gurigaagii hore dhibaatooyinkii uu lahaa: [Mid dooro]
After you were told you had to move, were problems in your old home fixed: [Choose one]

- ☐ Wuu ka fiicnaaday — Better
- ☐ Waa isla sidii — The same
- ☐ Wuuba kasii xunyahay/liitaa — Worse
- ☐ Ma hubo — Not sure

4. Ma jireen wax dhibaatooyin ah oo uu gurigaagii hore u lahaa oo aan xal loo helin?
Were there any problems with your old home that did not get fixed?

5. Ma ku faraxsanayd gurigaagii hore? [Mid dooro]
Were you happy with your old home? [Choose one]

- ☐ Haa — Haa
- ☐ Maya — Maya
- ☐ Ma hubo — Not sure

6. Ma jiraan wax kale oo aad doonayso inaad nooga sheegto gurigaagii hore?
Is there anything else you want to tell us about your old home?

Qaybta 2-aad – Markii lagu dhahay waad guuraysaa

Section 2
Being told to move

7. Ogeysiis intee le'eg ayaa lagu sii siiyay ka hor inta aan lagu dhihin waad guureysaa? [Mid dooro]

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

- ☐ Wax ka yar 2 bilood
  Less than 2 months
- ☐ 2 ilaa 6 bilood
  2–6 months
- ☐ 6 ilaa 12 bilood
  6–12 months
- ☐ In ka badan hal sano
  More than a year
- ☐ Ma hubo
  Not sure

8. Qaab sidee ah ayaa laguugu wargeliyay? [Dooro dhamaan kuwa ku khuseeya]

How were you told? [Choose all that apply]

- ☐ Waraaq laguu soo diray
  Letter
- ☐ Taleefan
  Phone call
- ☐ Email
  Email
- ☐ Qof ayaa si toos ah iigu yimid oo iisoo sheegay
  Someone told me in person
- ☐ Qaab kale
  Other
- ☐ Ma hubo
  Not sure

9. Ma saxiixday heshiis ka hor inta aadan u soo guurin gurigaaga cusub? [Mid dooro]

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

- ☐ Haa
  Yes
- ☐ Maya
  No
- ☐ Ma hubo
  Not sure

10. Homes Victoria ma kula wadaageen wax macluumaad ah oo ku saabsan guuritaanka? [Mid dooro]

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

- ☐ Haa
  Yes
- ☐ Maya
  No
- ☐ Ma hubo
  Not sure

Haddii jawaabtaadu haa tahay, macluumaadku ma ahaa mid si fudud loo fahmi karo?

If yes, was the information easy to understand?

- ☐ Haa
  Yes
- ☐ Maya
  No
- ☐ Ma hubo
  Not sure

11. Homes Victoria ma dhageysteen waxa aad adiga iyo qoyskaagu u baahnaydeen? [Mid dooro]

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

- ☐ Haa
  Yes
- ☐ Maya
  No
- ☐ Ma hubo
  Not sure

12. Homes Victoria makuu sheegeen farqiga u dhexeeya guryaha bulshada iyo guryaha dadweynaha/dowlada? [Mid dooro]

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

- ☐ Haa — Yes
- ☐ Maya — No
- ☐ Ma hubo — Not sure

13. Immisa guri ayay Homes Victoria kuu soo bandhigeen? [Mid dooro]

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

- ☐ Waxba — None
- ☐ 1 ilaa 2 — 1–2
- ☐ 3 ilaa 4 — 3–4
- ☐ 5 iyo ka badan — 5+
- ☐ Ma hubo — Not sure

14. Ma dareentay inaad 'maya ma doonayo' dhihi kartay haddii gurigu uusan buuxin baahiyahaaga? Fadlan noo sheeg sababta.

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

15. Maxay yihiin waxyaabaha ay Homes Victoria si fiican u qabatay?

What did Homes Victoria do well?

16. Maxay Homes Victoria sida ay wax u sameeyeen si ka wanaagsan ay u samayn karaysay?

What could Homes Victoria have done better?

17. Ma jiraan wax kale oo aad doonayso inaad noo sheegto oo ku saabsan sida ay Homes Victoria kaagala hadleen arrimaha guuritaanka?

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

Qaybta 3-aad – Guuritaanka

Section 3
Moving out

18. Ma heshay caawimaadii aad u baahnayd markaad guuraysay? [Mid dooro]
Did you get the help you needed when you moved? [Choose one]

- ☐ Haa — Yes
- ☐ Maya — No
- ☐ Ma hubo — Not sure

19. Waa maxay wixii ugu adkaa ee aad kala kulantay guuritaanka?
What was the hardest part about moving?

20. Maxaa si fiican u qabsoomay?
What went well?

Qaybta 4 – Gurigaaga cusub

Section 4
Your new home

21. Waa maxay cinwaankaaga cusubi? [Hadaad doonto adigoon wax ku qorin ayaad ka tagi kartaa]
What is your new address? [You can leave this blank]

22. Gurigaaga cusubi: [Mid dooro]
Is your new home: [Choose one]

- ☐ Guryaha dadweynaha — Public housing
- ☐ Guriyeynta bulshada (community housing) — Community housing
- ☐ Mid kale - faahfaahin naga sii — Other – provide details
- ☐ Ma hubo — Not sure

23. Gurigaaga cusub ma yahay mid daboolaya baahiyahaaga? [Mid dooro]
Does your new home meet your needs? [Choose one]

- ☐ Haa — Yes
- ☐ Maya — No
- ☐ Ma hubo — Not sure

24. Gurigaaga cusub kharashka kaaga baxayo maka badan tahay tii hore, mise way ka yartahay mise waa isku mid? (Tusaale, kirada, korontada, gaaska, biyaha iyo kharashyada la xiriira safarka) [Mid dooro]

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

- ☐ Way ka badan tahay — More
- ☐ Way ka yartahay — Less
- ☐ Waa isla sidii — The same
- ☐ Ma hubo — Not sure

Waa maxay waxyaabaha uu kaga kharashka badan yahay?

What costs more?

Waa maxay waxyaabaha uu kaga kharashka yaryahay?

What costs less?

25. Ma ku faraxsan tahay gurigaaga cusub? [Mid dooro]

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

- ☐ Haa — Yes
- ☐ Maya — No
- ☐ Ma hubo — Not sure

Fadlan noo sheeg sababta:

Please tell us why:

26. Ma jiraan wax kale oo aad doonayso inaad nooga sheegto gurigaaga cusub?

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

Qaybta 5-aad – Wax kale ma jiraan?

Section 5
Anything else?

27. Ma jiraa wax kale oo aad doonayso inaad noo sheegto?
Is there anything else you want to tell us?

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