VICTORIAN ombudsman

ርእይቶ መቕረቢ ቅጥዒ

እዚ ቅጥዒ፣ ነቶም ካብ ህዝባዊ ኣባይቲ ዝወጹ ሰባት ዝምልከት እዩ

ኦምቡድስማን ቪክቶርያ፣ ህዝባዊ ኣባይቲ ምፍራስ ኣብ ተቐማጦ ዘሕደሮ ጽልዋ ይምርምር ኣሎ።

ኦምቡድስማን ብርእሱ ዝዓዪ እዩ። ንሕና ኣካል መንግስቲ ወይ ሆምስ ቪክቶርያ ኣይኮንናን።

ታሪኽካ ኣገዳሲ እዩ። ብኽመይ ከም እተጸለኻን እተትሓዝካን ክንርዳእ ንደሊ ኢና። መልስኻ ዝኾነ ይኹን ጸገም ኣብ ምርካብ ክሕግዘና እዩ፤ ኣብ መጻኢ ንሰባት ነገራት ፍትሓዊ ወይ ዝሓሸ ንምግባር ዜድሊ ዝኾነ ይኹን ለውጢ ድማ ይምህረና።

ስምካ ምንጋር ኣየድልየካን እዩ። ታሪኽካ ንዓና ኽም ዘካፈልካና ንሆምስ ቪክቶርያ ወይ ንኻልእ ሰብ ኣይክንነግሮን ኢና። ካብቲ ዝቐረበ ሓሳባት ኣብ ህዝባዊ ጸብጻብ ከነእትዎ ንኽእል ኢና። ነዚ እንተ ተሰማሚዕካ፡ ጸኒሕካ ኣብዚ ቅጥዒ ክትነግረና ትኽእል ኢኻ።

ብዛዕባ መስርሕ ምቕራብ ርእይቶ ኣብዚ ብዝያዳ ኽትፈልጥ ትኽእል ኢኻ፡-

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/



ዝርዝር ሓበሬታኻ

ግድን ስምካ ክትነግረና ኣየድልየካን እዩ።

ስምካን ኣድራሻኻን እንተ ነጊርካና ከምዚ ዚስዕብ ክንገብር ንኽእል ኢና፡-

- ብዛዕባ ምዕባለ እቲ መርመራ ንነግረካ
- ተወሳኺ ሕቶታት እንተ ኣልዩና ንረኽበካ።

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.

ስምካ፡- [ነዚ ባዶ ኽትገድፎ ትኽእል ኢኻ]

Your name: [You can leave this blank]

ናይ ኢመይል ኣድራሻኻ፡- [ነዚ ባዶ ኽትገድፎ ትኽእል ኢኻ]

Your email address: [You can leave this blank]

ቁጽሪ ተሌፎንካ፡- [ነዚ ባዶ ኽትገድፎ ትኽእል ኢኻ]

Your phone number: [You can leave this blank]

ዝኾነ ይኹን ሓሳብ ንሓሳብ ኣብ ምልውዋጥ ሓገዝ/ምትዕርራይ የድልየካ ድዩ? [ነዚ ባዶ ኽትገድፎ ትኽእል ኢኻ]

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

ዕድመኻ፡ [ሓደ ምረጽ]

Your age: [Choose one]

- ትሕቲ 18 ዓመት
  Under 18
- 18–24
  18–24
- 25–54
  25–54
- 55–74
  55–74
- 75ን ካብኡ ንላዕልን
  75 and older
- እንተ ዘይነገርኩ ይሓይሸ
  Prefer not to say

ኣብ ቤትካ እንታይ ቋንቋ ኢኻ እትዛረብ? [ነዚ ባዶ ኽትገድፎ ትኽእል ኢኻ]

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

ስምካ ከይጠቕስና ኣብ ጸብጻብና ንርእይቶኻ ክንጥቀመሉ ንኽእል ዲና? [ሓደ ምረጽ]

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

- እወ
  Yes
- ኣይፋልን
  No
- ኣቐዲሙ ሓደ ሰብ ክዛረበኒ እደሊ እየ
  I want someone to speak with me first

ክትልእኸልና እትደሊ ሰነዳት ኣለካዶ?

ብኢመይል ናብ submissions@ombudsman.vic.gov.au ክትልእኮ ትኽእል ኢኻ

Do you have documents you want to send us?

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

ነዚ ቅጥዒ ብኽመይ ከም እትመልኦ

እዚ ቅጥዒ እዚ ንምምላእ ካብ **20 ደቒቕ** ንታሕቲ እዩ ዚወስድ። መልሲ ኽትመርጽ እትኽእለሉ ገለ ሕቶታት ኽንሓትት ኢና፣ ኣብ ገለ ሕቶታት ከኣ ናይ ገዛእ ርእስኻ መልሲ ኽትጽሕፍ ትኽእል ኢኻ። ብቋንቋኻ ኽትምልስ ትኽእል ኢኻ።

እዘን ሕቶታት እዚኣተን ብዛዕባ እቲ እንምርምሮ ዘለና ነገራት ክትነግረና ክሕግዛኻ እየን። መልሲ ኽትህብ እንተ **ዘይደሊኻ**፡ መልሱ እንተ **ዘይፈሊጥካ**፡ ወይ ከኣ እቲ ሕቶ ንኹነታትካ ዘይምልከት እንተ ኾይኑ ባዶ ኽትገድፎ ትኽእል ኢኻ። ቅኑዕን ጌጋን መልስታት የልቦን።

ዝኾነ ሕቶ ኽትምልስ እንተ ዘይደሊኻ፡ ናብቲ ኣብ 'ክፋል 5 – ዝኾነ ኻልእ' ዝብል ናጻ ናይ ጽሑፍ ሳጹን ዘሊልካ ታሪክካ ብቓላትካ ኽትነግረና ትኽእል ኢኻ።

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.

ክፋል 1፦ ናይ ቀደም ቤትካ

Section 1
Your old home

1. ናይ ቀደም ኣድራሻኻ ኣበይ እዩ?

What is your old address?

2. መዓስ ኢኻ ግዒዝካ?

When did you move?

3. ናብ ካልእ ቦታ ኽትግዕዝ ከም ዘሎካ ምስ ተነግረካ ኣብ ናይ ቀደም ቤትካ ዝነበረ ጸገማት ተፈቲሑ ድዩ፦ [ሓደ ምረጽ]

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

- ☐ ዝሓሸ — Better
- ☐ ተመሳሳሊ — The same
- ☐ ዝገደደ — Worse
- ☐ ርግፀኛ ኣይኮንኩን — Not sure

4. ኣብ ናይ ቀደም ቤትካ ዘይተዓረየ ጸገማት ነይሩዶ?

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

5. በቲ ናይ ቀደም ቤትካ ሕጉስ ዲኻ ኔርካ? [ሓደ ምረጽ]

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

- ☐ እወ — Yes
- ☐ ኣይፋልን — No
- ☐ ርግፀኛ ኣይኮንኩን — Not sure

6. ብዛዕባ ናይ ቀደም ቤትካ ክትነግረና እትደሊ ካልእ ነገር ኣሎዶ?

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

ክፋል 2፦ ክትግዕዝ ተነጊሩካ

Section 2
Being told to move

7. ቅድሚ ምግዓዝካ ኽንደይ ዝኣክል ግዜ ኣቕዲሙ ተነጊሩካ? [ሓደ ምረጽ]

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

- ☐ ካብ 2 ወርሒ ንታሕቲ
  Less than 2 months
- ☐ 2-6 ወርሒ
  2–6 months
- ☐ 6-12 ኣዋርሕ
  6–12 months
- ☐ ልዕሊ ሓደ ዓመት
  More than a year
- ☐ ርግፀኛ ኣይኮንኩን
  Not sure

8. ብኸመይ ተነጊሩካ? [ነቲ ምልከቶ ኩሉ ምረጽ]

How were you told? [Choose all that apply]

- ☐ ደብዳበ
  Letter
- ☐ ተሌፎን ብምድዋል
  Phone call
- ☐ ኢ-መይል
  Email
- ☐ ዝኾነ ሰብ ብኣካል ነጊሩኒ
  Someone told me in person
- ☐ ካልእ
  Other
- ☐ ርግፀኛ ኣይኮንኩን
  Not sure

9. ናብቲ ሓድሽ ቤትካ ቕድሚ ምግዓዝካ ውዕል ፈሪምካዶ? [ሓደ ምረጽ]

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

- ☐ እወ
  Yes
- ☐ ኣይፋልን
  No
- ☐ ርግፀኛ ኣይኮንኩን
  Not sure

10. ሆምስ ቪክቶርያ ብዛዕባ ምግዓዝ ሓበሬታ ሂቡካዶ? [ሓደ ምረጽ]

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

- ☐ እወ
  Yes
- ☐ ኣይፋልን
  No
- ☐ ርግፀኛ ኣይኮንኩን
  Not sure

እወ እንተ ኾይኑ፡ እቲ ሓበሬታ ንምርዳኡ ቐሊል ድዩ ነይሩ?

If yes, was the information easy to understand?

- ☐ እወ
  Yes
- ☐ ኣይፋልን
  No
- ☐ ርግፀኛ ኣይኮንኩን
  Not sure

11. ሆምስ ቪክቶርያ ንዓኻን ንስድራቤትካን እንታይ ከም ዘድልየኩም ሰሚያምዶ? [ሓደ ምረጽ]

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

- ☐ እወ
  Yes
- ☐ ኣይፋልን
  No
- ☐ ርግፀኛ ኣይኮንኩን
  Not sure

12. ሆምስ ቪክቶርያ ብዛዕባ እቲ ኣብ መንጎ ናይ ማሕበረሰብ ኣባይትን ህዝባዊ ኣባይትን ዘሎ ፍልልይ ነጊሩካዶ? [ሓደ ምረጽ]

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

- ☐ እወ — Yes
- ☐ ኣይፋልን — No
- ☐ ርግፀኛ ኣይኮንኩን — Not sure

13. ሆምስ ቪክቶርያ ክንደይ ኣባይቲ ኣምሪጹካ? [ሓደ ምረጽ]

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

- ☐ ዜሮ — None
- ☐ 1–2 — 1–2
- ☐ 3–4 — 3–4
- ☐ 5+ — 5+
- ☐ ርግፀኛ ኣይኮንኩን — Not sure

14. ነቲ ዘድልየካ ነገራት ዘየማልኣልካ ቤት 'ኣይፋል' ክትብሎ እትኽእል ኮይኑ ተሰሚዑካዶ? ስለምንታይ ምኺኑ ንገረና።

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

15. ሆምስ ቪክቶርያ እንታይ ጽቡቕ ገይራ?

What did Homes Victoria do well?

16. ሆምስ ቪክቶርያ እንታይ ዝሓሸ ክትገብር ትኽእል?

What could Homes Victoria have done better?

17. ሆምስ ቪክቶርያ ብዛዕባ ምግዓዝ ብኽመይ ከም እተዛረበካ ክትነግረና እትደሊ ካልእ ነገር ኣሎዶ?

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

ክፋል 3፡ ምውጻእ

Section 3
Moving out

18. ክትግዕዝ ከለኻ ዘድልየካ ሓገዝ ረኺብካዶ? [ሓደ ምረጽ]

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

- ☐ እወ — Yes
- ☐ ኣይፋልን — No
- ☐ ርግፀኛ ኣይኮንኩን — Not sure

19. ብዛዕባ ምግዓዝ እቲ ዝኸበደ ነገር እንታይ ነይሩ?

What was the hardest part about moving?

20. እንታይ ጽቡቕ ነይሩ?

What went well?

ክፋል 4፡- ሓድሽ ቤትካ

Section 4
Your new home

21. ሓድሽ ኣድራሻኻ ኣበይ እዩ? [ነዚ ባዶ ክትገድፎ ትኽእል ኢኻ]

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

22. እቲ ሓድሽ ገዛኻ ኣበይ እዩ? [ሓደ ምረጽ]

Is your new home: [Choose one]

- ☐ ህዝባዊ ኣባይቲ — Public housing
- ☐ ናይ ማሕበረሰብ ኣባይቲ — Community housing
- ☐ ካልእ፡- ዝርዝር ሓበሬታ ሃብ — Other – provide details
- ☐ ርግፀኛ ኣይኮንኩን — Not sure

23. ሓድሽ ቤትካ ዘድልየካ ነገራት የማልኣልካ ድዩ? [ሓደ ምረጽ]

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

- ☐ እወ — Yes
- ☐ ኣይፋልን — No
- ☐ ርግፀኛ ኣይኮንኩን — Not sure

24. ነቲ ሓድሽ ቤትካ ዝያዳ ወይ ዝወሓደ ወይስ ተመሳሳሊ ኢኻ ትኸፍለሉ? (ንኣብነት፡ ክራይ ገዛ፡ ኤለክትሪክ፡ ጋዝ፡ ማይ፡ ከምኡውን ናይ መጐዓዝያ ወጻኢታት) [ሓደ ምረጽ]

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

- ☐ ዝያዳ — More
- ☐ ካብኡ ንታሕቲ — Less
- ☐ ተመሳሳሊ — The same
- ☐ ርግፀኛ ኣይኮንኩን — Not sure

እንታይ እዩ ዝያዳ ዝኽፈሎ?

What costs more?

እንታይ እዩ ዝወሓደ ዝኽፈሎ?

What costs less?

25. በቲ ሓድሽ ቤትካ ሕጉስ ዲኻ? [ሓደ ምረጽ]

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

- ☐ እወ — Yes
- ☐ ኣይፋልን — No
- ☐ ርግፀኛ ኣይኮንኩን — Not sure

ስለምንታይ ምኽኑ ንገረና፡-

Please tell us why:

26. ብዛዕባ እቲ ሓድሽ ቤትካ ኽትነግረና እትደሊ ኻልእ ነገር ኣሎዶ?

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

ክፋል 5፡ ዝኾነ ኻልእ?

Section 5
Anything else?

27. ክትነግረና እትደሊ ካልእ ነገር ኣሎዶ?

Is there anything else you want to tell us?

VICTORIAN ombudsman