VICTORIAN ombudsman

意見表格

本表格適用於目前仍居住在公屋大樓的居民

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 are still living in 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 [可留空]

Your name [You can leave this blank]

你的電子郵件地址 [可留空]

Your email address [You can leave this blank]

你的電話號碼 [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。

如果你不願意回答**任何**問題，可以跳至「第 4 部分——其他事項？」的自由輸入框，以自己的話語告訴我們你的經歷。

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 4 – Anything else?' and tell us your story in your own words.

第 1 部分——你的住所

Section 1
Your home

1. 你的地址是？[此欄可留空]

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

2. 你在該住所住了多久？[單選]

How long have you lived there? [Choose one]

- ☐ 少於 1 年 / Less than 1 year
- ☐ 1–3 年 / 1–3 years
- ☐ 3–5 年 / 3–5 years
- ☐ 5 年以上 / 5+ years
- ☐ 不確定 / Not sure

3. 有多少人和你同住？[單選]

How many people live with you? [Choose one]

- ☐ 1 人 / 1 person
- ☐ 2–4 人 / 2–4 people
- ☐ 5 人以上 / 5+ people
- ☐ 不確定 / Not sure

4. 自 2024 年以來，你家中的問題是否得已解決：[單選題]

Since 2024, have problems in your home been fixed: [Choose one]

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

5. 你家中是否有任何問題尚未解決？

Have you had any problems with your home that haven't been fixed?

6. 你對你的住所滿意嗎？[單選題]

Are you happy with your home? [Choose one]

- 滿意 Yes
- 不滿意 No
- 不確定 Not sure

7. 關於你的住所，還有甚麼想向我們分享嗎？

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

第 2 部分——獲通知搬遷

Section 2
Being told to move

8. 你在何時首次得知必須搬遷？請告訴我們具體時間。

When did you first find out you have to move? Please tell us when.

9. 有人告知你最遲需要在何時搬遷嗎？[單選]

Have you been told when you need to move by? [Choose one]

- 有 Yes
- 沒有 No
- 不確定 Not sure

如果有，你最遲需要在何時搬遷？

If yes, when do you need to move by?

10. 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

11. Homes Victoria 有否向你提供任何有關搬遷的資訊？[單選]

Has Homes Victoria given 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

12. Homes Victoria 有聆聽你和家人的需求嗎？[單選]

Has Homes Victoria listened to what you and your family need? [Choose one]

有 Yes　　沒有 No　　不確定 Not sure

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

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

有 Yes　　沒有 No　　不確定 Not sure

14. 有否為你提供另一處住所？[單選]

Have you been offered another home? [Choose one]

有 Yes　　沒有 No　　不確定 Not sure

如果有，你接受該住所了嗎？

If yes, did you accept the home?

有 Yes　　沒有 No

如果不接受，原因是什麼？

If no, why not?

15. 對於不符合你需求的住所，你是否覺得自己有權予以拒絕？請告訴我們原因

Do you feel like you can say 'no' to a home that does not meet your needs? Please tell us why

16. Homes Victoria 在哪些方面做得好？

What has Homes Victoria done well?

17. Homes Victoria 在哪些方面可以做得更好？

What could Homes Victoria do better?

18. 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

19. 你有否獲得搬遷所需的協助？[單選]

Are you getting the help you need to move? [Choose one]

- ☐ 有 Yes
- ☐ 沒有 No
- ☐ 不確定 Not sure

20. 有人開始搬離你的大樓嗎？[單選]

Have people started moving out of your building? [Choose one]

- ☐ 有 Yes
- ☐ 沒有 No
- ☐ 不確定 Not sure

如果有，這對仍住在大樓裡的人來說感受如何？

If yes, what is this like for people who are still living in the building?

21. 準備搬遷過程中，最困難的部分是什麼？

What has been the hardest part about getting ready to move?

22. 哪些方面進行得很順利？

What has been going well?

第 4 部分——其他事項

Section 4
Anything else?

23. 你還有甚麼想向我們分享嗎？

Is there anything else you want to tell us?

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