SUBMISSION FORM

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:

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

Section 1 - Your home

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

2. How long have you lived there? [Choose one]

- ☐ Less than 1 year
- ☐ 1–3 years
- ☐ 3–5 years
- ☐ 5+ years
- ☐ Not sure

3. How many people live with you? [Choose one]

- ☐ 1 person
- ☐ 2–4 people
- ☐ 5+ people
- ☐ Not sure

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

- ☐ Better
- ☐ The same
- ☐ Worse
- ☐ Not sure

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

6. **Are you happy with your home? [Choose one]**

☐ Yes ☐ No ☐ Not sure

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

Section 2 – Being told to move

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

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

☐ Yes ☐ No ☐ Not sure

If yes, when do you need to move by?

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

☐ Letter ☐ Phone call ☐ Email

☐ Someone told me in person ☐ Other ☐ Not sure

11. Has Homes Victoria given you any information about moving? [Choose one]

Yes No Not sure

If yes, was the information easy to understand?

Yes No Not sure

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

Yes No Not sure

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

Yes No Not sure

14. Have you been offered another home? [Choose one]

Yes No Not sure

If yes, did you accept the home?

Yes No

If no, why not?

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

16. **What has Homes Victoria done well?**

17. **What could Homes Victoria do better?**

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

Section 3 – Moving out

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

Yes No Not sure

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

Yes No Not sure

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

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

22. What has been going well?

Section 4 – Anything else?

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

VICTORIAN ombudsman