VICTORIAN ombudsman

UNKAA DHIHEEFFANNOO

Unkaan kun kan namoota ammayyuu gamoolee manneen ummataa keessa jiraniiti

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 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/



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

Kutaa 1 – Mana kee

Section 1
Your home

1. Teessoon kee maali? [Kana banaa dhiisuu dandeessa]

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

2. Yeroo hangamiif achi jiraatte? [Tokko filadhu]

How long have you lived there? [Choose one]

- ☐ Waggaa 1 gadi — Less than 1 year
- ☐ Waggaa 1–3 — 1–3 years
- ☐ Waggaa 3–5 — 3–5 years
- ☐ Waggaa 5 ol — 5+ years
- ☐ Mirkanii miti — Not sure

3. Namoota meeqatu si wajjin gala? [Tokko filadhu]

How many people live with you? [Choose one]

- ☐ Nama 1 — 1 person
- ☐ Namoota 2–4 — 2–4 people
- ☐ Namoota 5 ol — 5+ people
- ☐ Mirkanii miti — Not sure

4. Bara 2024 as, rakkoon mana kee keessaa furamee jiraa: [Tokko filadhu]

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

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

5. Rakkoon mana kee keessaa hin furamin hafe jiraa?
Have you had any problems with your home that haven't been fixed?

6. Mana keetitti gammadaa dhaa? [Tokko filadhu]
Are you happy with your home? [Choose one]

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

7. Waa'ee mana keetii wanti biraa nutti himuu barbaaddu jiraa?
Is there anything else you want to tell us about your home?

Kutaa 2 – Akka godaantu sitti himameera

Section 2
Being told to move

8. Akka godaanuuf jirtu yeroo duraaf yoom dhageesse? Yoom akka tahe nutti himi.
When did you first find out you have to move? Please tell us when.

9. Akka godaanuu si barbaachisu sitti himameeraa? [Tokko filadhu]
Have you been told when you need to move by? [Choose one]

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

Eeyyee yoo jette, yoom godaanuu barbaadda?
If yes, when do you need to move by?

10. 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

11. Waa'ee godaansaa irratti Hooms Viktooriyaan odeessa siif kenne qabaa? [Tokko fialdhu]

Has Homes Victoria given 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

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

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

☐ Eeyyee
Yes

☐ Lakki
No

☐ Mirkanii miti
Not sure

13. Hooms Viktooriyaan garaagarummaa manneen hawaasaa fi manneen ummataa gidduu jiru isinitti himeeraa? [Tokko filadhu]

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

☐ Eeyyee
Yes

☐ Lakki
No

☐ Mirkanii miti
Not sure

14. Manni biraa siif dhihaate jiraa? [Tokko filadhu]

Have you been offered another home? [Choose one]

☐ Eeyyee
Yes

☐ Lakki
No

☐ Mirkanii miti
Not sure

Eeyyee yoo jette, manicha fudhattee jirtaa?

If yes, did you accept the home?

☐ Eeyyee
Yes

☐ Lakki
No

Lakkii yoo jette, maaliif?

If no, why not?

15. Mana fedhii kee hin guunne fudhachuu diduu akka dandeessu yaaddee beeytaa? Maaliif jette mee nutti himi

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

16. Hooms Viktooriyaan waan gaarii maal godhe?

What has Homes Victoria done well?

17. Hooms Viktooriyaan waan wayyaa maal gochuu danda'a ture?

What could Homes Victoria do better?

18. 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

19. Godaanuuf gargaarsa si barbaachisu argachaa jirtaa? [Tokko filadhu]

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

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

20. Ummanni gamoo keerraa godaanuu jalqabanii jiruu? [Tokko filadhu]

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

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

Eeyyee yoo jette, kun warra ammayyuu gamoo sana keessatti hafaniif maal fakkaata?

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

21. Godaanuuf qophaawuu irratti wanti baay'ee ulfaataan maal ture?

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

22. Maaltu gaarii deemaa ture?

What has been going well?

Kutaa 4 – Kan biraa?

Section 4
Anything else?

23. Wanti biraa nutti himuu barbaaddu jiraa?

Is there anything else you want to tell us?

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