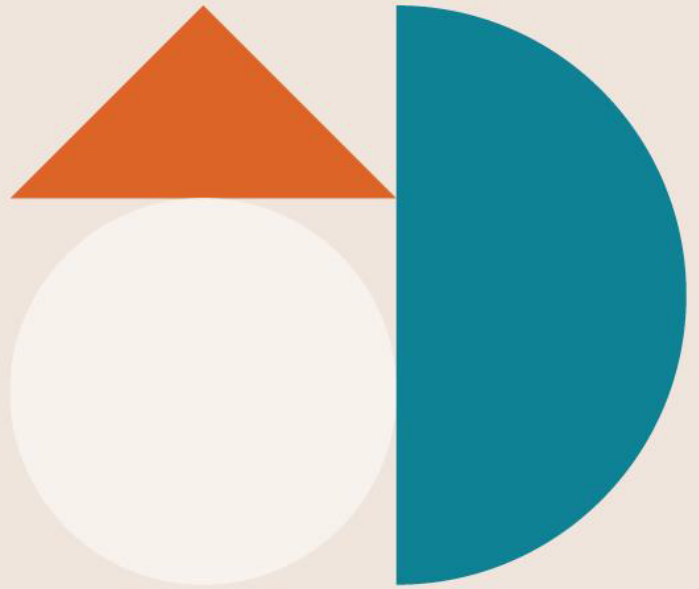


Attachment A - Communications to renters

Submission to the Legislative Council's Legal and Social Issues Committee

OFFICIAL





more homes for more victorians

For general enquiries

If you would like to receive this publication in an accessible or interpreted format, phone **1300 650 172**, using the National Relay Service **13 36 77** if required, or email enquiries@homes.vic.gov.au



homes.vic.gov.au

@homesvic

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1. Big Housing Build brochure, next big step (September 2024)

New and better homes near high rise

Relocating residents can also book in a tour of new homes and request a relocation application. Just talk to your relocations team member.

New homes in your neighbourhood providing relocation options



Elizabeth Street, Richmond
Due for completion July 2025



Victoria Street, Flemington
Complete



Abbotsford Street, North Melbourne
Complete



Bangs Street, Prahran
Complete

Find out more and stay up to date with the program

1. Relocating residents can have a conversation with a relocations team member
2. All residents can sign up for updates on information sessions, further news and announcements, and opportunities to get involved, or
3. Ask a question:

Visit bighousingbuild.homes.vic.gov.au

Scan the QR code (see below)

Call 1800 716 866 to talk to your local housing office (9am–5pm Monday to Friday). Interpreters are available if required

Email enquiries@homes.vic.gov.au

Attend a community information pop-up. Times and dates will be on our website and in building foyers

Translations



bighousingbuild.homes.vic.gov.au

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Families,
Fairness
and Housing

homes victoria

More and better homes for Victorians

Big Housing Build takes its next big step

September 2024

VICTORIA
State Government

The Victorian Government is taking the next big step to redevelop older social housing high-rise across Melbourne as part of Victoria's Big Housing Build.

Relocations commencing for South Yarra and Richmond

We have advised residents in the following buildings that their relocation process will begin soon, with relocations due to be complete by February 2026:

- 259 Malvern Road, South Yarra
- 139 Highett Street, Richmond
- 111, 119 & 127 Elizabeth Street, Richmond
- 6 & 8 Anderson Court, Richmond
- 1-5, 7 & 9 Williams Court, Richmond

Relocations end date announced for Flemington and North Melbourne

Relocation planning for residents in the following buildings commenced in 2023. These residents have been advised that their relocations are due to be completed by September 2025:

- 120 Racecourse Road, Flemington
- 12 Holland Court, Flemington
- 33 Alfred Street, North Melbourne

No further relocations to commence before July 2026

Residents in the remaining 37 towers will not commence relocations before July 2026. We will be back in touch when we have an update.

Delivering better social housing at Carlton

Work is already underway to deliver 231 new, modern, energy efficient and accessible homes at the Elgin Towers, Carlton. Residents and the community have been engaged to inform the draft designs. A community consultative committee is keeping residents and community involved through the redevelopment.



Relocation Steps



Learning more

You might not be relocating right now but you can learn more and see what's happening in other neighbourhoods.

37 Towers
All other sites



Getting ready

Start thinking about what you need in your new home. Our relocations team will work with you to find the right home based on your needs and preferences.

Richmond
139 Highett Street
111, 119 & 127 Elizabeth Street
6 & 8 Anderson Court
1-5, 7 & 9 Williams Court

South Yarra
259 Malvern Road

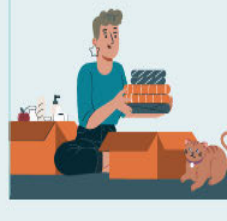


Relocating

Once a suitable home is found, we'll support you through the move, including providing packing materials and covering all moving and connection costs.

Flemington
12 Holland Court
120 Racecourse Road

North Melbourne
33 Alfred Street



Staying connected

We will keep in touch throughout the redevelopment with project updates and opportunities to guide the design of new homes.



Coming back

You have the right to return based on your ongoing needs, eligibility, and suitability of new homes.



2. Big Housing Build FAQs (September 2024)

High-rise redevelopment General FAQs

20 September 2024

What has been announced?

The Victorian Government has announced the next sites to be redeveloped as part of Homes Victoria's Big Housing Build. These sites are:

- **139 Highett Street, Richmond,**
- **259 Malvern Road, South Yarra,**
- **6 and 8 Anderson Court Richmond,**
- **1 - 5, 7 and 9 Williams Court Richmond, and**
- **111, 119 and 127 Elizabeth Street Richmond**

What does this announcement mean for renters and local communities?

Renters at these sites will start conversations about the relocations process so the redevelopment can begin, and new social housing can be built.

Our relocations team will work with every household to secure appropriate housing based on each household's needs and preferences. This includes homes in local neighbourhoods where that is the preference.

This process will take time. We aim to complete relocations at these announced sites by February 2026. The redevelopment will take between 6 to 8 years.

How does the relocations process work?

We understand relocating can be challenging. That's why our dedicated relocations team meets with each relocating household to understand individual needs and preferences and make the process as supported and easy as possible. This covers important considerations, like:

- accessibility requirements
- health services and providers
- schools, childcare and education
- social and community networks
- transport links and connections.

Renters will receive two offers of comfortable and appropriate housing that suit their needs, preferences and requirements. This includes the offer of homes in local neighbourhoods where preferred.

When we offer renters a new home, they then have the opportunity to inspect the property to make sure it is suitable. When renters accept the offer, our relocations team will work with each household to organise a suitable moving day and help with the move.

We will keep in touch throughout the redevelopment, from the planning through to the delivery of the new homes, with project updates and opportunities provide feedback on the designs of new homes.

Will Homes Victoria cover moving costs?

Yes. Homes Victoria will book the removalists and cover all moving costs, including:

- removalist fees
- packing materials, e.g. tape, boxes
- connections fees for utilities like electricity, gas, telephone, and internet
- mail redirection costs
- disposal of any items that renters don't want to move to new homes.

Will renters get help to move?

Before moving day, renters are provided with packing boxes and materials and removalists will carry out the physical moving of household items and boxes.

Homes Victoria will also arrange and pay for disposal of items renters do not want to take with them and help renters connect with new services if they move to a new neighbourhood.

Will renters be able to live nearby or return to new homes once complete?

Renters have the right to return to their current neighbourhood when the redevelopment is complete based on their ongoing eligibility, needs and suitability of the new homes.

Renters can also choose to stay in their new home if that suits them better, at the time.

How will renters and community be involved in this project?

Throughout this project we will be listening to and working with high-rise renters and communities.

Renters and communities will have an opportunity to inform and provide feedback on the designs for new homes, neighbourhoods and more.

Will Homes Victoria keep listening to renters?

Yes. Our renters and our communities are our main priority throughout this project and we've been listening to and working with renters to develop Our Communities: Our Values – a set of values that will guide how we communicate and engage with renters throughout the high-rise redevelopment.

Our first step is to ensure all renters have good information and understand the support available to them.

Our dedicated housing team will gather renter and community feedback to help shape plans for each location. We will keep everyone informed with regular updates and opportunities to input, at every stage of the project.

OFFICIAL

Why do the old towers need to be retired?

There are many reasons why we need to retire the old towers. The towers are coming to the end of their operational life, and no longer meet the minimum standards Victorians expect.

In recent years building faults and breakdowns (electrical, plumbing, lifts) have become more common and cause frequent disruption to renters.

The design of the buildings also means that it is not feasible to upgrade them to modern design, liveability and accessibility standards.

When will this project start and finish?

This project will gradually retire and replace Melbourne's 44 older high-rise public housing towers, built between the 1950s and 70s, by 2051.

Each redevelopment will take six to eight years to complete.

Conversations with **South Yarra and Richmond renters** to plan relocations will start soon with relocations to be completed by February 2026.

Relocations for renters at active sites at 120 Racecourse Road and 12 Holland Court **Flemington** and 33 Alfred Street **North Melbourne** are progressing well and aim to be completed by September 2025.

Will there be any change to renters' rights?

There will be no change to renters rights or security of tenure during their relocation.

All social housing renters are protected under the Residential Tenancies Act 1997.

Where can renters and community get more information?

We will work closely with renters and communities to provide clear and timely information and support (including in-language information) through this process.

To find out more about what's happening and to register for project updates and information sessions, visit www.bighousingbuild.homes.vic.gov.au where you will also find information translated into a range of languages.


If renters have any questions, they can:

- contact their local housing office or call **1800 716 866** to be connected to their local housing office (9am-5pm Monday to Friday). Interpreters are available if required.
- email enquiries@homes.vic.gov.au
- Attend a community information pop-up. Times and dates will be on our website bighousingbuild.homes.vic.gov.au and in building foyers.

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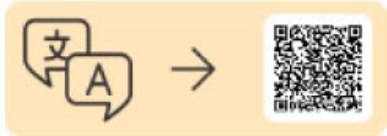
OFFICIAL

3. Letter to renters on the announcement of relocations completion date (September 2024) - Example in English)



50 Lonsdale Street,
Melbourne Victoria 3000
Telephone: 1300 650 172
GPO Box 4057, Melbourne Victoria 3001
DX 210081

«HouseholdMembers»
«Address1»
«Address2»



Dear «HouseholdMembers»,

Homes Victoria is reaching out to you with an update on the progress of the high-rise redevelopment program as part of the Big Housing Build.

Your building was announced as part of the redevelopment program and relocations have been underway since late 2023.

What was announced today?

Today, we informed renters in **259 Malvern Road, South Yarra** and **139 Highett Street, Richmond** that their relocation planning will begin soon and is due to be complete by February 2026.

Flemington and North Melbourne relocations due for completion September 2025

The relocation program for the following buildings (where you currently live) is underway and due to be completed by September 2025:

- 120 Racecourse Road, Flemington
- 12 Holland Court, Flemington
- 33 Alfred Street, North Melbourne

Many people have already moved to new homes or are in the process of moving.

What this means for you


If you have already completed your housing application, you don't need to do anything more. You will have been in regular contact with our relocation team. If you have any questions after reading this letter, please reach out to your relocations officer.

If you have not completed a housing application, we encourage you to talk to us. This is so we can support you to move into a home that is suitable for you. Completing your relocation paperwork will help us find a home for you that meets your needs.

We understand that moving is a big change, and **we are here to support you every step of the way.** You are welcome to bring a support person to your relocation appointments. This could be:

- A friend or family member
- A representative from either the Victorian Public Tenants Association or Tenants Victoria
- Legal representation including community legal services or Victorian Aboriginal Legal Service.

We will arrange an interpreter if you would like one.



Your housing options

You may still have the option to move to the new housing in Victoria Street, Flemington, and Abbotsford Street, North Melbourne. These homes are close by, so you could stay connected to your neighbourhood and support networks.

The new homes offer features like secure entry, balconies, private laundries, air-conditioning and double glazing to keep you comfortable year-round. If you're interested in exploring this option, our relocations team can arrange for you to see these homes. This can help you decide if it's a good fit for your household.

Renter protections and staying informed

We want to remind you of the support available to you during this time:

Planning ahead: If you haven't already, we encourage you to finish planning and complete your housing application so we can support you to move into a home that is suitable for you.

Staying close: We're building new homes close to your current neighbourhood and we will work with you to offer you a home that addresses your needs.

Tailored support: The location of your new home will be based on your needs. We will arrange and pay for the removalist, and we will dispose of any items you don't want to move to your new home.

Staying connected: We will keep you informed and involved in the planning for the redeveloped homes and provide regular updates on the changes in your neighbourhood, especially if you plan to return.

Coming back: The redevelopment will take between 6 and 8 years. You have the right to return to your current neighbourhood when the redevelopment is complete based on your ongoing eligibility, needs and suitability of homes. You can also choose to stay in the home you've moved to if that suits you better, at the time.

Stay connected

You can visit bighousingbuild.homes.vic.gov.au for information about the redevelopment and relocation process, including in your language. You can stay connected by signing up for regular updates and alerts.

The new buildings under construction at Abbotsford Street, North Melbourne, will deliver well designed, safe, secure and modern social housing. This may be one of your relocation options.

Many people have already moved into the new Victoria Street homes. This may be one of your relocation options.

Homes Victoria is committed to making your relocation as smooth as possible, and we're here to help you. Please reach out to our team if you have any questions or need support.

Warm regards



Relocation options: (Left) New buildings under construction at Abbotsford Street, North Melbourne, will deliver modern social housing. (Right) Many people have already moved into the new Victoria Street homes. These homes may form part of your relocation options.

4. Letter to renters on the announcement of relocations completion date (September 2024 - Example in Hakka Chinese)



Lonsdale 街道 50 号
维多利亚州墨尔本 3000
电话 1300 650 172
维多利亚州墨尔本 GPO Box 4057, 3001
DX 210081



Hakka | 客家话



亲爱个 (title and first and second):

Homes Victoria 今写信来分享兜关于你屋夸同下一阶段个大住房建设 (Big Housing Build) 个重要消息。

2023 年 9 月, 维多利亚州政府宣布谗一项重大个重建计划, 将 44 座旧高层建筑重新开发为现代化、无障碍同节能个住宅。这是捱凳人为维多利亚人提供更多同更好家园个承诺谗一部分。

今天, 捱凳通知 Richmond 个 Highett 街 139 号同 South Yarra 个 Malvern 街 259 号个租户, 他们个搬迁怪快开始, 搬迁将于 2026 年 2 月完成。谗会使谗兜高层建筑可以进行再开发, 建造更多更好个住宅。



位于 Elizabeth Street, Richmond 街个 147 - 161 号附近的新建筑将提供设计精致、安全可靠个现代化社会住房。谗可能是你个搬迁选择之一。

谗对你来说有什么影响

计划搬迁个沟通怪快就会开始, 所以, 你可能会在 2026 年 2 月开始搬家。

捱凳知道这是一个重要个消息, 所以捱凳当地专门负责住房个工作人员同重新安置团队会尽最大可能支持你个搬迁。

今谗话, 你可以注册一对一个见面预约, 讨论接下来个步骤以及捱凳如何为你提供最好个支持, 并通过访问 bighousingbuild.homes.vic.gov.au 或致电 1800 716 866 了解更多关于重建计划个信息。

你也可以同当地个住房办公室沟通, 过来参加咨询会, 或当现场搬迁中心在你附近开放时, 可以登记来看看, 中心好快开放。



捱凳会让谗支持你

捱凳向你保证，捱凳会尽力使你个搬家尽可能顺利。以下是涉及个一兜细节：

- **提前计划：**搬迁计划个沟通怪快就会开始，所以，怪有可能你将会在 2026 年 2 月前开始搬家。要考虑一下你对新屋夸个需求同偏好，以便同捱凳分享。
- **准备工作：**今谗话，可以注册一对一谗见面，讨论接下来个步骤以及捱凳如何为你提供最好个支持。
- **量身定制个支持：**捱凳个搬迁团队将帮助你找到符合你需求个住房，帮助到你个搬迁尽可能顺利。捱凳将安排并支付搬运工个费用，并处理你不想搬到新家个任何东西。
- **保持联系：**捱凳会让你随时了解到重建房屋个规划情况。
- **回来居住：**重建要 6 到 8 年时间。在重建完成后，基于你对新住宅个目前持有资格、需求同适用性，你有权回到当前个社区来居住。假如新屋夸更适合你，你也可以选择继续住在那里。

捱凳是来支持你谗

捱凳知道搬家会带来怪大个变化，捱凳会尽可能帮助你。你可以带一个人同你一下去参加预约，来支持你。可以是：

- 朋友或家人
- 维多利亚公共租客协会 (Victorian Public Tenants Association) 或维多利亚租客协会 (Tenants Victoria) 个代表
- 法律代表，包括社区法律服务或维多利亚土著个法律服务。

如果你见捱凳个搬迁团队时需要翻译，捱凳会安排翻译。

Homes Victoria 致力于使你个搬迁过程尽可能顺利，捱凳会在谗这过程中尽最大可能帮助你。

祝好



5. Big Housing Build letter to surrounding social housing (September 2024)



50 Lonsdale Street,
Melbourne Victoria 3000
Telephone: 1300 650 172
GPO Box 4057, Melbourne Victoria 3001
DX 210081

To the household,

IMPORTANT UPDATE ON TODAY'S ANNOUNCEMENT

We're writing to keep you informed about the progress of Homes Victoria's Big Housing Build and what was announced today, 20 September 2024, about the redevelopment of social housing in your area.

As part of the Big Housing Build, the Victorian Government is taking the next big step in redeveloping older social housing high-rise neighbourhoods across Melbourne.

What has been announced today?

Today, we informed residents in the following buildings that conversations to start planning their relocation will begin soon and be complete by February 2026:

- 259 Malvern Road, South Yarra
- 139 Highett Street, Richmond
- 111, 119 & 127 Elizabeth Street, Richmond
- 6 & 8 Anderson Court, Richmond
- 1-5, 7 & 9 Williams Court, Richmond.

Relocations end date announced for Flemington and North Melbourne

We also advised residents in the following buildings who commenced relocations late in 2023 that their relocation will be complete by September 2025:

- 120 Racecourse Road, Flemington
- 12 Holland Court, Flemington
- 33 Alfred Street, North Melbourne.



No further high-rise relocations to commence before July 2026

We do not anticipate more high-rise residents will need to commence relocation until July 2026. We will be back in touch with you when we know more about the relocation timing for your current home.

What this means for you

Although your home isn't part of the high-rise redevelopment, you may notice changes happening in other neighbourhoods as the program progresses.

About the redevelopment program

The Big Housing Build takes its next big step and will retire and redevelop 44 older social housing high-rise neighbourhoods in Melbourne to build more and better homes.

These older high rises will be replaced with new homes that meet modern standards of comfort, accessibility, and energy efficiency. This redevelopment is necessary because the unique design of the older high-rise makes it increasingly difficult to maintain them to the standards residents deserve now, and to house more Victorians in the future. By redeveloping these buildings, we are making sure that residents can live in homes that are safe, comfortable, and suited to their needs now and in the future.

How you can stay informed

While this announcement does not directly affect you, we encourage you to stay connected with the redevelopment program if you'd like to learn more.

You can visit our website at bighousingbuild.homes.vic.gov.au, where you'll find more information. You can also sign up for updates to receive the latest news.

If you have any questions or would like more information, you can reach out to us online, over the phone, or visit your local housing office. We're committed to keeping all public housing residents informed and supported as we work together to build better homes.

Warm regards



www.homes.vic.gov.au



Follow us on social media.
Search for Homes Victoria

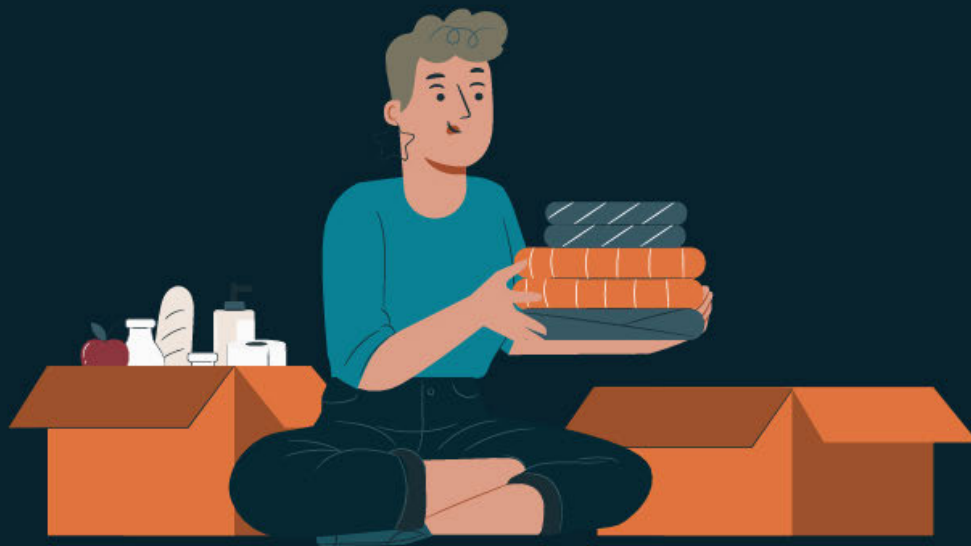


6. Update to community (July 2024)



high-rise update

July 2024



Homes Victoria acknowledges the Traditional Custodians of the land upon which this housing is being built.
We pay our respects to Elders past, present, and emerging.

Welcome home Rose!

Rose and her family are excited to have returned to Flemington.

Rose was one of several renters who moved out of outdated homes at Victoria Street as part of the site redevelopment to build 359 modern, accessible and energy efficient social and affordable homes.

Rose and her family are delighted to be back living in the Flemington community.

Find out more about Rose's story by scanning the QR code at the bottom of this page.

// I am happy to be back.
This is my home, there is
nothing like Flemington.



www.homes.vic.gov.au/roses-story



Building more and better homes

We are getting on with the job of retiring and redeveloping the red brick towers in Carlton.

We are engaging with renters, stakeholders and the local Carlton community to help shape plans for new buildings, community spaces and new homes. We're excited to replace 196 old homes with 231 brand new modern and energy-efficient social housing homes.



Carlton's old red brick towers will make way for more and better homes.



Check out the newest social housing across Melbourne



Victoria Street, Flemington



Oakover Road, Preston



Bangs Street, Prahran

Keep this to help
track tower updates

How the redeve

1



Talking with and listening to renters

Throughout the whole project, renters and communities are engaged as more sites are planned for renewal. Engagement is guided by the values and principles we have co-designed with high-rise renters.

3



Planning

Deep engagement with current communities ensures a shared vision for the design of new homes and neighbourhoods.

2



Renters relocate

Our on-site relocation teams work closely with renters and community services to find the right home according to your needs and preferences. Each renter then receives two suitable offers and ongoing support through their move and while settling into their new home.

4



Careful deconstruction

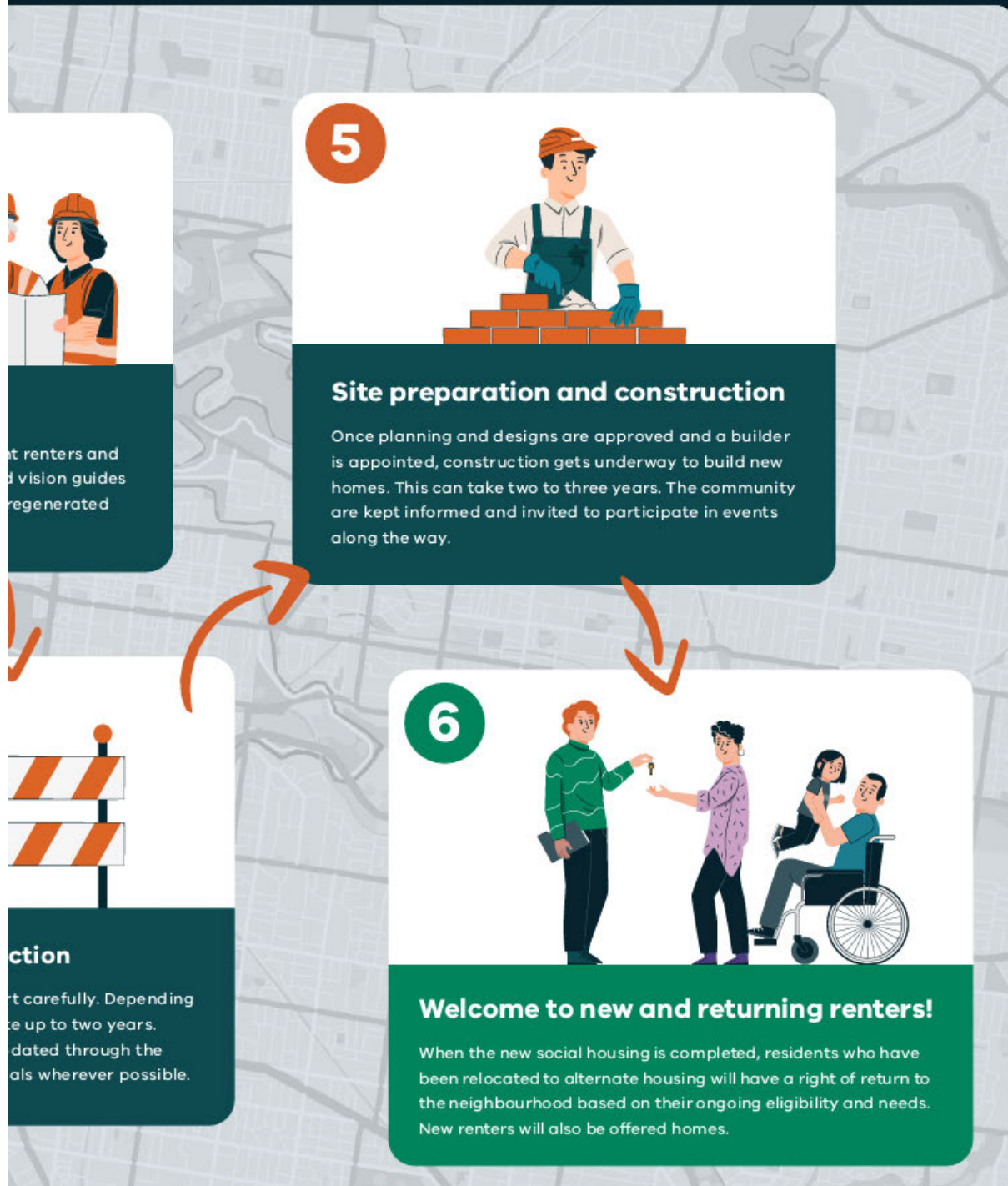
Each building is taken apart on the building this can take time. We keep the community up to date on the process and recycle materials.

Sign up for updates



www.homes.vic.gov.au/sign-up-project-updates

Development process works



Follow Homes Victoria

Facebook: [@homesvicgov](https://www.facebook.com/homesvicgov)

Instagram: [@homesvic](https://www.instagram.com/homesvic)

Linkedin [@homes-victoria](https://www.linkedin.com/company/homes-victoria)

Our Communities, Our Values

Our Communities: Our Values is a set of values that represents our commitment to renters and will guide how we communicate and engage with renters throughout the redevelopment of the high-rise housing towers across Melbourne.

Since December, we have consulted with over 700 renters to find out what matters most to them and what they want to see. Renters have given us feedback on each value and many ideas such as providing regular updates, WhatsApp groups, renter voice groups, community connector programs, support for relocating renters and clear timelines for redevelopment.

We are currently finalising a report that will outline the feedback we received and how it has shaped the values, which we will publish later in July.

What are community values and principles?

Based on the initial feedback, we have developed the draft **Our Communities: Our Values**. Our community values and principles will be our commitment to renters and guide how we work with them as we redevelop the housing towers in Melbourne.



More time to plan for changes to your rent

You now have until November 2024 to adjust to changes to your rent.

To help keep your rent right and ensure you only pay what you need to, please let us know of any changes to your household income or circumstances before this time.

Any renter is welcome to apply for a rebate to pay no more than 25 per cent of their income in rent.

There are also hardship provisions available to reduce any rent increase for renters not eligible for a rebate. Financial counselling and wellbeing services will also be available from August to provide renters with additional supports as needed.

If you have any questions or need assistance, please contact us via:
www.housing.vic.gov.au/contact-housingvic
or talk to your local housing office.

Every dollar generated from market rent paying households goes back into making public housing better. Rent goes towards things like maintenance to buildings and services for renters, such as cleaning and the provision of other critical housing services for all public housing properties including on high-rise estates.



No renter in public housing has to pay more than 25 per cent of their income in rent. This is very different to the private rental market that does not have this protection.

Maintenance Spotlight



Homes Victoria is committed to ongoing maintenance of high-rise towers while renters are living there.

We're continuing to deliver upgrades and improvements to make high-rise homes more comfortable and liveable while ensuring things like lifts, plumbing and electrical services remain operational.

In response to renter feedback, we've implemented Local Maintenance Repair Crews at North Melbourne, Flemington, North Richmond, Carlton and Collingwood high-rise sites to improve service delivery for non-urgent repairs. The program is delivering great outcomes for renters with 95 per cent renter satisfaction with the service.

Thousands of renters have also benefited from the long-standing high-rise upgrades program which has upgraded kitchens and bathrooms, installed double-glazed windows, and renovated building foyers and community rooms.

If your home needs repairs or maintenance,
you can contact the Housing Office in three ways:

Call **13 11 72**

Email **tenant.maintenance@dffh.vic.gov.au**

Online **www.maintenance.forms.homes.vic.gov.au**



Relocations update

Flemington and North Melbourne

Over recent months, renters relocating from North Melbourne and Flemington high rise towers have been moving into the newly built social housing at Victoria Street, Flemington. This has included returning renters who had previously been relocated as part of the Victoria Street project. These units are quickly being taken up by renters enjoying their new homes with comfortable living spaces and private facilities.

Renters will soon be offered new homes at our latest development at Abbotsford Street, North Melbourne. This is the second of the two new developments in the local area that are available for you to consider as a new home. Please notify your relocation officer if you would like to consider the new homes at Abbotsford Street, North Melbourne. Now is the time to express your interest to tour the site and view the new homes in your local area.

If you are relocating to a new home soon and have any questions about the process, please contact your relocation officer. If you are unsure of who your relocation officer is, or you do not have their contact details, please email relocationsteam@homes.vic.gov.au or contact your local housing office for assistance.

For all households at other high-rise locations who don't need to move right now, we're continuing to reach out to provide information and advice, so you feel fully informed and supported when it comes time to move.

Further information

Visit: homes.vic.gov.au/high-rise-victoria

Email: enquiries@homes.vic.gov.au

Call the Housing Call Centre on [13 11 72](tel:131172)

Follow Homes Victoria

Facebook: [@homesvicgov](https://www.facebook.com/@homesvicgov)

Instagram: [@homesvic](https://www.instagram.com/@homesvic)

Linkedin: [@homes-victoria](https://www.linkedin.com/company/@homes-victoria)

Translations



7. Homes Victoria Update EDM (April 2024)


4/5/24, 10:52 AM

homesvictoria.cmail20.com/t/y-e-xkydte-l-yu/

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Homes Victoria Update

Delivering more and better homes for Victorians



April 2024

A spotlight on High-rise redevelopment

Welcome to our first High-rise redevelopment project update. In this edition, find out more about Australia's biggest ever urban renewal project, our plans for new homes in Flemington and North Melbourne. Also, get to know Chris, one of our friendly relocations officers, supporting renters at high-rise sites.

Victoria's Housing Statement

The Victorian Government released *Victoria's Housing Statement – The Decade Ahead 2024-2034* on 20 September 2023. The Statement featured a landmark package to boost housing supply and affordability in Victoria.

A signature piece of the housing statement is the launch of Australia's biggest ever urban renewal project: retiring and redeveloping all of Melbourne's 44 ageing high-rise public housing buildings by 2051.

Read more about Victoria's Housing Statement here

High-rise redevelopment: creating more and better homes

Our high-rise towers have stood for nearly 70 years, which means they are approaching the end of their useful lives and no longer provide a standard of living renters deserve.

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As they age, building faults and frequent breakdowns have become more common, causing real impact to the everyday lives of our renters. The towers fail to provide our renters with basic amenity like thermal comfort, noise insulation or accessibility for people with different needs or needing to age in place.

The unique design of these high-rise towers means that it would not be possible for many homes to be upgraded to meet contemporary building standards.

We've started taking steps to retire 44 older high-rise public housing buildings to deliver more modern, accessible and energy efficient homes for our renters. The first high-rise buildings to be redeveloped by 2031 are in Flemington and North Melbourne as well as the currently vacant red brick towers at Carlton which we are in the process of preparing to demolish for redevelopment by 2028.

The high-rise redevelopment project will deliver more and better homes that are well connected to community and services and are more sustainable. All new homes will achieve:

- Better Apartment Design Standards
- Silver level Liveable Housing Design rating
- At least 5% of social housing will be fully Disability Discrimination Act (DDA) compliant
- Private open spaces like balconies or court yards
- 7 star NatHERS average rating
- Year-round comfort and cheaper heating and cooling
- Better use of renewable energy

Not only will it mean renters have better access to quality homes – it will increase the number of social homes across these sites by at least 10 per cent.

Visit the [High-rise redevelopment project page](#)

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In most instances, renters will be able to move into brand new homes that are nearing completion.

We have been consistently engaging with renters through a range of approaches, including forums, community leader discussions and other methods in line with key updates and developments.

Sessions have been well attended and provided a great opportunity for us to listen and answer a range of renter questions.



Talking to renters on announcement day

Renter and community forums help us ensure that renter and community ideas, thoughts and feedback help shape this important project.

For households who don't need to move anytime soon, we'll still reach out over the coming months to provide support and answer any questions.

We also know there are many transfer applications in place and we'll continue to work with these households to understand their relocation needs.

A tailored approach for every household

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As no two households are the same, when it comes time for renters to move house we:

- provide plenty of notice and information (including in-language)
- listen to understand individual needs and circumstances
- provide information, support and relocation options
- make sure solutions take account of renter diversity and culture
- seek to improve our practices and support to relocating renters.

To ensure new housing is right for renters, a range of housing options are provided. Where multiple households wish to stay together, we make every effort to support this.

Read our High-rise redevelopment renter Frequently Asked Questions

Read our resources in languages other than English

Listening to renter voice

The voice of renters is the strength of our high-rise communities and we're continuing to use renter feedback to improve our practices and support relocating renters on things like:

- maintaining connection to community and country,
- supports for renters through the relocation period,
- what's important in the design of new homes and neighbourhoods and much more

The aim is to establish shared community principles to guide the project from early planning right through to the return of renters to new homes.

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Examples of renter communications

We want to hear as many voices as possible across our high-rise communities.

We've already been reaching out to organisations and service providers who support these communities and surrounding neighbourhoods.

Developing community values and principles

To ensure we are listening to and drawing on the lived experience of renters throughout the redevelopment of the high rise housing, we are co-designing a set of Community Values and Principles to guide how we will communicate and engage with renters. The Community Values and Principles are being developed in two stages:

- Stage 1: Early Engagement (Undertaken in December 2023)
- Stage 2: Renter Engagement (Occurring in the first half of 2024)

In December, we talked to nine existing renter groups at St Kilda, South Melbourne, Horace Petty, Prahran, Windsor, Richmond, Brunswick, Collingwood, and Carlton, who told us that transparency, respect and genuine engagement were most important.

We know these values are important to renters and we are now using this feedback to shape a draft set of values and principles that we will engage with the whole renter community on in April.

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Relocations

Flemington and North Melbourne

The relocation team has met with over 98% of households to understand their needs, preferences, and community connections. As of March, a total of 92% of households have completed a housing application. The relocation team will use their understanding to find a new home for each household. Housing offers have started for some renters who have met with the relocations team and consented to receiving offers locally or in other locations according to their needs and preferences.

Relocating renters will receive two offers and will have right of return to the site once the redevelopment is complete. This right ensures renters have the opportunity to consider the social housing available on the site and to determine whether it would meet their needs.

Other high-rise households

For households at other locations who don't need to move right now we're still reaching out to provide advice and support. When it does become time to move, the following support services are available to renters and their families:

- The relocation team, including officers, like Christopher (see below), provide individual support.
- Interpreter and translation services are available.
- Renters are welcome to engage support or legal services.
- Onsite relocation support staff and regular information sessions to answer any questions and provide helpful information.
- Homes Victoria will cover reasonable costs incurred from all relocations including removalist charges, packing material, connection of utilities such as electricity, gas, internet, telephone connection fees and mail redirection fees.

Meet Relocations Officer Christopher

How long have you been in your role?

I have been working with Victorian public housing tenants since 2015 and a Relocations Officer at Homes Victoria since December 2022.

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homesvictoria.cmail20.com/t/y-e-xkydtc-l-yu/**What do you love most about your job?**

I find it incredibly rewarding to be able to make a positive impact on people's lives by helping them find safe and suitable housing. Being able to assist individuals and families in securing a place they can call home brings me a great sense of fulfillment.

Why did you decide to be a relocations officer?

I know that moving can be really challenging even at the best of times, so part of what attracted me to being a relocation officer is to support people throughout that process before, during and after their move.

**How important is listening and empathy in your role?**

I strongly believe in the importance of understanding and respecting each person's story. Listening and responding to renter's concerns and what they have to share is what's most important when engaging with them throughout relocation process.

Renters moving into new homes

Renters have already started moving into their new homes at Victoria Street, Flemington. The redevelopment

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of the Victoria Street housing site has delivered 359 new homes, including 240 new social housing and 119 affordable homes.

The 1, 2, 3 and 4-bedrooms homes are modern, accessible and energy efficient, making them more comfortable for renters.

Delivered through an innovative Ground Lease Model, the new homes bring a 21% increase in social housing at the site and replace ageing dwellings that were no longer fit for purpose. The upgraded precinct also includes better connections through the site, with improved pedestrian and cycling infrastructure, a gateway park and children's nature play area for the Flemington community to enjoy.

Read more about Victoria Street, Flemington



New homes providing relocation options at Victoria Street, Flemington

What's happening in North Melbourne?

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More new homes

We're nearing completion of 127 modern, energy efficient and accessible new social homes in North Melbourne, close to shops, transport and services.

The site will also include new public open space and connections to jobs, community services and the North Melbourne Primary School.

HousingFirst is the community housing provider at the site who will be arranging tours of the site for potential future renters soon.

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Community barbecue

As part of the Paving the Way forward program and strengthening community connection, a community barbecue was held at the end of last year in collaboration with the North Melbourne Language and Learning.

This event brought together North Melbourne and Flemington renters to meet their neighbours and community service providers. There was a great turnout from renters and service providers enjoying fantastic food and coffee, while discussing ways to collectively support the local community.

Stay up to date

As work progresses towards retiring our older high-rise towers, we are here to understand and respond to questions. For further information about Victoria's High-rise redevelopment project, you can:

- Call [1800 716 866](tel:1800716866) where interpreters are available.
- Email enquiries@homes.vic.gov.au
- Attend a community information pop-up. Times and dates will be on our website and in building foyers.

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- **Read previous [community updates](#)**

Receive Homes Victoria news via email

Find out about other Homes Victoria projects by updating your preferences. Click on the button below.

[Update your preferences](#)



Homes Victoria acknowledges the Traditional Owners of the land and waters across Victoria. We pay our respect and recognise the contributions of their Elders past and present. We proudly acknowledge the strength and resilience of First Nation peoples as the world's oldest living culture and the contribution of generations of Aboriginal leaders who have fought tirelessly for the rights of their people and communities.



This email was sent by Homes Victoria, 50 Lonsdale Street, Melbourne, Victoria 3000, Australia.

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12/12

8. High rise redevelopment Community Newsletter (March 2024 - Example in English)




Families, Fairness and Housing

High rise redevelopment

Community Newsletter

March 2024





In this edition, read about our plans for new homes in Victoria St, Flemington and Abbotsford St, North Melbourne. Also, get to know Chris, one of our friendly relocations officers, supporting renters at the North Melbourne and Flemington high-rise sites.

View from inside the newly completed homes at Victoria St, Flemington.

Renters moving into Victoria St, Flemington

Renters have already started moving into their new homes at Flemington.

The redevelopment of the Victoria Street housing site has delivered 359 new homes, including 240 new social housing and 119 affordable homes.

The 1, 2, 3 and 4-bedrooms homes are modern and energy efficient, making them more comfortable for residents.

Delivered through an innovative Ground Lease Model, the new homes bring a 21% increase in social housing at the site and replace ageing dwellings that were no longer fit for purpose.

The upgraded precinct also includes better connections through the site, with improved pedestrian and cycling infrastructure, a gateway park and children's nature play area for the Flemington community to enjoy.

Homes Victoria acknowledges the Traditional Custodians of the land upon which this housing is being built. We pay our respects to Elders past, present, and emerging.

More new homes in North Melbourne

We're nearing completion of 127 modern, energy efficient and accessible new social homes in North Melbourne, close to shops, transport and services.

The site will also include new public open space and connections to jobs, community services and the North Melbourne Primary School.

HousingFirst is the community housing provider at the site who will be arranging tours of the site for potential future residents soon.

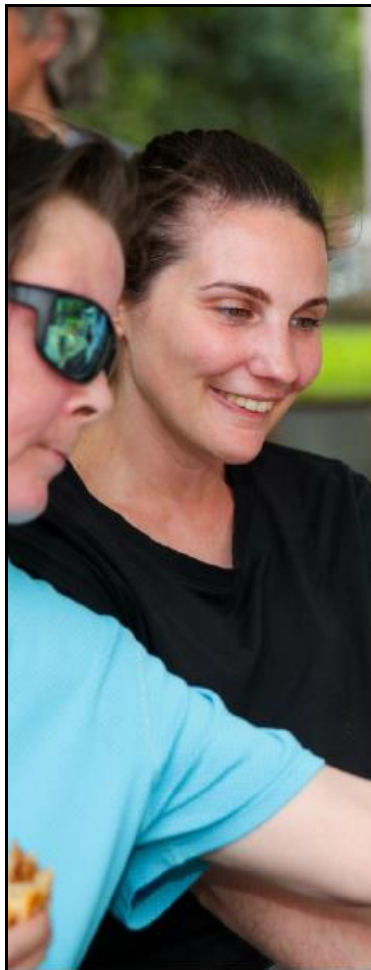


Community Barbecue in North Melbourne

As part of the Paving the Way Forward initiative, a community barbecue was held at the end of last year in collaboration with the North Melbourne Language and Learning. This event brought together North Melbourne and Flemington residents to meet their neighbours and community service providers. Along with the good weather, there was a great turnout from residents and service providers enjoying fantastic food and coffee, while discussing ways to collectively support the local community.

*Opposite: Renters enjoying the
North Melbourne community barbecue*





Developing Community Values and Principles



To ensure we are listening to and drawing on the lived experience of renters throughout the redevelopment of the high rise housing, we are co-designing a set of Community Values and Principles to guide how we will communicate and engage with renters.

The Community Values and Principles are being developed in two stages:

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Relocations Officer,
Christopher Tuiloma



Meet Relocations Officer Christopher

How long have you been in your role?

I have been working with Victorian public housing tenants since 2015 and a Relocations Officer at Homes Victoria since December 2022.

What do you love most about your job?

I find it incredibly rewarding to be able to make a positive impact on people's lives by helping them find safe and suitable housing. Being able to assist individuals and families in securing a place they can call home brings me a great sense of fulfillment.

Why did you decide to be a relocations officer?

I know that moving can be really challenging even at the best of times, so part of what attracted me to being a relocation officer is to support people throughout that process before, during and after their move.

How important is listening and empathy in your role?

I strongly believe in the importance of understanding and respecting each person's story. Listening and responding to renter's concerns and what they have to share is what's most important when engaging with them throughout relocation process.



Relocations update

Flemington and North Melbourne

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Other high-rise households

For households at other locations who don't need to move right now we're still reaching out to provide advice and support. When it does become time to move, remember the following support services available to you:

- The relocation team, including officers, like Christopher, will provide you with individual support.
- Interpreter and translation services are available to support you.
- You are also welcome to engage support or legal services to assist you.
- Onsite relocation support staff and regular information sessions to answer any questions and provide helpful information.
- Homes Victoria will cover reasonable costs incurred from all relocations including removalist charges, packing material, connection of utilities such as electricity, gas, internet, telephone connection fees and mail redirection fees.



Ongoing maintenance and repairs

For any urgent repairs, please contact the Housing Call Centre on **13 1172** or visit:

housing.vic.gov.au/repairs

Got a question?

Join us at the next information session for your tower.

Check your building foyer for posters for upcoming information sessions.

Further information

If you have any questions please contact your local housing office, visit:

homes.vic.gov.au/high-rise-victoria

or email enquiries@homes.vic.gov.au

Translations



9. High rise redevelopment Community Newsletter (March 2024 - Example in Arabic)



Families,
Fairness
and Housing



**homes
victoria**

العربية | Arabic



إعادة تطوير المباني الشاهقة

النشرة الإخبارية للمجتمع

آذار / مارس 2024

في هذا الإصدار، اقرأ عن خططنا لمنازل جديدة في Victoria St وFlemington وNorth Melbourne في Abbotsford St. أيضًا، تعرف على Chris، أحد مسؤولي النقل الودودين لدينا، الذي يدعم المستأجرين في المباني الشاهقة في North Melbourne وFlemington.

مشور من داخل المنازل المأهولة حديثاً في Victoria Street في Flemington



انتقال المستأجرين إلى Victoria St في Flemington

تتضمن المنطقة التي تمت ترقيتها أيضًا اتصالات أفضل من خلال الموقع، مع بنية تحتية محسنة للمشاة وركوب الدراجات، ومتنزه ومنطقة لعب للأطفال في الطبيعة ليستمتع بها مجتمع Flemington.

سيكون أكثر من 50 مستأجرًا عائدًا قد عادوا إلى Victoria Street واستقروا في منازلهم الجديدة بحلول نهاية شباط / فبراير. سيتم توزيع المنازل المتبقية من خلال سجل الإسكان الفيكتوري، بالإضافة إلى المستأجرين المنقولين من Flemington والأسر الأخرى التي تحتاج إلى سكن اجتماعي وبأسعار معقولة قريبًا لاغتنام الفرص في هذا التطوير الجديد.

بدأ المستأجرون بالفعل في الانتقال إلى منازلهم الجديدة في Flemington.

أدت إعادة تطوير موقع الإسكان في Victoria Street إلى توفير 359 منزلًا جديدًا، منها 240 مسكنًا اجتماعيًا جديدًا و 119 منزلًا ميسور التكلفة.

تتميز البيوت المكونة من 1 و 2 و 3 و 4 غرف نوم بأنها عصرية وموفرة للطاقة، ما يجعلها أكثر راحة للسكان.

تقدم المنازل الجديدة، التي تم تسليمها من خلال نموذج إيجار أرضي مبتكر، زيادة بنسبة 21% في الإسكان الاجتماعي في الموقع وتحل محل المساكن القديمة التي لم تعد صالحة للغرض.

تعترف Homes Victoria بالأوصياء التقليديين للأرض التي يُبنى هذا السكن عليها. نعرب عن احترامنا لشيوخهم في الماضي والحاضر والناشئين.



المزيد من البيوت الجديدة في North Melbourne

نحن نقترّب من الانتهاء من 127 بيتًا اجتماعيًا حديثًا موفّرًا للطاقة ومناسب لدخول ذوي الاحتياجات الخاصة في North Melbourne بالقرب من المتاجر ووسائل النقل والخدمات.

سيشمل الموقع أيضًا مساحة عامة مفتوحة جديدة واتصالات بالوظائف والخدمات المجتمعية ومدرسة North Melbourne الابتدائية.

HousingFirst هو مزود الإسكان المجتمعي في الموقع الذي سيقوم بترتيب جولات في الموقع للمقيمين المحتملين في المستقبل قريبًا.



حفلة شواء مجتمعية في North Melbourne

كجزء من مبادرة تمهيد الطريق إلى الأمام، أقيمت حفلة شواء مجتمعية في نهاية العام الماضي بالتعاون مع مؤسسة نورث ملبورن للغة والتعلم North Melbourne Language and Learning. جمع هذا الحدث بين سكان North Melbourne وFlemington للقاء جيرانهم ومقدمي الخدمات المجتمعية. إلى جانب الطقس الجيد، كان هناك إقبال كبير من السكان ومقدمي الخدمات الذين يستمتعون بالطعام والقهوة الرائعين، أثناء مناقشة طرق دعم المجتمع المحلي بشكل جماعي.

الصورة المقابلة: يستمتع المستأجرون بحفلة شواء مجتمع
North Melbourne



تطوير المجتمع القيم والمبادئ

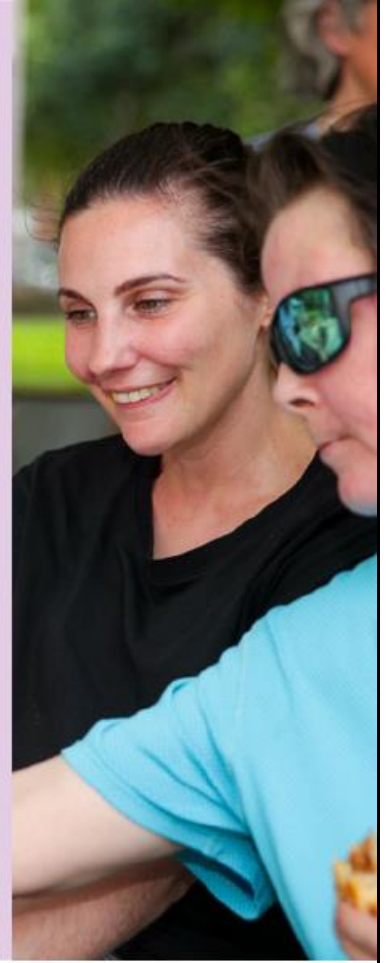
للتأكد من أننا نستمع إلى التجربة الحية للمستأجرين ونستفيد منها طوال إعادة تطوير المساكن الشاهقة، فإننا نشارك في تصميم مجموعة من القيم والمبادئ المجتمعية لتوجيه كيفية التواصل والتفاعل مع المستأجرين.

يتم تطوير قيم ومبادئ المجتمع على مرحلتين:

المرحلة 1: المشاركة المبكرة (تم تنفيذها في كانون الأول / ديسمبر 2023)

المرحلة 2: مشاركة المستأجر (تحدث في النصف الأول من عام 2024)

في كانون الأول / ديسمبر، تحدثنا إلى تسع مجموعات مستأجرين حاليين في St Kilda و Richmond و Windsor و Prahran و Horace Petty و South Melbourne و Brunswick و Carlton و Collingwood. وقد أخبرونا أن الشفافية والاحترام والمشاركة الحقيقية هي الأكثر أهمية. نحن نعلم أن هذه القيم مهمة لك ونستخدم الآن هذه الملاحظات لتشكيل مسودة مجموعة من القيم والمبادئ التي سنشارك فيها مع مجتمع المستأجرين بأكمله في نيسان / أبريل.



تعرف على كريستوفر، مسؤول النقل السكني

منذ متى وأنت في منصبك؟

أعمل مع مستأجري المساكن العامة في فيكتوريا منذ عام 2015 ومسؤولًا للنقل السكني في Homes Victoria منذ كانون الأول / ديسمبر 2022.

ما أكثر شيء تحبه في وظيفتك؟

إن إحداث تأثير إيجابي في حياة الناس من خلال مساعدتهم في العثور على سكن آمن هو خير جزء أنقضاءه في عملي. فالقدرة على مساعدة الأفراد والعائلات في تأمين مكان يطلقون عليه اسم "بيتنا" تجلب لي إحساسًا كبيرًا بالرضا.

لماذا قررت أن تكون مسؤول نقل؟

أعلم أن الانتقال إلى مسكن جديد يمكن أن يكون صعبًا جدًا حتى في أفضل الأوقات، لذلك فإن جزءًا مما جذبني إلى أن أكون مسؤولًا للنقل هو دعم الناس طوال هذه العملية قبل انتقالهم وأثناءه وبعده.

ما مدى أهمية الاستماع والتعاطف في دورك؟

أنا أؤمن بشدة بأهمية فهم واحترام قصة كل شخص. الاستماع إلى الأمور التي تشغل بال المستأجرين والتعامل معها، والاستماع إلى ما يريد الناس مشاركته هو الأهم عند التعامل معهم طوال عملية النقل.



مسؤول النقل السكني، كريستوفر تولوما
Christopher Tuiloma





الصيانة والإصلاحات المستمرة

لأية إصلاحات عاجلة، يرجى الاتصال بمركز اتصال الإسكان Housing Call Centre على الرقم 13 11 72 أو زيارة:

housing.vic.gov.au/repairs

هل لديك سؤال؟

انضم إلينا في جلسة المعلومات المخصصة للبرج الذي تقطنه

تحقق من بهو المبنى الخاص بك بحثًا عن ملصقات لجلسات المعلومات القادمة.

المزيد من المعلومات

إذا كانت لديك أي أسئلة، فيرجى الاتصال بمكتب الإسكان المحلي أو زيارة:

homes.vic.gov.au/high-rise-victoria

أو إرسال بريد إلكتروني إلى enquiries@homes.vic.gov.au

الترجمات



تحديث عمليات النقل

North Melbourne و Flemington

التقى فريق النقل بأكثر من 94% من الأسر لفهم احتياجاتهم وتفضيلاتهم وروابطهم المجتمعية. وسيوظف فريق النقل هذا الفهم للعثور على منزل جديد لكل أسرة. عروض الإسكان على وشك البدء للمستأجرين الذين التقوا بفريق النقل ووافقوا على تلقي العروض محليًا أو في مواقع أخرى وفقًا لاحتياجاتهم وتفضيلاتهم. سيتلقى المستأجرون المنتقلون عرضين وسيكون لهم الحق في العودة إلى الموقع بمجرد اكتمال إعادة التطوير. يتضمن هذا الحق للمستأجرين الفرصة للنظر في السكن الاجتماعي المتاح على الموقع وتحديد ما إذا كان سيلبي احتياجاتهم.

الأسر في المباني الشاهقة الأخرى

ما زلنا نواصل مع الأسر في المواقع الأخرى التي لا تحتاج إلى الانتقال في الوقت الحالي لتقديم المشورة والدعم. عندما يحين وقت الانتقال، نذكر خدمات الدعم التالية المتاحة لك:

- سيوفر لك فريق النقل، بما في ذلك المسؤولين، مثل كريستوفر، الدعم الفردي.
- تتوفر خدمات الترجمة الشفهية والترجمة التحريرية لدعمك.
- نرحب بك أيضًا لإشراك الدعم أو الخدمات القانونية لمساعدتك.
- سيكون هناك موظفو دعم النقل في الموقع وجلسات المعلومات المنتظمة للإجابة عن أي أسئلة وتقديم معلومات مفيدة.
- ستغطي Homes Victoria التكاليف المعقولة المتكبدة من جميع عمليات النقل بما في ذلك رسوم النقل ومواد التعبئة وتوصيل المرافق مثل الكهرباء والغاز والإنترنت ورسوم الاتصال الهاتفي ورسوم إعادة توجيه البريد.

10. Letter to renters on the commencement of offers of new homes (December 2023)




Families,
Fairness
and Housing

<Title> <Given Name> <Family Name>
 <Address 1>
 <Address 2>
 <SUBURB STATE POSTCODE>

Dear <Title> <Surname>

Offers of new homes will commence soon

Homes Victoria is retiring the 44 older style high-rise public housing to build more homes for Victorians that are modern, comfortable and located near transport, schools, jobs and services.

New homes will be built once households relocate from 12 Holland Court and 120 Racecourse Road, Flemington and 33 Alfred Street, North Melbourne.

Over the past two months our relocation team has reached out to introduce themselves, explain the process, and answer your questions. We have been able to support over 90% of households to complete their relocation applications with our understanding of your needs, preferences, and connections. In the coming weeks we will start to offer households new homes.

If you have any questions when you receive a housing offer, including about your application, please reach out to our relocation team. We are here to support you right through the process.

Completing your housing transfer application to relocate

Households who have not completed a relocation application, including signing the form, are not yet eligible to be offered a new home. In recent weeks our relocations team has attempted to contact you by telephone and in person.

We understand moving can be challenging and would like to make sure you feel supported to move to a new home, including being considered for new homes in the local area that will be available in the coming weeks and months.



Need a translated version?

[Scan QR Code](#)

or visit:
[homes.vic.gov.au/
 high-rise-victoria-renter-updates](https://homes.vic.gov.au/high-rise-victoria-renter-updates)

Please contact us so we can help you.

If you haven't yet met with our relocations team, or completed your relocation application, please contact our relocations team so we can explain the process, understand your needs and look for the most appropriate housing for you. Our priority is to search for and offer you housing that best meets your needs.

We request that you make contact with the department's relocation team by **Friday 2 February 2024** to complete a relocation application.

- You can contact your relocation officer Monday to Friday 9am to 5pm,
- Renters at 120 Racecourse Road, Flemington can also contact the relocations team leader, Hannah Kebede on 0447 717 935,
- Renters at 12 Holland Court, Flemington can contact the relocations team leader, Lauren Doogood on 0447 866 403, or
- Renters at 33 Alfred Street, North Melbourne can contact the relocations team leader, Jackie Monaghan on 0447 842 369, or
- [REDACTED]

We want to assure you that the department covers relocation costs such as removalist costs, utility connections for electricity, gas, internet and telephone and mail redirection fees. Our team will maintain regular contact with you to ensure you settle into your new home and hear progress on the Flemington and North Melbourne redevelopment.

Renters are encouraged to bring a support person, such as a friend or family member, to any appointment they have with the relocation team. You can also seek support from a representative of the Victorian Public Tenants Association (VPTA), Tenants Victoria or legal representative. We will organise an interpreter to support you if you require one.

We will always treat you with respect, support, and care.
We look forward to supporting you to move to a new home.

[REDACTED]
Director
Relocations Engagement and Lease Management
Homes Victoria

12 / 12 / 2023

50 Lonsdale Street, Melbourne Victoria 3000
GPO Box 4057, Melbourne Victoria 3001
Telephone: 1300 650 172
www.homes.vic.gov.au



11. High rise redevelopment Community Newsletter (December 2023)




Families,
Fairness
and Housing

High rise redevelopment

Community Newsletter

December 2023





Aerial view of the two decommissioned "Red Bricks" towers to be redeveloped in Carlton

In this edition, plans for new homes, with the first high-rise redevelopment in Carlton and getting on with the Big Housing Build in Prahran, South Yarra, Port Melbourne and Hampton East. All delivering more and better homes to more Victorians.

We also cover how renter voice is contributing to the high-rise redevelopment.

More and better public housing in Carlton

Prime Minister Anthony Albanese and former Premier Daniel Andrews have announced plans to redevelop the decommissioned public high-rise housing in Carlton. These are the first towers to be redeveloped in the program and are due for completion in 2028.

The Carlton Red Bricks buildings, at the corner of Nicholson and Elgin Streets, date back to the 1960s and since 2021, renters have been supported to relocate following an age related, breakdown of the buildings' systems.

These 196 no longer fit for purpose dwellings will be replaced with modern, energy efficient, and accessible homes delivering at least 16% more public housing at this site.



- Early 2024**
Community engagement (early vision)
- 2024**
Site preparation works
- 2024**
Community engagement on design
- 2025**
Construction starts
- 2028**
New homes delivered

Homes Victoria acknowledges the Traditional Custodians of the land upon which this housing is being built. We pay our respects to their Elders past and present.

Renter voice guides the high-rise redevelopment



Renters review to improve communications

The Paving the Way Forward program at Flemington and North Melbourne is hosting a review and improve panel on communications and renter voice.

The focus right now is supporting the relocation process, looking at what information should be provided, how it is translated and how to best provide information to the community.

What matters to you? Co-designing Community Principles

Renter voice is central to the design and delivery of the high-rise redevelopment project. That's why we're engaging with renters to establish principles. Principles will guide early planning and relocations right through to construction and the return of renters to new homes.

We've held workshops and conversation sessions with 100s of renters across all our high-rise sites recently. We heard great input on a range of topics including the values that are important to you, how we work together and the outcomes we should prioritise.

We'll be engaging with all renters and the surrounding communities in early 2024 on a draft set of principles.

Find out about principles engagement events coming up in your neighborhood.

Visit homes.vic.gov.au/high-rise-redevelopment-community-engagement

- **November 2023**
Conversations with community stakeholders
- **November/December 2023**
Workshops with renter voice groups
- **Early 2024**
Engagement on the draft community principles
- ★ **March 2024**
Final community principles published



Talking to renters at North Melbourne and Flemington community Q&A forums



More quality homes for Melbourne's South-East

Artist impression of new homes at Simmons Street, South Yarra

While the high-rise redevelopment is underway we're getting on with delivering new and better homes through the Big Housing Build. More than 1300 new homes in South Yarra, Prahran, Port Melbourne and Hampton East, is increasing social housing at these sites by at least 31%. This includes 56 specialist disability accommodation homes.

This partnership with Building Communities includes Community Housing Vic Limited and specialist support from Women's Property Initiatives and Aboriginal Community Housing Vic Ltd to provide quality tenancy management, community building and specialist supports.

Key features will include:



Community spaces



Open green spaces

approx 2,000sqm.



**1, 2, 3 and 4
bedroom
homes**

Renters have provided great input for the future of the Prahran and South Yarra sites. We're looking forward to further engagement at Port Melbourne and Hampton East in early 2024 with construction due to start in late 2024.

Connecting at events near you

We want to make sure we're available to listen and talk where it's convenient to you. Attending the recent Twilight Market in Richmond was a great opportunity to share general information and answer questions about the high-rise redevelopment project. We also talked to residents about the 144 new homes coming to Elizabeth Street.

As always, the North Richmond community brought the fun and cheer to launch the North Richmond Community Grants. Everybody enjoyed games, food and dancing!



Engaging with our high-rise renters at Richmond Night Market



Relocations update

At the announced Flemington and North Melbourne high-rises the relocation team have met with over 440 of the 485 households, supporting these renters with relocation plans and applications.

There has been a lot of interest in the brand new homes soon to be available at these locations. Housing offers are about to start for renters who have met with the relocations team and consented to receiving offers locally or in other locations according to their needs and preferences.

For households at other locations who don't need to move right now we're still reaching out to provide advice and support.

As it comes time to think about relocating our experienced team will:

- Provide plenty of notice and information (including in language)
- Listen to you to understand individual needs
- Make sure new housing is right for renters with options that are in line with renters needs and preferences
- Make sure options take account of renter diversity and culture
- Make every effort to support multiple households to stay together if that is their preference.

Ongoing maintenance and repairs

For any urgent repairs, please contact the Housing Call Centre on **13 11 72** or visit:

housing.vic.gov.au/repairs



Find out more

For more information, to sign up for updates and events near you, or for information in your language please visit:

[homes.vic.gov.au/
high-rise-update-Dec-23](https://homes.vic.gov.au/high-rise-update-Dec-23)



Scan me



enquiries@homes.vic.gov.au



1800 716 866

Follow our @homesvic socials



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12. High-rise redevelopment Community Update (November 2023 - Example in English)

High-rise
Redevelopment



homes
victoria



VICTORIA

State
Government

Families,
Fairness
and Housing

Community
Update

November 2023



Launch of the high-rise
redevelopment project

We've started taking steps to retire 44 high-rise public housing buildings to deliver more modern, comfortable, and sustainably designed homes for our renters.

Since the week of announcement, we've been out talking and listening to thousands of residents starting with 100s of staff and interpreters reaching out to over 5,000 households and setting up listening posts at each site.

This is just the first of many conversations and our priority is to work with renters first so your voice can guide this long-term project.

On Thursday 26 October and Monday 30 October, we held our first community forums with North Melbourne and Flemington high-rise renters.

The sessions were well attended and provided a great opportunity for us to listen and answer a range of renter questions and ensure that renter and community ideas, thoughts and feedback help shape this important project.



Talking to renters on announcement day

We're committed to delivering the best housing outcomes for all high-rise renters and community, and we'll continue to listen to, engage with and provide information and updates as we progressively roll out the program.



Homes Victoria acknowledges the Traditional Custodians of the land upon which this housing is being built. We pay our respects to their Elders past, present, and emerging.

OFFICIAL

Your community. Your voice.

The voice of renters is the strength of our high-rise communities.

Over the coming weeks we'll continue the conversation on things like:

- maintaining connection to community and country,
- supports for renters through the relocation period,
- your priorities for the design of new homes and neighbourhoods and much more.

The aim is to establish shared community principles to guide early planning through to the return of renters to new homes.

We want to hear as many voices as possible and we'll also reach out to organisations and service providers supporting communities. Early next year we'll share what we've heard and make the principles available to everybody.

Visit homes.vic.gov.au/high-rise-victoria to see what's happening in your neighbourhood.

Why it's time

Our high-rise towers have stood strong for nearly 70 years, but they are now approaching the end of their operational life. The 44 towers were built with outdated standards of thermal comfort, sustainability, noise insulation, ventilation, and accessibility. After considered review, we have found that the towers are not suitable for renovation.



Delivering better homes

We are delivering more and better homes that are well connected to community and services.

All new homes will achieve:

- All Better Apartment Design Standards
- Silver level Liveable Housing Design rating
- At least 5% of social housing will be fully Disability Discrimination Act (DDA) compliant
- Private open spaces like balconies or court yards
- 5 star green star energy rating and 7 star NatHERS average rating
- Year-round comfort and cheaper heating and cooling
- Better use of renewable energy

We're increasing the number of social homes across these sites by at least 10 per cent.

First tower sites

The first high-rise sites to be redeveloped by 2028 include the currently vacant high-rise towers at:

- 20 Elgin Street, Carlton
- 141 Nicholson Street, Carlton

Other high-rise for redevelopment by 2031 include:

- 120 Racecourse Road, Flemington
- 12 Holland Court, Flemington
- 33 Alfred Street, North Melbourne



Keeping communities connected

As part of redevelopment activities at North Melbourne and Flemington high-rise sites, we've spoken with more than 400 renters about moving house, with almost an equivalent number of appointments scheduled in the coming weeks to discuss household relocation needs.

Stay in touch to find out about tours of new homes in Flemington commencing soon and in North Melbourne commencing early next year.

Building modern homes and improved community facilities mean these communities will continue to connect and thrive.



Relocations

Nobody is expected to move right now. For households who don't need to move straight away we'll still reach out across all sites over the next six months to provide advice and support. We also know there are many transfer applications in place and we'll work with these households to understand their relocation needs.

Importantly there are no changes to renter rights or rent.

A tailored approach for every household

We understand no two households are alike. As it comes time to think about relocations, our experienced team will:

- provide plenty of notice and information (including in-language)
- listen to you to understand individual needs and circumstances
- provide information, support and relocation options
- make sure solutions take account of renter diversity and culture

To ensure new housing is right for renters, a range of housing options will be provided. Where multiple households wish to stay together, we'll make every effort to support this.

Ongoing maintenance and repairs

We'll continue all maintenance and repairs as they're needed. For any urgent repairs, please contact the Housing Call Centre on **13 11 72** or visit: housing.vic.gov.au/repairs

Stay up to date and get involved

To find out more about the high-rise redevelopment visit our website at: homes.vic.gov.au or email: enquiries@homes.vic.gov.au

Consultation in your area

Lend your voice to community principles and help guide the project. To find out what consultation events are running in your neighbourhood visit: homes.vic.gov.au/high-rise-victoria

Sign up for project updates and more, at www.homes.vic.gov.au/sign-up-project-updates

Information in your language

For a translated version of this notice, scan the QR code below:



13. High-rise redevelopment Community Update (November 2023 - Example in Dinka)

Dinka | Thunjjār

Lanhial de Bërë yic de latuenj arët





Families, Fairness and Housing

Lëk de North Melbourne ku Wut de Flemington

Lal 2023





Liëpë thok ajueer de lanhial de bërë yic de latuenj

Yok cë jök në lööm aa käh kubuk yööt ke jußr lanhial arët ka 44 däk piny kubuk gem në bëi yam cı juiir, pieth larok ku yeki röt muk tënë kockuan riöp.

Mënë läät ë jockë cöl, yok aa ke ye jam ku piŋku tënë aliip ke koc riöp kë jök në 100s de koc lui ku agamlöönj bukku bëi 5,000 dööt ku loiku tēde lëk në kuatē tēn riëëc ëbën.

Kënë ee ajök tueŋ de muŋj/aboraa juëc ku kēn cukku tääu tueŋ ee ku buk luui kēn koc riöp tueŋ ago röldu ajueer bāric kēnë ŋjör.

Amat tueŋ de wut - tēü ë koc riöp cielic

Aleec kēnë wek koc riöp ke North Melbourne ku Flemington wedhie wēn cë bēn në jam tueŋ Amat Wut Aköldhiëc ë Bielthi ye nīn 26 ku Aköltök ye nīn 30 Bielthi.

Jemjem aa ye gem në purthadit tēnë yook ku buk piŋ ku bukku bëer në thiëcthiëc ke koc riöp në biäkde bërë yic latuenj de tēdë ku loi bë kār ee wēl në raan riöp ku wut, atëëk ku dhuŋë nhom kony bë thiëkë yic ajueer kēnë cök.

Yok cë röt ŋuom kubuk gem në kār pieth ke yööt tēnë koc riöp ku wut, ku yok bë latuenj ke yo piŋ, kë yo mukröt thīn, ku gemku thōn/maluma ku cökë piny kë yo/wc latuenj ke lui ajuer.



Aguir ë Homes Victoria ee Koc nōŋ nīim piny Theer cennë baal/yöt looi thīn gam. Yok aa yee atheekda gam tēnë kocken ŋuëën theer, tš ëmen ku koc bš nhial.

OFFICIAL

Wundu. Röldu.

Röl de koc riöp ee riel de wundaan lanhial arët.

Në läät bë bën kākā yok a bë latueŋ kenë muoŋ/ abora në käng cīt:

- muöökë cök de rök kenë wut ku bai,
- kuony tēnē koc riöp në kaam/cuir yööthwei yic,
- kã kuun tueŋ tēnē luoi de pan yam/jöt ku koc akeunhom ku käng juēc kök.

Kën ee wēt de ee kubī lööŋ ke wut röm keek ku bë ajuer dac looi tieŋ dhēl a gut cē dhuŋ de koc riöp në bëi yam yic.

Yok wic bukku piŋ në röl juēc tē lēu en rot ku yok aa bë manādhāma yuöp ku koc ë loilooi gam kony wuöt. Në ajök de run yam yok bë kē cukku piŋ röm ku loiku lööŋ bikkī tō tēnē raan ēbēn.

Nem homes.vic.gov.au/high-rise-victoria kuba kē loi rot akendun nhom tīŋ.

Yenjö ye yen kaam dik

Amāraa kuaan lanhial arët aa cē kööc kē ke ril në ka cīt run ka 70, ku yeen ēmen aa yet në thök ē pīr de luonden. Amāraa kaa 44 aa ke buth/yik keek në kã pieth ke thermal comfort (thāmāl kompuot) cīke puöl theer, muöökë cök, mērē kōu de duot, aliirē bēn yöt, ku yök. Në ciēsth cī gam, yook a cukku yök lōn cī be amāraa piath bīke berpiny në luoi.



Cirga ē yōöt ke juōr de Holmesglen, 1949. Credit: Lyle Fowler



Bāŋ ciēŋ ku kāt-thok - paan yam/jöt de cāra de Victoria, Flemington

Gem ē bëi pieth

Yok gem bëi juēc pieth wēn cīke njec rek tēn wuöt ku loilooi.

Bëi yam ēbēn abī luoi/yök:

- Apartment Design Standards (BADS) pieth ēbēn
- Thēmē kōu de kana de Ajuerē Yōöt Ciēŋ keek
- Tē cīt tēn 5% de yōöt ciēŋ keek abē gam në Disability Discrimination Act (DDA) ebēn
- Yān thian keek liep citman yik kēēt-thook ka yān lāau liep
- Thēm kuel ka 5 kuel maŋk de kārāba ku thēm ciēl de kuel ka 7 ke Nathers
- Lapāl ē guöp piny de ruön ku atuōc pibī yōc yic ku alier
- njec luoi de kārāba e berpiny

Yok juak namba de bëi ciēŋic në ye yānkā yic në tē cīt tēn ē 10 në buot/jene yic.

Tēde amāra tueŋ

Yān tueŋ lanhial arēt bīi looi nē 2028 abē yīc nan
amāraa lanhial arēt rēŋiic epeth nē:

- 20 Elgin Street, Carlton
- 141 Nicholson Street, Carlton

Kōk lanhial arēt tēnē bēre yīc de latueŋ nē 2031 anŋic:

- 120 Racecourse Road, Flemington
- 12 Holland Court, Flemington
- 33 Alfred Street, North Melbourne



Yān ke yōōt ke ju55r lanhial
arēt ēbēn aa lēu bīi bē ber
piny nē luai nē 2050 yīc



Muōōk de wuōt ke North Melbourne ku Flemington kēke rēk

A gut cē kōōlē yōk cē jam kenē koc riōp wār 400 alŋde
North Melbourne ku Flemington nē biākde jōnē/nyesi de
yōt, kenē namba ē kuēny ee diēt/duōr thōŋ cī juliir nē lāāt
bōkā yīic kubīi ka wīc baai de yōōthwei jāmiic.

Rēŋrē ke yī cē rot rēk ku ba biāk de cāthē lō yōōt/bēi yam
yīic yōk alŋ de Flemington kē dōc jōk ku alŋ de North
Melbourne kē jōk ajōk ē run bōē.

Bēi ee men (yam) ku yān ke wuōt cīke cōkpiny a ye nyuōoth
kekē wuōt kā aa bē latueŋ kēke rēk ku lekki tueŋ.



Köökwei/yööthwei

Tënë bëi wën cii wic bık dac jãäl nê guötê kaam/dhamen, yok bë luui thın nê pëi bş kã yic kubuk gem nê kuony ku bëërku guötê thiecthiëc tş kenê yin. Yok a njiku ëye kē nōj cuet yöt ke gër/tawil wën tşu ku yok bë luui kenê bëikã kubuk kã ken ke yöötthwei wicki keek deetlic.

Kē thiekic aciēn kē war rot tēnē yith ke raan riōp ka ariōp.

Lucci cī juiir tēnē kuatē baai ëbēn

A yeku deet a ciēn yōöt/bëi ka rou thōj. Cēman cen bēn kē ye kaam ē tēk nē biãkde yōöthwei, akutnhomeđan cē piōc a bë:

- gamē lēk ku thōn dīt (anōj yik thok cī juiir)
- yin piñ ku bë kã wic njek ku kã jöör deetlic
- gem thōn/wël, kuony ku alöōc ke yōth/kök
- looi bë njic kã loike aa bë met kenē dītē yic de riōp ku ciēn

Kubē njic yōn yam ee piath tēnē koc riōp, abēēr de alöōc ke yōt aa bike gam. Tē yee bëi juēc e wic bikkī rēēr ëtōk, kē yok bë kuatē lucci ëbēn ku buk ē kēnē kuony.

Muōök ku lucciē cōkē piny latuej

Yok bë latuej kenē muōök kedhie ku lucciē cōkē piny cēman wicē keek. Tēnē guötê lucciē cōkē piny wic rot arēt, kē yī yuōpē aguir ē Housing Call Centre nē **13 11 72** yic ka nem: housing.vic.gov.au/repairs

Rëērē ke njic ku matē rot thın

Kuba kã juēc yok nē biãk de lanhial-arēt de bēre yic ē latuej nem wēbthaitda nē: homes.vic.gov.au yic ka imel yic: enquiries@homes.vic.gov.au

Thiēc nē baai alađ dun

Gamē rōl du tēnē löōj ke wut/baai ku kuony nē nyuuth de ajuēr. Ku ba kē looi ajuēr ke loilooi ke thiēc yok akendu nhom nem: homes.vic.gov.au/high-rise-victoria


Gātē rot piny tēnē alēk ajuēr ku kã juēc, nē www.homes.vic.gov.au/sign-up-project-updates yic


Lēk cē gđōr nē thuōđdu

Tēnē bak cī geeric de yee lēk kēnē, mer QR kot tş ciēnē:



14. Letter to renters related to the relocation process (November 2023)





Families,
Fairness
and Housing

DX 210081

OFFICIAL

<Title> <Given Name> <Family Name>
 <Address 1>
 <Address 2>
 <SUBURB STATE POSTCODE>

Dear <Title> <Surname>

Thank you to the members of the Flemington and North Melbourne renter communities who were able to attend the recent forums, and to the many hundreds of people who have spoken to us and provided feedback in many ways. It has been very helpful to hear your questions and talk with you over the last few weeks.

Thank you also to renters who have made appointments with our Relocation team. Most of you have now met with our team and have started sharing your needs and preferences. As promised, I am writing to provide you with information about your rights and options through the relocation process.

Respect, care, and support for renters

I want to be clear about our commitment to all renters - our team will always treat you with respect and care. Our intention is to provide you with the information you need to make the best decisions for you and your family.

Better homes for renters

Our goal is to provide our renters with the best homes we can. Our current high-rise apartments are approaching the end of their operational life. We know there are problems with design and the age of the apartments which means maintenance struggles to keep up with everyone's expectations. We want renters to have homes that are comfortable and have private outdoor space and modern bathrooms. We need more homes that cater to families, as well as older people.

Importance of maintaining a strong community


We want to help you maintain the strong community you have built, which is why we are providing housing options that are close by at Abbotsford St and Victoria St.

Tours of new homes at Victoria St and Abbotsford St

For those interested, we will provide opportunities to view these new homes so you can see for yourself the type and quality of the homes that will soon be available.

If you are interested to find out more about these new homes, please talk to the relocation support team.

Need a translated version?



Scan QR Code

or visit
homes.vic.gov.au/high-rise-victoria-renter-updates

50 Lonsdale Street,
 Melbourne Victoria 3000
 GPO Box 4057, Melbourne Victoria 3001

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What happens when I meet with the Relocation team?

Your appointment with the Relocation team might take between 30 minutes to one hour. At your appointment:

- You are welcome to bring a friend or support person to the appointment.
- Our team will offer you an interpreter when you book the appointment.
- Our team will ask about your housing needs. This may include:
 - how many people live in your home.
 - the accessibility needs of you and your family.
 - what kinds of health, school or support services you may use.
 - And your local cultural connections including any connection to country First Nations residents may have.
- Our team will spend time to get to know you and go at a pace that suits you.
- Our team will talk to you about relocation timing to minimise any disruption to your life, including consideration of children's schooling needs.
- Ask about any other needs you may have.

Our team will note down your needs in a form that they will sign and ask you to sign.

Your signature confirms we have understood your needs and that we have recorded your information correctly. We have had some questions about this form, and we want to confirm this is **not** a tenancy agreement or a contract and does not change your rights. The form simply allows us to make a housing transfer application on your behalf. This is your application, and you can request it to be changed at any time as your needs or preferences change.

Do I have the right to return to a new apartment on the estate?

Yes - As a renter who needs to relocate, you will have the right to return - if you choose to do so. I encourage you to talk to our team so they can find you housing options that meet your needs.

What will my housing options be?

Our team will spend time to understand your housing needs, such as how many people are in your household, the schools or services you use, and if you wish to stay close to or move to a new location. This information will help our team find you housing options that meet your needs.

Will my rent change?

No – during relocation, your out-of-pocket rent will not change. If you choose to move to community housing, you may receive Commonwealth Rent Assistance. This is generally expected to be paid to the housing provider, but in some instances may lower your out-of-pocket costs.

Will I maintain my current rights and rent?

Yes. You will maintain your current rights to a home and your out-of-pocket rent will not change.

What rights and protections do renters have in community housing?

Community housing renters have the same rights as public housing renters and are protected under the Residential Tenancies Act 1997.

What is community housing?

Community Housing providers are not-for-profit organisations that deliver social housing. They are regulated by the government and adhere to strict performance standards set out under the Residential Tenancies Act 1997.

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Will the new homes be community housing?

The first site to be redeveloped is Elgin St in Carlton. Planning has started on these towers, and they have been confirmed as public housing.

A decision about whether North Melbourne and Flemington towers will be public, or community housing has not yet been made as we are in the early planning stages. It is important to note the government has committed to 10 per cent more social housing as part of these redevelopments. So, there will be more social housing, not less. We will tell you what will be built at these sites when we know this.

If I relocate to community housing, will I have to pay extra for water?

If you choose to move to Abbotsford St or Victoria St, you will not pay extra for water.

How can I stay with my community?

One of the strongest messages from the forums and other events so far, has been how important community is for many people.

During your individual household discussions with our Relocation team, you should share the people, places and services that are important to you.

First Nation's residents will also have their connection to country considered as part of the relocations process.

The Relocation team will work with you to try and find you a home in the local area if you want one, including the new homes at Abbotsford Street and Victoria Street.

Will moving costs be covered by Homes Victoria?

Yes – moving costs will be covered by Homes Victoria.

Considering your options

We understand you may need some time to consider your options. You may wish to talk to friends or family and talk again with our team.

You are welcome to bring a friend or support person to any conversation, and we will offer you an interpreter before any conversation.

Privacy

As always, we will only ever use or share your information in accordance with the Privacy and Data Protection Act 2014 and the Health Records Act 2001

We are here to help

The housing staff that you see every day, and the relocation team that have been meeting with you, are here to provide you with information and support. They will always treat you with respect and care. They have a lot of experience and can help you consider your options.

You can contact your relocation support worker at any time with the contact details that have been provided to you. If you cannot find these contact details, please contact your local housing office to request these.

I encourage you to get in touch if you have any questions.

Thank you again for your feedback, engagement and patience. This is going to take some time and we are committed to working with you to meet your needs and assist you however we can. assist whenever, and wherever we can.

Yours sincerely

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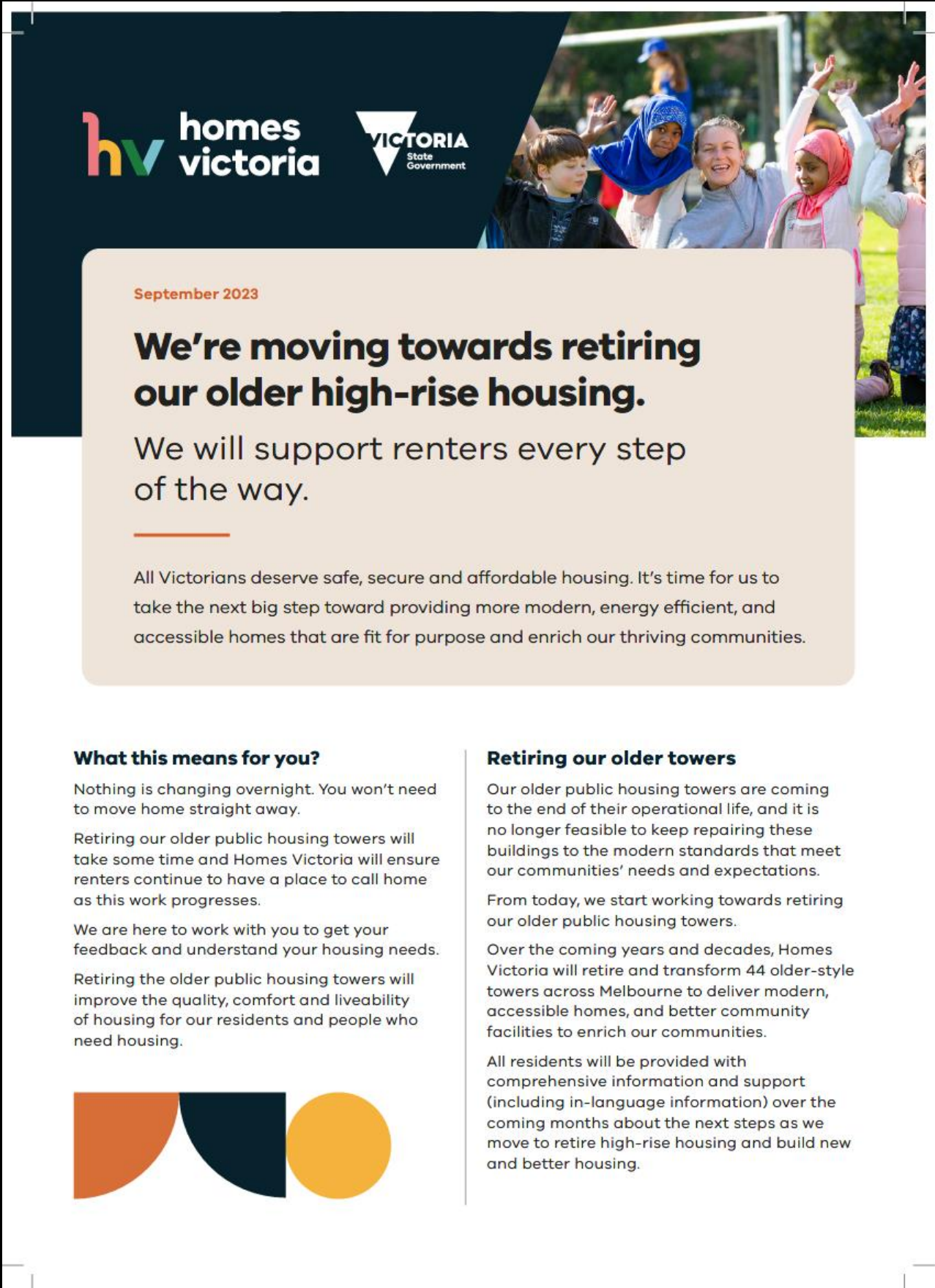
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15. High-rise redevelopment flyer (September 2023)



hmv homes victoria **VICTORIA**
State Government

September 2023

We're moving towards retiring our older high-rise housing.

We will support renters every step of the way.

All Victorians deserve safe, secure and affordable housing. It's time for us to take the next big step toward providing more modern, energy efficient, and accessible homes that are fit for purpose and enrich our thriving communities.

What this means for you?

Nothing is changing overnight. You won't need to move home straight away.

Retiring our older public housing towers will take some time and Homes Victoria will ensure renters continue to have a place to call home as this work progresses.

We are here to work with you to get your feedback and understand your housing needs.

Retiring the older public housing towers will improve the quality, comfort and liveability of housing for our residents and people who need housing.

Retiring our older towers

Our older public housing towers are coming to the end of their operational life, and it is no longer feasible to keep repairing these buildings to the modern standards that meet our communities' needs and expectations.

From today, we start working towards retiring our older public housing towers.

Over the coming years and decades, Homes Victoria will retire and transform 44 older-style towers across Melbourne to deliver modern, accessible homes, and better community facilities to enrich our communities.

All residents will be provided with comprehensive information and support (including in-language information) over the coming months about the next steps as we move to retire high-rise housing and build new and better housing.

Listening to community

We are here to listen. As work progresses toward retiring our older high-rise towers, we are here to understand and respond to your questions.

In the coming months, we will be talking with you to understand:

- what is important to you and your community
- how you want to receive information and
- your individual housing choices and needs.

In the coming days we will be available in person to answer your questions and provide advice and support.

Supporting you at each stage

You and your community are the centre of this program – we will support you every step of the way.

We will work closely with you and your communities to make sure you have the information you need, when you need it.

While the plan to retire the towers will take some time, we will provide you with a dedicated and experienced team to work with you through this process.

Further information

Call **1800 716 866** where interpreters are available or email enquiries@homes.vic.gov.au

Attend a community information pop-up. Times and dates will be on our website and in building foyers.

Visit homes.vic.gov.au



Find out more and access translations
of all materials via this QR code

homes.vic.gov.au