

Residential Tenancy Agreement

Residential Tenancies Act 1997 Section 26

Residential Tenancies Regulations 208 – Schedule 1 Form 1

Important information

Please read this before completing the residential tenancy Agreement

- This form is your written record of your tenancy agreement. This is a binding contract under the *Residential Tenancies Act 1997*, so please read all terms and conditions carefully.
- If you need advice on your rights and responsibilities, please call the Consumer Affairs Victoria Helpline on 1300 55 81 81 **before signing** the agreement
- Both the LANDLORD and TENANT should keep signed copies of the completed Agreement for future reference. The LANDLORD must supply the TENANT with a copy of the completed agreement within 14 days of the TENANT signing.
- If you require extra space to list additional items and terms, attach a separate sheet. All attachments should be **signed and dated** by both the LANDLORD and TENANT to show that both parties have read and agree to any attachments. Both the LANDLORD and TENANT should keep a copy of any attachments for future reference
- The LANDLORD must give the TENANT a copy of *Renting a home : a guide for tenants and landlords* at the start of each tenancy
- When a bond is paid, the LANDLORD and TENANT must complete a Condition Report and keep a copy for their records.

1. This agreement is made on the date specified in item 1 in the schedule hereto between the LANDLORD whose name and address is specified in item 2 in the schedule whose agent is specified in item 3 in the schedule and the TENANT whose name and address is specified in item 4 in the schedule.

PREMISES AND RENT

The LANDLORD lets to the TENANT the premises specified in item 5 in the schedule together with those items indicated in the schedule, for which the rental shall be the amount specified in item 6 in the schedule commencing on the date specified in item 7 in the schedule and payable by the TENANT to the party specified in item 8 in the schedule.

BOND

The TENANT shall pay a bond of the amount specified in item 9 of the schedule to the LANDLORD/Agent on or before the signing of this agreement.

In accordance with the Residential Tenancies Act 1997 the LANDLORD/Agent must lodge the bond with the Residential Tenancies Bond Authority within 10 business days of receiving the bond.

If the TENANT does not receive a bond receipt from the Residential Tenancies Bond Authority within 15 business days of paying a bond, the TENANT should contact the Residential tenancies Bond Authority.

If there is more than one TENANT and they do not contribute equally to the total bond, the amounts they each contribute must be listed here. This list is for reference only and will not be recognized by the RTBA.

Name of TENANT	Bond Amount
	\$
	\$
	\$
	\$

FIXED TERM TENANCY

The term of this Agreement shall be as specified in item 11 in the schedule commencing on the date specified in item 7 in the schedule and ending on the date specified in item 13 in the schedule and unless either party terminate this Agreement in accordance with the provisions of the **Residential Tenancies Act 1997 (Vic)**.

2. CONDITION OF THE PREMISES

LANDLORD must

- a) ensure that the premises are maintained in good repair, and
- b) If the LANDLORD owns or controls the common areas relating to those premises and any common area, take reasonable steps to ensure that the common arrears are maintained in good repair.

3. DAMAGE TO THE PREMISES

- a) The TENANT must make sure that care is taken to avoid damaging the rented premises.
- b) The TENANT must take reasonable care to avoid damaging the premises and any common area.
- c) The TENANT must who becomes aware of damage to the rented premises must give notice to the LANDLORD of any damage to the premises as soon as practicable..

4. CLEANINESS OF THE PREMISES

- a) The LANDLORD must make sure that the premises are in a reasonable clean condition on the day on which it is agreed that the TENANT shall enter into occupation of the premises.
- b) The TENANT must keep the premises in a reasonably clean condition during the period of the agreement.

5. USE OF PREMISES

- a) The TENANT must not use or allow the premises to be used for any illegal purpose.

DATE _____ SIGNED by the TENANT/s _____

DATE _____ SIGNED by the LANDLORD _____

SCHEDULE B - ADDITIONAL TERMS

9. The TENANT(S) will pay the Additional Charge specified in Item 6 of the Schedule Page (Page 11), for the services listed in Item 6(a) of the Schedule Page (Page 11).
10. The TENANT must primarily use the premises as a residence, if the TENANT wants to use the premises as a residence and for an ancillary purpose, the TENANT must first obtain the LANDLORD's written consent.
11. The TENANT shall pay all charges in respect of the connection and consumption of internet, telephone, cable television, electricity, gas & water services where such are separately metered and charged directly to the TENANT. If a service is damaged or disconnected because of the fault of the TENANT or any person the TENANT has allowed or permitted to be on the premises, the TENANT must have the service repaired or reconnected and pay the expense of doing so
12. The TENANT further acknowledges that the LANDLORD's insurance does not provide cover for the TENANT's possessions.
(note: it is strongly recommended the TENANT takes out contents insurance to adequately cover their possessions)
13. The TENANT agrees to repair/replace or pay to the LANDLORD for the any damaged, cracked, chipped or broken glass, toilets bowls or wash basins in the premises, no matter how minor, if the damage has been caused by the TENANT or by a person the TENANT has allowed or permitted to be on the premises during the term of the tenancy
14. The TENANT shall indemnify the LANDLORD for any loss or damage caused by failure to ensure that care is taken to avoid damaging the rented premises or common areas by the TENANT or anyone on the premises with the consent of the TENANT without limiting the generality of the foregoing, the TENANT shall indemnify the LANDLORD for the cost of repairs to plumbing blockages caused by the negligence or misuse of the TENANT.
15. The TENANT shall notify the LANDLORD or agent as soon as practicable upon becoming aware of any defects in the premises that might injure a person or cause damage to the premises.
16. The TENANT must take reasonable measures to ensure that anybody the TENANT has allowed or permitted to be on the premises does not cause damage to the premises or common areas.
17. The TENANT must as soon as practicable notify the LANDLORD or the agent of any blockages or defects in drains, water services or sanitary systems. No item that could cause a blockage (including but not limited to feminine hygiene products, disposable nappies, or excessive amounts of toilet paper) may be flushed down the sewerage, septic, storm water or drainage systems. The TENANT must pay all reasonable expenses that are incurred in rectifying defects or blockages that are caused by the TENANT or a person the TENANT has allowed or permitted to be on the premises.
18. The TENANT will indemnify the LANDLORD against liability for injury or loss sustained by any person or a person's property because of negligence of the TENANT or the negligence of a person the TENANT has allowed or permitted to be in the premises.
19. The TENANT must obtain the LANDLORD's or the agent's written consent before painting or affixing any sign or antenna or cabling to the inside or outside of the premises. The LANDLORD's or the agent's consent is also required before any nail, screw or other fastener or adhesive is affixed to the inside or outside of the premises.
20. The TENANT must return all the keys of the premises to the LANDLORD or agent when the TENANT vacates the premises.
21. The TENANT shall not do or allow to be done anything that will cause any shared service facilities to become obstructed, untidy, damaged or used for any purpose other than for which they are intended.
22. The TENANT must not keep any animal, bird or pet on the premises at any time without first obtaining written permission of the LANDLORD or the agent. If a TENANT has an animal that assists a person with an impairment or disability they are exempt from the duty listed in this clause.
23. The TENANT agrees not to place rubbish on common property and shall deposit all rubbish including cartons and newspapers either by using the garbage chute or place in a proper rubbish receptacle with a close fitting lid. The TENANT must have rubbish and waste regularly removed.

DATE _____ SIGNED by the TENANT/s _____

DATE _____ SIGNED by the LANDLORD _____

24. The TENANT must not hang any clothes inside the premises other than where provision for the hanging of clothes (if any) has been provided. The TENANT must not hang washing or air articles on common property, unless facilities for doing so are provided for the TENANT's use.
25. The TENANT must not store lubricants or flammable liquids (including but not limited to kerosene and motor fuels) at the premises. The TENANT must not bring on to or use at the premises a heater which uses flammable liquid or bottled gas.
26. The TENANT shall not cook anywhere in the property other than where kitchen facilities have been provided.
27. The TENANT shall comply with any act, regulation, rule or direction of any government, semi government or statutory body.
28. The TENANT shall allow the LANDLORD or the agent to put on the premises a notice or notices 'to let' during the last month of the tenancy agreement. The TENANT shall also allow the LANDLORD or the agent to put on the premises a notice or notices 'for sale' or 'auction' at any time during the term of this agreement and permit access to the premises by the LANDLORD or his agent to present the property to prospective purchasers or TENANTS upon 24 hours notice or by agreement with the TENANT and the LANDLORD or the LANDLORD's agent. In accordance with Sections 85 and 86 of the *Residential Tenancies Act 1997*.
29. The TENANT acknowledges that no promises, representations, warranties or undertakings have been given by the LANDLORD or agent in relation to the suitability of the premises for the TENANT's purposes or in respect of the furnishings, fittings or appurtenances of the premises otherwise than provided herein.
30. No consent or waiver of any breach by the TENANT of the TENANT's obligations under the Residential Tenancies Act 1997 (Vic) shall prevent the LANDLORD from subsequently enforcing any of the provisions of the agreement.
31. The rules of an Owners Corporation affecting the common areas of the building are attached to this tenancy agreement. The TENANT will comply with the rules of the Owners Corporation or any rules amending or superseding those rules, provided the amending or superseding rules are provided to the TENANT.
32. This agreement may be amended only by an agreement in writing signed by the LANDLORD and the TENANT.
33. The TENANT shall at the TENANT's expense replace all lighting tubes, globes and batteries to the premises, which become defective during the term of the tenancy unless the defect is proven to be caused by faulty wiring.
34. In the event of a rental payment being returned unpaid or having to be re-presented, the TENANT agrees to pay any bank fees that UniLodge incurs.
35. The TENANT acknowledges that under s428 of the Residential Tenancies Act (Vic) 1997, provides that the TENANT must not refuse to pay rent on the ground that the TENANT intends to regard the bond as rent paid.
36. The TENANT agrees to not carry out any mechanical repairs or spray painting of any motor vehicles, boats or motorcycles in or around the property including common property. The TENANT also agrees to be fully responsible of the removal of any motorcycle, car or boat spare parts or bodies or any other equipment used and to fully reinstate the premises or the land or common property on which it is situated to their original condition forthwith.
- 37. Smoke detectors & fire detection equipment:**
 - 37.1 The TENANT must conduct regular checks to ensure smoke detectors are in proper working order, if the detector has a test button the TENANT must press the test button until they hear an alarm to check the detector is working. If no alarm please change battery and inform agent if test still fails.
(note: regular checks are a requirement for the safety of all occupants in the building)
 - 37.2 The TENANT must as soon as practicable notify the LANDLORD or the agent if a smoke detector is not in proper working order.
 - 37.3 The TENANT must replace expired or faulty smoke detector batteries as required and in any event replace smoke detector batteries at the expiry of each 12 months of the tenancy
 - 37.4 Replacement batteries must be new, of a reputable brand, and have suitable durability

DATE _____ SIGNED by the TENANT/s _____

DATE _____ SIGNED by the LANDLORD _____

- 37.5** Ensure that the sprinkler head/s and smoke detectors are clear of any item which might adversely affect its use. Do not hang anything from the sprinkler head as they are extremely sensitive
- 37.6** Should the TENANT activate the fire alarm or sprinkler system, caused by any other reason than a fire is present. Then the TENANT agrees that they will be responsible for all associated charges incurred including, cleanup, replacement furniture & fittings, personal belongings and call out fees charged by the metropolitan fire brigade
- 38.** The TENANT acknowledges that the rented premises are the principal place of residence for the TENANT/S named on the tenancy agreement. Should the TENANT/S wish to have other people live at the rented premises they must obtain the written consent of the LANDLORD.
- 39.** The TENANT is responsible for redirection of his/her mail at the end of the tenancy.
- 40.** The TENANT/s agrees that where there is two or more TENANT/s the rental amount must be transferred to the agent as one rental payment.
- 41.** The TENANT hereby agrees not to place plants in pots on any carpeted areas within the premises. All plants in pots are to be placed in water proof containers and raised three (3) centimetres above the floor.
- 42.** The TENANT/s undertake to notify the agent thirty (30) days prior to the property becoming uninhabited for a period of fourteen (14) days or longer.
- 43.** The carpet in your apartment has been professionally steam cleaned at the commencement of the tenancy.
- 44.** If the TENANT wishes to vacate the premises at the end of the tenancy, written notice of the TENANT's intention to vacate must be given to the LANDLORD or agent 28 days before the tenancy comes to an end. If the TENANT remains in occupation of the premises after the expiration of this agreement and does not enter into a new fixed term agreement the TENANT must give written notice of the intention to vacate to premises specifying a termination date that is not less than 28 days.
- 45.** Should the TENANT find it essential to vacate the premises during the term of the tenancy the TENANT will be required to;
- 45.1** Immediately inform the managing agent in writing of their desire to do so and request the agent to find an acceptable person who will execute a new agreement.
- 45.2** The TENANT acknowledges that where the premises are let exclusively to students that enquiry levels are higher during the beginning of each semester, therefore there may be a delay in attracting a new TENANT.
- 45.3** The TENANT must pay the agents letting fee equal to 2 (two) weeks rental +GST
- 45.4** The TENANT agrees to pay the fair and reasonable advertising and marketing expenses incurred in relation to the re-letting of the premise, which will not exceed \$150 plus Gst.
- 45.5** Pay rent on the premises until such time as a new TENANT enters into an agreement or the expiry of the tenancy, whichever first occurs
- 45.6** The TENANT agrees to present the premises in a clean and undamaged state for viewing by prospective TENANTS.
- 46.** The TENANT acknowledges and understands that there are or that there may be restrictions or prohibitions applying to the premises, in respect to the obtaining of a on street parking permit from the council
- 47. Key management & security**
- 47.1** The TENANT is responsible for the safe keeping of all access cards & keys issued to them. Should the TENANT require the agent to provide them access to their rented premises during office hours a fee of \$30.00 will be charged to them, if the request is made outside of business hours a fee of \$75.00 will be charged.

DATE _____ SIGNED by the TENANT/s _____

DATE _____ SIGNED by the LANDLORD _____

- 47.2** The TENANT acknowledges that due to building security requirements they must report as soon as practicable any building access card or fob that is either lost, misplaced or stolen so that it can be deactivated. The cost to replace the building access card or fob is \$50.00
- 47.3** The TENANT acknowledges that due to building security requirements they must report as soon as practicable any keys issued to them that has been lost, misplaced or stolen. A new lock will need to be fitted and replacement costs will apply.
- 47.4** In a building with electronic locking systems for any lost, misplaced or stolen access card the TENANT will pay a replacement fee as outlined in clause 47.2
- 47.** The TENANT acknowledges having received before entering into occupation of the premises, two copies of the condition report in the prescribed form signed by or on behalf of the LANDLORD, a copy of “renting a home a guide for TENANTS” setting out the rights and duties of a LANDLORD and TENANT under a tenancy agreement, will access an online copy of the UniLodge handbook regarding building specific issues and agrees to abide by its rules and conditions fully. A hard copy is available for perusal at reception.
- 48.** For residential tenancy agreements entered into electronically, by paying the first month’s rent, you are accepting this Standard Lease, the Rent payable & date of lease start and end. Further, you agree that the need for your signature is given by way of this electronic communication. (Per S.9 Electronic Transactions(Victoria) Act 2000)
- 49. UniLodge Community Spirit Program.**
- 49.1.** The TENANT is responsible for the payment of Community Spirit fees in relation to joining the program and associated fees in relation to events.
- 49.2.** A key aspect of our Community Spirit Program is social responsibility and helping others in our community. We therefore at times organise events which support not for profit organisations such as those involved in medical research. Please note that at times a small contribution may be made from your Community Spirit funds to such charities
- 49.3.** If you register for an event and then do not attend you will be liable for the actual cost of that event.
- 49.4.** I consent to UniLodge using or retaining any image of myself in UniLodge marketing materials.
- 49.5.** In consideration for receiving permission to participate in any Community Spirit Event, I hereby release, waive, discharge and covenant not to sue, UniLodge their officers, agents, servants, or employees (hereinafter referred to as releasees) from any and all liability, claims, demands, actions and causes of action whatsoever arising out of or related to any loss, damage, or injury, including death, that may be sustained by me, or any of the property belonging to me, whether caused WHETHER CAUSED BY THE NEGLIGENCE OF THE RELEASEES, or otherwise, while participating in such activity, or while in, on or upon the premises where the activity is being conducted.
- 49.6.** I am fully aware of the possible risks involved and hazards connected with this activity, including but not limited to travel risks. Hereby elect to voluntarily participate in said activity with full knowledge that said activity may be hazardous to me and my property. I VOLUNTARILY ASSUME FULL RESPONSIBILITY FOR ANY RISKS OF LOSS, PROPERTY DAMAGE OR PERSONAL INJURY, INCLUDING DEATH, that may be sustained by me, or any loss or damage of property owned by me, as a result of being engaged in such activity, WHETHER CAUSED BY THE NEGLIGENCE OF RELEASEES OR OTHERWISE.
- 49.7.** I ACKNOWLEDGE AND REPRESENT THAT I have read section 49 of this agreement , understand it and sign it voluntarily as my own free act and deed; no oral representations, statements, or inducements, apart from the foregoing written agreement, have been made; I am at least eighteen (18) years of age and fully competent; and I execute this Release for full, adequate and complete consideration fully intending to be bound by same

DATE _____ SIGNED by the TENANT/s _____

DATE _____ SIGNED by the LANDLORD _____

Owners Corporation Rules

1 Health, safety and security

1.1 Health, safety and security of lot owners, occupiers of lots and others

A lot owner or occupier must not use the lot, or permit it to be used, so as to cause a hazard to the health, safety and security of an owner, occupier, or user of another lot.

1.2 Storage of flammable liquids and other dangerous substances and materials

(1) Except with the approval in writing of the owners corporation, an owner or occupier of a lot must not use or store on the lot or on the common property any flammable chemical, liquid or gas or other flammable material.

(2) This rule does not apply to—

- (a) chemicals, liquids, gases or other material used or intended to be used for domestic purposes; or
- (b) any chemical, liquid, gas or other material in a fuel tank of a motor vehicle or internal combustion engine.

1.3 Waste disposal

An owner or occupier must ensure that the disposal of garbage or waste does not adversely affect the health, hygiene or comfort of the occupiers or users of other lots.

2 Management and administration

2.1 Metering of services and apportionment of costs of services

(1) The owners corporation must not seek payment or reimbursement for a cost or charge from a lot owner or occupier that is more than the amount that the supplier would have charged the lot owner or occupier for the same goods or services.

(2) If a supplier has issued an account to the owners corporation, the owners corporation cannot recover from the lot owner or occupier an amount which includes any amount that is able to be claimed as a concession or rebate by or on behalf of the lot owner or occupier from the relevant supplier.

(3) Subrule (2) does not apply if the concession or rebate—

- (a) Must be claimed by the lot owner or occupier and the owners corporation has given the lot owner or occupier an opportunity to claim it and the lot owner or occupier has not done so by the payment date set by the relevant supplier; or
- (b) Is paid directly to the lot owner or occupier as a refund.

3 Use of common property

(1) An owner or occupier of a lot must not obstruct the lawful use and enjoyment of the common property by any other person entitled to use the common property.

(2) An owner or occupier of a lot must not, without the written approval of the owners corporation, use for his or her own purposes as a garden any portion of the common property.

(3) An approval under subrule (2) may state a period for which the approval is granted.

(4) If the Owners Corporation has resolved that an animal is a danger or is causing a nuisance to the common property, it must give reasonable notice of this resolution to the owner or occupier who is keeping the animal.

(5) An owner or occupier of a lot who is keeping an animal that is the subject of a notice under subrule (4) must remove that animal.

(6) Subrules (4) and (5) do not apply to an animal that assists a person with an impairment or disability.

3.1 Vehicles and parking on common property

An owner or occupier of a lot must not, unless in the case of an emergency, park or leave a motor vehicle or other vehicle or permit a motor vehicle or other vehicle -

- (a) to be parked or left in parking spaces situated on common property and allocated for other lots; or
- (b) on the common property so as to obstruct a driveway, pathway, entrance or exit to a lot; or

DATE _____ SIGNED by the TENANT/s _____

DATE _____ SIGNED by the LANDLORD _____

(c) in any place other than a parking area situated on common property specified for that purpose by the owners corporation.

3.2 Damage to common property

- (1) An owner or occupier of a lot must not damage or alter the common property without the written approval of the Owners Corporation.
- (2) An owner or occupier of a lot must not damage or alter a structure that forms part of the common property without the written approval of the Owners Corporation.
- (3) An approval under subrule (1) or (2) may state a period for which the approval is granted, and may specify the works and conditions to which the approval is subject.
- (4) An owner or person authorised by an owner may install a locking or safety device to protect the lot against intruders, or a screen or barrier to prevent entry of animals or insects, if the device, screen or barrier is soundly built and is consistent with the colour, style and materials of the building.
- (5) The owner or person referred to in subrule (4) must keep any device, screen or barrier installed in good order and repair.

4 Change of use of lots

An owner or occupier of a lot must give written notification to the owners corporation if the owner or occupier changes the existing use of the lot in a way that will affect the insurance premiums for the owners corporation.

Example

If the change of use results in a hazardous activity being carried out on the lot, or results in the lot being used for commercial or industrial purposes rather than residential purposes.

5 Behaviour of persons

5.1 Behaviour of owners, occupiers and invitees on common property

An owner or occupier of a lot must take all reasonable steps to ensure that guests of the owner or occupier do not behave in a manner likely to unreasonably interfere with the peaceful enjoyment of any other person entitled to use the common property.

5.2 Noise and other nuisance control

- (1) An owner or occupier of a lot, or a guest of an owner or occupier, must not unreasonably create any noise likely to interfere with the peaceful enjoyment of any other person entitled to use the common property.
- (2) Subrule (1) does not apply to the making of a noise if the owners corporation has given written permission for the noise to be made.

6 Dispute resolution

- (1) The grievance procedure set out in this rule applies to disputes involving a lot owner, manager, or an occupier or the Owners Corporation.
- (2) The party making the complaint must prepare a written statement in the approved form.
- (3) If there is a grievance committee of the Owners Corporation, it must be notified of the dispute by the complainant.
- (4) If there is no grievance committee, the Owners Corporation must be notified of any dispute by the complainant, regardless of whether the Owners Corporation is an immediate party to the dispute.
- (5) The parties to the dispute must meet and discuss the matter in dispute, along with either the grievance committee or the Owners Corporation, within 14 working days after the dispute comes to the attention of all the parties.
- (6) A party to the dispute may appoint a person to act or appear on his or her behalf at the meeting.
- (7) If the dispute is not resolved, the grievance committee or owners corporation must notify each party of his or her right to take further action under Part 10 of the Owners Corporations Act 2006.
- (8) This process is separate from and does not limit any further action under Part 10 of the Owners Corporations Act 2006.

A full copy of the Owners Corporation Rules & Regulations are available from reception.

DATE _____ SIGNED by the TENANT/s _____

DATE _____ SIGNED by the LANDLORD _____

Translating and Interpreting Service**131 450****Telephone Interpreter Service**

If you have difficulty understanding English, contact the Translating and Interpreting Service (TIS) on 131 450 (for the cost of a local call) and ask to be put through to an Information Officer at Consumer Affairs Victoria on 1300 55 81 81.

Arabic

إذا كان لديك صعوبة في فهم اللغة الإنكليزية، اتصل بخدمة الترجمة التحريرية والشفوية (TIS) على الرقم 131 450 (بكللفة مكالمة محلية) واطلب أن يوصلوك بموظف معلومات في دائرة شؤون المستهلك في فكتوريا على الرقم 1300 55 81 81.

Turkish İngilizce anlamakta güçlük çekiyorsanız, 131 450'den (şehir içi konuşma ücretine) Yazılı ve Sözlü Tercümanlık Servisini (TIS) arayarak 1300 55 81 81 numaralı telefondan Victoria Tüketici İşleri'ni aramalarını ve sizi bir Danışma Memuru ile görüşturmelerini isteyiniz.

Vietnamese Nếu quý vị không hiểu tiếng Anh, xin liên lạc với Dịch Vụ Thông Phiên Dịch (TIS) qua số 131 450 (với giá biểu của cú gọi địa phương) và yêu cầu được nối đường dây tới một Nhân Viên Thông Tin tại Bộ Tiêu Thụ Sự Vụ Victoria (Consumer Affairs Victoria) qua số 1300 55 81 81.

Somali Haddii aad dhibaato ku qabto fahmida Ingiriiska, La xiriir Adeega Tarjumida iyo Afcelinta (TIS) telefoonka 131 450 (qiimaha meesha aad joogto) weydiisuna in lagugu xiro Sarkaalka Macluumaadka ee Arrimaha Macmiilaha Fiktooriya tel: 1300 55 81 81.

Chinese 如果您聽不大懂英語，請打電話給口譯和筆譯服務處，電話：131 450 (祇花費一個普通電話費)，讓他們幫您接通維多利亞消費者事務處 (Consumer Affairs Victoria) 的信息官員，電話：1300 55 81 81。

Serbian Ako vam je teško da razumete engleski, nazovite Službu prevodilača i tumača (Translating and Interpreting Service - TIS) na 131 450 (po cenu lokalnog poziva) i zamolite ih da vas povežu sa Službenikom za informacije (Information Officer) u Viktorijskoj Službi za potrošačka питања (Consumer Affairs Victoria) na 1300 55 81 81.

Amharic እንግሊዝኛ ቋንቋ ለመረዳት ችግር ካለብዎ የአስተርጓሚ አገልግሎትን (TIS) በስልክ ቁጥር 131 450 [በአካባቢ ጥሪ ሂሳብ] በመደወል በገንዘብ ሊያስተዳድሩ ለዎት ጉዳይ ጽ/ቤት በስልክ ቁጥር 1300 55 81 81 ደውሎ ከመረጃ አቀራቢ ሠራተኛ ጋር አገዳዥነጥም መጠየቅ።

Dari

اگر شما مشکل دانستن زبان انگلیسی دارید، با اداره خدمات ترجمانی تحریری و شفاهی (TIS) به شماره ۱۳۱ ۴۵۰ به قیمت مخابره محلی تماس بگیرید. و بخواهید که شما را به کارمند معلومات دفتر امور مراجعین ویکتوریا به شماره ۱۳۰۰ ۵۵ ۸۱ ۸۱ ارتباط دهد.

Croatian Ako ne razumijete dovoljno engleski, nazovite Službu tumača i prevoditelja (TIS) na 131 450 (po cijeni mjesnog poziva) i zamolite da vas spoje s djelatnikom za obavijesti u Consumer Affairs Victoria na 1300 55 81 81.

Greek Αν έχετε δυσκολίες στην κατανόηση της αγγλικής γλώσσας, επικοινωνήστε με την Υπηρεσία Μετάφρασης και Διερμηνείας (TIS) στο 131 450 (με το κόστος μιας τοπικής κλήσης) και ζητήστε να σας συνδέσουν με έναν Υπάλληλο Πληροφοριών στην Υπηρεσία Προστασίας Καταναλωτών Βικτώριας (Consumer Affairs Victoria) στον αριθμό 1300 55 81 81.

Italian Se avete difficoltà a comprendere l'inglese, contattate il servizio interpreti e traduttori, cioè il "Translating and Interpreting Service" (TIS) al 131 450 (per il costo di una chiamata locale), e chiedete di essere messi in comunicazione con un operatore addetto alle informazioni del dipartimento "Consumer Affairs Victoria" al numero 1300 55 81 81.