



Aboriginal
Housing
Office



Aboriginal Housing Office Energy Efficiency Upgrades Policy



Document Approval

The AHO Energy Efficiency Upgrades Policy has been endorsed and approved by the Chief Executive.

Chief Executive:

Famey Williams

Approval Date:

Policy Description:

The NSW Aboriginal Housing Office (AHO) is dedicated to delivering housing assets that meet the needs and improve the outcome for Aboriginal and/or Torres Strait Islander people living in NSW.

This policy was intended to address the needs expressed by AHO tenants and Aboriginal Housing Providers (AHPs), to implement Energy Efficient systems and products within AHO properties located in high temperature areas of NSW.

This policy is intended to inform Contractors, Aboriginal Community Housing Providers (ACHPs), Homes NSW Housing Services, Community Housing Providers (CHPs), Homes NSW Property Services and the public on the AHO requirements for the provision of Energy Efficiency appliances in AHO properties.

Aboriginal Housing Office Energy Efficiency Upgrades Policy

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Terms and Definitions

The table below lists key terms and/or abbreviations used throughout this document.

Term	Abbreviations	Definition
Aboriginal Housing Office	AHO	NSW Aboriginal Housing Office is a statutory authority of the NSW Government that is responsible for the planning, development, delivery and evaluation of programs and services to support Aboriginal people in meeting their housing needs in the state of New South Wales
Aboriginal Community Housing Provider	ACHP	Aboriginal Community Housing Providers are registered organisations that provide housing wholly or predominantly to Aboriginal people under Aboriginal community control. ACHPs may own their own properties and may also manage properties on behalf of the AHO or other organisations.
Community Housing Provider	CHP	Community Housing Providers offer secure, affordable rental housing for people on very low to moderate incomes who have a housing need. CHPs manage properties they own and/or that are owned by the government and may also manage properties on behalf of various entities.
Homes NSW Housing Services	HNHS	Homes NSW, Housing Services provides a range of housing solutions for both the private rental market and public housing. Homes NSW, Housing Services works with service agency partners and individuals, to provide a range of housing solutions to meet the needs of today's community.
Homes NSW Property Services	HNPS	Homes NSW Property Services owns and maintains social housing properties across NSW. These properties are leased to residents by Homes NSW Housing Services. Homes NSW Property Services also leases properties directly to Community Housing Providers.
Local Government Area	LGA	Local government areas are the local government administrative zones that make up the state of NSW. LGAs are governed by local councils.

1. Purpose of Policy

1.1 Purpose

The AHO Energy Efficiency Upgrades Policy outlines the requirements for the supply and installation of energy efficiency enhancements in AHO owned properties.

The AHO acknowledges the importance for energy-efficient systems and/or appliances in AHO properties, particularly in AHO properties located in areas of NSW that experience severe summer temperatures.

The AHO recognises that installing energy-efficient systems and/or appliances will have a significant benefit to the overall health and social well-being of Aboriginal and/or Torres Strait Islander people.

1.2 Background and Policy Links

The AHO is a government agency that provides culturally appropriate housing specific to Aboriginal and/or Torres Strait Islander people residing in NSW.

This policy should be read in conjunction with any relevant AHO, Aboriginal Community Housing Providers (ACHPs), Community Housing Providers (CHPs) and Homes NSW policies and the following documents, which include but are not limited to:

- AHO Solar Homes Policy
- AHO Asset Management Framework.

2. Scope

This policy applies to all AHO-owned properties governed by a contractual arrangement between the AHO, ACHPs, CHPs and Homes NSW.

This policy does not apply to properties owned or managed independently of the AHO or properties owned or managed by Local Aboriginal Land Councils (LALCs), ACHPs or CHPs that are not under contractual arrangements with the AHO.

3. Related Legislation and Compliance

The legislation that informs this policy includes:

- Aboriginal Housing Act 1998 (NSW)
- Residential Tenancies Act 2010 (NSW)
- Work Health and Safety Act 2011.

Contractors engaged to install energy efficiency upgrades are required to comply with all relevant requirements and Australian Standards that are called up by Legislation, Codes or Authorities.

4. Policy Statement

The AHO is responsible for the installation and upgrades of energy-efficient systems and appliances in AHO properties managed by an ACHP, CHP or Homes NSW under a contractual agreement.

The AHO Energy Efficiency Upgrades Policy aims to provide information about energy-efficient cooling systems and/or appliances being installed in AHO properties that are experiencing severe high summer temperatures.

The type of energy efficiency systems and/or appliances installed is determined by the AHO. These systems and/or appliances may include the installation of:

- Air conditioning units
- Ceiling fans

- LED lighting
- Draught-proofing
- Decommissioning of older inefficient methods of heating and cooling.

4.1. Energy Efficiency Installation

The AHO is responsible for the roll-out and development of AHO energy-efficiency programs and cooling systems in AHO properties.

The AHO is committed to providing energy-efficient upgrades and/or appliances on all AHO properties located in Local Government Areas (LGAs) across NSW where the average 5-year temperature recorded is more than 30 degrees Celsius* throughout the month of January. For AHO properties located outside of these LGAs, an application will need to be lodged with the AHO to be assessed on a case-by-case basis.

AHO tenants experiencing certain medical conditions may be eligible to apply for energy-efficient systems and/or appliances to be installed. Tenants will need to apply in writing and provide medical evidence. The evidence must outline the medical need and reasoning for the installation of the cooling system and/or appliances.

AHO tenants can lodge a request with the AHO to install an energy-efficient system and/or appliance at their own expense. These requests must be submitted in writing (request for modification) through an ACHP, CHP, or Homes NSW. The request must be approved by the AHO and carried out by a licensed tradesperson.

In situations where a tenant vacates the property after an energy efficient system was approved and installed, the tenant must return the property to its original condition or leave the system in the property.

AHO tenants or ACHPs may request a reimbursement from the AHO for the installation of an AHO-approved energy-efficient cooling system and/or appliances at their own expense only when:

- A tenant is relocated for management purposes to another property.
- The energy-efficient cooling system and or appliances have been installed within the last 12 months before applying for reimbursement.

*Temperatures obtained from the Bureau of Meteorology between 2014 and 2019.

** In the event large numbers of homes within a specific LGA have already received air conditioning upgrades as part of a previous installation program, AHO will include these LGAs as in-scope and are detailed within the LGA listing.

4.2. Maintenance and Replacement of Energy-Efficient Systems

ACHPs are responsible for the ongoing maintenance of energy-efficiency systems and/or appliances installed in AHO properties under their management. ACHPs are also responsible for the replacement of systems and/or appliances in AHO properties delivered under this policy, at the end of their lifecycle or when required.

CHPs and Homes NSW are responsible for ongoing maintenance of the energy-efficiency systems and appliances installed in AHO properties under their management. The AHO will be responsible for the replacement of systems and/or appliances delivered under this policy, at the end of their system life or when required.

5. Monitoring, evaluation, and review

This policy will be reviewed and updated to reflect any significant:

- Legislative change, or
- Organisational change.

6. Roles and Responsibilities

The roles and responsibilities for implementing this policy are as follows.

- ACHPs, CHPs and Homes NSW Housing Services, under a contractual agreement with the AHO, are responsible for ensuring this policy is adhered to and that their own policy documents are consistent with the policy set by the AHO.
- The AHO Director Property is responsible for ensuring that this policy is being adhered to by contracted suppliers/installers.
- The AHO Director Policy and Evidence is responsible for maintaining the currency of this policy within the AHO Housing Policy framework.

7. Support and Advice

Support and advice about this policy can be obtained from the:

AHO Policy Team

- Email: Policy@aho.nsw.gov.au

AHO Regional Offices and Regional Relationship Managers

- Sydney South East:
 - Email: SSE@aho.nsw.gov.au
- Northern:
 - Email: Northern@aho.nsw.gov.au
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