



# Aboriginal Housing Office FAQs

Page 1 of 4

## Aboriginal Housing Office FAQs

### **Aboriginal Housing Head Office**

**Phone:** 02 8836 9444 or Fax: 02 9635 3400

**Email:** [enquiries@aho.nsw.gov.au](mailto:enquiries@aho.nsw.gov.au)

**Address:** 4 Parramatta Square, 12 Darcy St, Parramatta, NSW 2150

**Aboriginal Housing Providers:** <https://www.aho.nsw.gov.au/housing-providers>

**Aboriginal Housing Office partners and stakeholders:** <https://www.aho.nsw.gov.au/read-our-story/partners-and-stakeholders>

**Aboriginal Tenants Advice and Advocacy Service (ATAAS):** <https://www.aho.nsw.gov.au/tenants/ataas>

### **Housing Complaints/Feedback/Suggestions**

The Department is committed to handling complaints, feedback and suggestions fairly, efficiently, and effectively. We recognise that complaints can improve the way we operate and build stronger relationships with our stakeholders.

We are committed to providing a workplace free from harassment, foul or abusive language and other forms of unreasonable conduct and hold a zero-tolerance approach to unreasonable complainant conduct.

You can click the link below to lodge a complaint, compliment, feedback or suggestion:

<https://www.aho.nsw.gov.au/read-our-story/contact-us>

### **Contact the Chief Executive or Chairperson**

**Email:** [Requests@aho.nsw.gov.au](mailto:Requests@aho.nsw.gov.au)

### **Repairs/Maintenance Requests**

For urgent/non-urgent repairs you must contact your housing provider via the contact details within the useful contact information link below.

<https://www.aho.nsw.gov.au/housing-providers/approved-provider-list>

## **Applying for an AHO Property**

All housing applications are processed through [Housing Pathways](#).

Only after eligibility is established can you apply for an AHO property. For further information in regards to applying for an AHO property please click the link: <https://www.aho.nsw.gov.au/applicants/apply-for-housing>

To be eligible for Aboriginal housing, clients must:

1. Establish their identity, and Aboriginality
2. Be a New South Wales (NSW) resident and be of at least 18 years of age
3. Must have a household income within the income eligibility limits, and
4. Must not own any assets or property which could reasonably be expected to resolve their housing need, and
5. Must be able to sustain a successful tenancy, without support or with appropriate support in place, and
6. If applicable, make repayments of any former debts to a social housing provider

You can find information regarding ineligibilities via; <https://www.aho.nsw.gov.au/applicants/apply-for-housing>

## **Wait times on AHO properties**

When you apply for an Aboriginal Housing property the time you wait depends on things such as:

- The number of homes becoming available as others leave
- The number of people who've been waiting longer than you
- The number of people we have approved for priority housing or priority transfer because we will house these people before other people.

AHO are unable to advise of wait times however, you can check the DCJ website for approximate wait times in your area via the link: <https://www.facs.nsw.gov.au/housing/help/applying-assistance/expected-waiting-times> these are only set as a guide.

**Please note**, if it will be a long wait in the area where you want to live, you may need to discuss this with your housing provider and look at other locations with shorter wait times if this suits your circumstances.

## **Confirmation of Aboriginality**

The AHO does not issue letters of Confirmation of Aboriginality or Certificates of Aboriginality.

To obtain confirmation of Aboriginality you should contact the Local Aboriginal Land Council or a local Aboriginal Corporation in NSW from which you descend from. If this is not an option, you may wish to contact Aboriginal Affairs NSW for further assistance via the contact details below:

Aboriginal Affairs NSW

**Phone:** 1800 019 998

**Email:** [enquiries@aboriginalaffairs.nsw.gov.au](mailto:enquiries@aboriginalaffairs.nsw.gov.au).

**Website:** <https://www.aboriginalaffairs.nsw.gov.au/>

## **Service Directory**

### **DCJ Housing Contact Centre**

Provides maintenance, emergency repairs, as well as advice on Rent start (bond) and home purchasing.

**Phone:** 1800 422 322

**Aboriginal Enquiry Line:** 1800 422 322

**DCJ property manager contacts:** <https://www.aho.nsw.gov.au/tenants/housing-organisations-contact-list>

### **Energy and Water Ombudsman**

**Phone:** 1800 246 545

**Post:** Reply Paid 86550, Sydney South NSW 1234

**Complaint:** <https://www.ewon.com.au/page/making-a-complaint/complaint-forms>

### **NSW Fair Trading**

**Phone:** 13 32 20

**Website:** <https://www.fairtrading.nsw.gov.au/contact-us>

### **NSW Civil and Administrative Tribunal**

**Phone:** 1300 006 228

**Website:** <https://www.ncat.nsw.gov.au/ncat/about-ncat/contact-us.html>

### **Service NSW**

**Phone:** 13 77 88

**Website:** <https://www.service.nsw.gov.au/contact-us>

## **Emergency Directory**

**Emergency:** 000

### **Crime Stoppers**

**Phone:** 1800 333 000

### **Child Protection Helpline**

Report child abuse, neglect or concerns for a child's welfare

**Phone:** 13 21 11

### **Domestic Violence Hotline**

Report domestic violence

**Phone:** 1800 656 463 or 000 if it is an emergency

### **13YARN**

Crisis support

**Phone:** 13 92 76

### **NSW SES**

If you require assistance due to flood, storm and tsunami emergencies

**Phone:** 132 500

### **Emergency Temporary Accommodation**

**Phone:** 1800 727 555

**Aboriginal Hostels**

Provides temporary accommodation services throughout Australia

**Phone:** 02 9310 2777 or 02 6212 2001

**Homeless Persons Information Centre**

An information and referral service for people at risk of or who are experiencing homelessness. Open 9am-10pm daily including public holidays

**Phone:** 1800 234 566 / 02 9265 9087

**Homelessness NSW**

Contact point for information and resources related to homelessness in NSW

**Phone:** 02 9331 2004