



Aboriginal  
Housing  
Office

# Access Choice Our future



## Aboriginal Housing Office

The Aboriginal Housing Office (AHO) owns 5800 properties in NSW and provides affordable housing for Aboriginal people.

The Aboriginal Housing Office was established as a statutory body in 1998 NSW following extensive talks with Aboriginal communities in NSW.

The AHO has its own Act of Parliament, reports directly to the Minister for Family and Community Services and the Minister for Social Housing, and is managed by an all-Aboriginal board.

### Vision

To ensure every Aboriginal person in NSW has equal access to, and choice in, affordable housing.

### What We Do

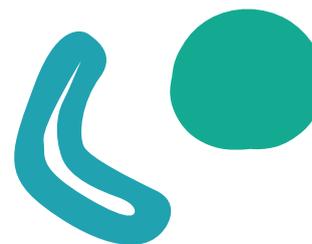
At the heart of all that the AHO does is a strong commitment to the principles of self determination and self management.

The AHO provides both social and affordable housing to Aboriginal people in NSW. The AHO own the properties in which our tenants live, and we seek to add new properties to meet a growing demand.

The AHO partners with Aboriginal community housing providers, Aboriginal organisations, other government departments and NGO's to deliver improved housing outcomes for Aboriginal People.

### We do that by:

- Working with Aboriginal community housing providers to strengthen the capacity of the sector
- Developing innovative solutions to improve tenant quality of life, generate community prosperity and create employment opportunity
- Leveraging off our capital works program to provide opportunity to Aboriginal businesses
- Connecting and partnering to ensure Aboriginal people and families are supported to meet their housing aspirations
- The AHO also closely engages with tenants and stakeholders to develop better policies and programs to support Aboriginal people in NSW.





The AHO is working with Aboriginal owned businesses and Aboriginal trainees to install solar panels and air conditioning in the hottest areas of NSW to improve comfort for tenants and lower energy costs. This project is helping create employment and education opportunities for Aboriginal people in NSW.

### Who looks after the maintenance of my home?

While the AHO owns properties in NSW, maintenance is carried out by others on behalf of AHO. Our properties are either 'managed' by the Department of Family and Community Service (Housing NSW ) or by Aboriginal Community Housing Providers (ACHPs) and Community Housing Providers (CHPs).

Tenants whose homes are maintained by Housing NSW can contact:

Housing Contact Centre - 1800 422 322 or visit [www.facs.nsw.gov.au/housing/living/maintenance/erepair](http://www.facs.nsw.gov.au/housing/living/maintenance/erepair)

Tenants whose properties are managed by ACHPs or CHPs can visit [www.aho.nsw.gov.au/tenants/repairs-and-maintenance](http://www.aho.nsw.gov.au/tenants/repairs-and-maintenance) for a list.

### Upgrades and New Homes

The AHO is responsible for major asset upgrades on the properties it owns, such as solar installations, and through a planned and targeted program of upgrades to properties most in need of repair. The AHO plays a key role in programming and delivering this work and aims to use Aboriginal contractors wherever possible.

The AHO is also responsible for constructing and acquiring properties across NSW.

### Services Our Way

The AHO also delivers Services Our Way in Western Sydney, Nowra and Tamworth/Armidale.

We believe that Aboriginal people and families know the solutions to the challenges that they face and at times need some assistance to get 'back on track'.

Services Our Way is a team of all Aboriginal staff who want to ensure that vulnerable Aboriginal people – through an individualised and family-centred approach – have access to culturally appropriate early intervention support in order to grow strong and healthy communities.

### Support to success

The AHO in 2017 launched University Accommodation grants across 4 universities in NSW. The AHO recognises that for those people undertaking tertiary study, the cost of living, renting and studying can make it challenging to complete and move forward. The AHO will continue to offer a limited number of accommodation grants in 2019 to ensure that getting ahead doesn't mean having to worry about holding on to your accommodation.



### How do I apply for Housing?

To apply for an AHO house call Housing Contact Centre - 1800 422 322 or visit <https://www.facs.nsw.gov.au/myhousing>

### Contacts

#### Aboriginal Housing Office

E [ahoenquiries@facs.nsw.gov.au](mailto:ahoenquiries@facs.nsw.gov.au)  
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#### Head Office

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#### Sydney/South Eastern Region

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#### Northern Region

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#### Western Region

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