



Services Our Way

Building stronger families and communities together



Who is SOW for?

SOW is for people who are in a situation that is creating instability to their own – or their families – wellbeing, and who need more culturally appropriate support to help resolve their situation.

1. Aboriginal and/or Torres Strait Islander

SOW clients must be Aboriginal or Torres Strait Islander, or have Aboriginal and/or Torres Strait Islander children in their care. Confirmation of Aboriginality (COA) will be asked for. Where a client cannot provide COA, SOW staff may be able to support them to obtain the necessary evidence.

2. Vulnerability

People who are in a situation that is a risk to their own, or their family's wellbeing, or personal safety will be considered. Housing, education, domestic and family violence, health, social and economic wellbeing will be taken into account.

3. Income and Employment

People in a financially vulnerable position as a result of unstable, insecure or no employment will be considered. Proof of income will be required such as an Australian Government Health Care Card, bank statements, or other similar documentation.

4. Geography

People referred to SOW must live within a Local Government Area supported by SOW.



Contact

How can people access SOW?

People can be referred to SOW by a service, community organisation or family member. They can also self-refer to SOW.

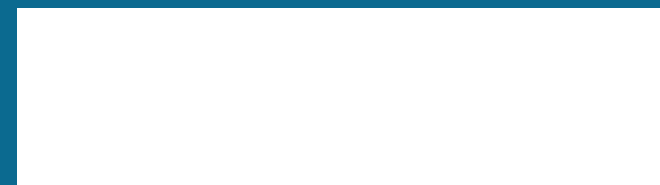
To refer to SOW, a completed Expression of Interest (EOI) form is required, to help determine whether a person is eligible to access SOW.

You can find a copy of the EOI form on the AHO website: aho.nsw.gov.au/programs/services-our-way

EOIs must be emailed to the intake address: sowenquiries@aho.nsw.gov.au

For further information please call **1800 952 717** or email sowenquiries@aho.nsw.gov.au

Or contact your local SOW office:



What is Services Our Way?

Services Our Way (SOW) provides culturally appropriate service coordination, support and capacity building for Aboriginal and/or Torres Strait Islander people and families experiencing vulnerability.

SOW connects them to existing, non-government and government programs and services, as well as specialist, informal and community support.

The Aboriginal Housing Office delivers SOW to empower Aboriginal and/or Torres Strait Islander people to improve their wellbeing and achieve their goals.

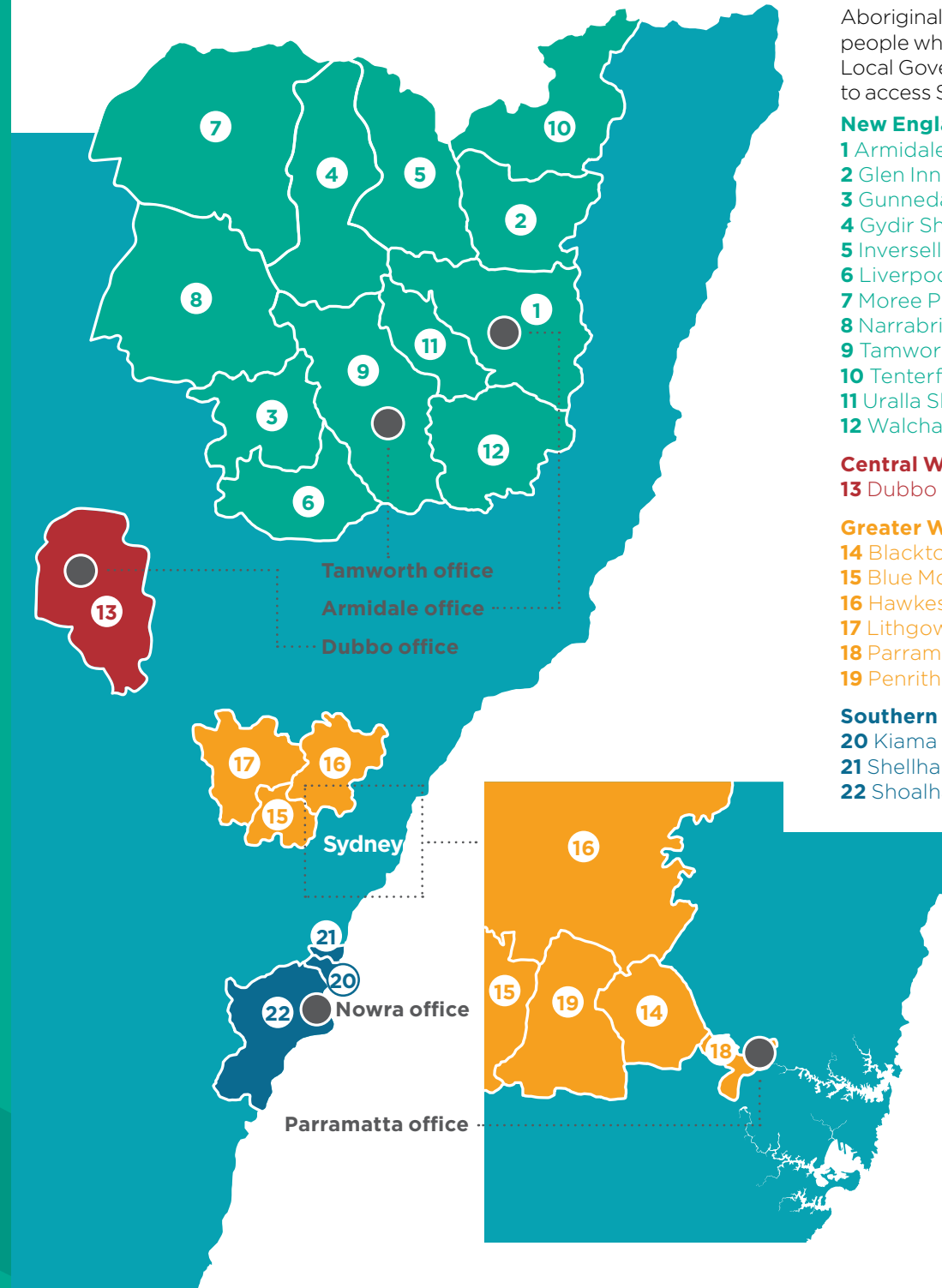
How does SOW work?

SOW has specialist Aboriginal staff who work with clients to get to the heart of their challenge, and develop a culturally appropriate and tailored support plan to help overcome it.

SOW strengthens the capability of individuals and families to access the services and support they need. Staff advocate for their clients to bring about positive change in their lives.

A client's support plan identifies their current concerns, and the strategies that will be used to help address and resolve them.

SOW takes a trauma-informed approach that is holistic and collaborative.



Where does SOW operate?

Aboriginal and/or Torres Strait Islander people who live in the following NSW Local Government Areas may be eligible to access SOW:

New England:

- 1 Armidale Regional Council
- 2 Glen Innes Severn Council
- 3 Gunnedah Shire Council
- 4 Gydir Shire Council
- 5 Inversell Shire Council
- 6 Liverpool Plains Council
- 7 Moree Plains Shire Council
- 8 Narrabri Shire Council
- 9 Tamworth Regional Council
- 10 Tenterfield Shire Council
- 11 Uralla Shire Council
- 12 Walcha Shire Council

Central West NSW

- 13 Dubbo Regional Council

Greater Western Sydney:

- 14 Blacktown City Council
- 15 Blue Mountains City Council
- 16 Hawkesbury City Council
- 17 Lithgow City Council
- 18 Parramatta City Council
- 19 Penrith City Council

Southern NSW:

- 20 Kiama Municipal Council
- 21 Shellharbour City Council
- 22 Shoalhaven City Council