



Aboriginal  
Housing  
Office

# Services Our Way

Building stronger families and communities



# What is Services Our Way?

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

It connects people to existing specialist, non-government and government programs and services, including informal and community support.

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

## **How does SOW work?**

SOW specialist Aboriginal staff connect clients to services, rather than replicating them. SOW staff develop a culturally appropriate and tailored support plan to help address the immediate concerns and — where possible — the underlying causes that contribute to instability and challenging situations.

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

It attempts to strengthen the capability of individuals and families to access the services and support they need to bring about positive change in their lives.



## Who is SOW for?

SOW is for people who are in a situation that is creating instability to their own – or their families – wellbeing or safety.

It is for people who need more culturally appropriate support or whose current service is not able to satisfactorily resolve their current situation.

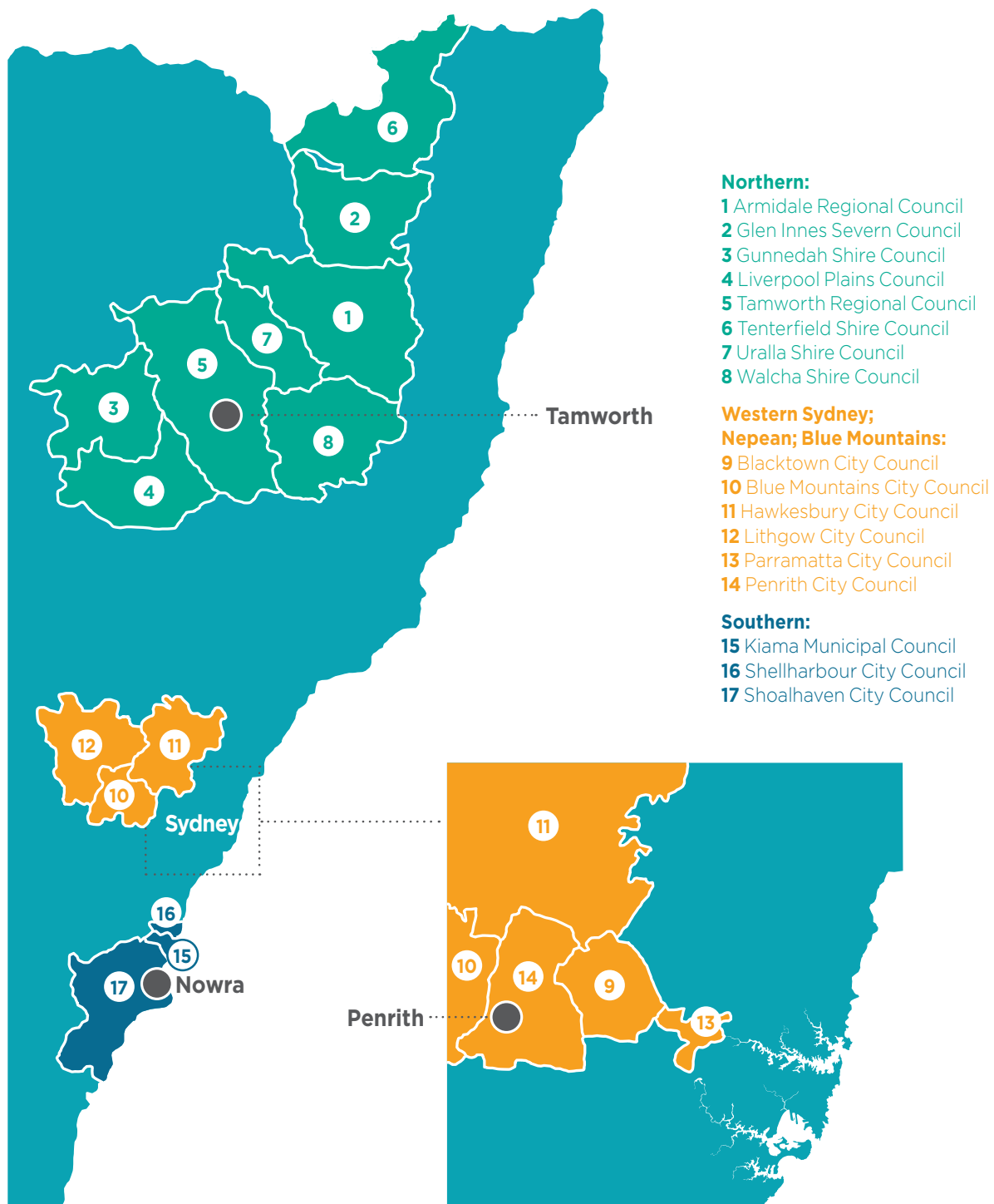
Aboriginal and Torres Strait Islander people who live in the following NSW Local Government Areas may be eligible to access SOW:

**Northern LGAs:** Armidale, Glen Innes Severn, Gunnedah, Liverpool Plains, Tamworth, Tenterfield, Uralla, Walcha.

**Western Sydney, Nepean, Blue Mountains LGAs:**

Blacktown, Blue Mountains, Hawkesbury, Lithgow, Parramatta, Penrith.

**Southern LGAs:** Kiama, Shellharbour, Shoalhaven.





# Contact

## How can my client access SOW?

To refer a client to SOW, an Expression of Interest (EOI) form is required.

The EOI form provides information to help determine whether a client 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](https://aho.nsw.gov.au/programs/services-our-way)** or call **1800 952 717**

To have an EOI form emailed to you, or for further information, contact:

**[AHOSOWenquiries@fac.nsw.gov.au](mailto:AHOSOWenquiries@fac.nsw.gov.au)**

