

Establishing end-to-end Digital Business Systems and Processes

Protecting the rights of
people through accurate
electronic record keeping



Family &
Community
Services



Aboriginal
Housing
Office

What is the Aboriginal Housing Office?

- **Legislative body under Aboriginal Housing Act 1998 – only body of its type in Australia**
- **Our Vision: To ensure every Aboriginal person in NSW has equal access to, and choice in, affordable housing.**
- **Delivering innovative services; new housing informed by demand; affordable housing; culturally appropriate**
- **Delivering better outcomes for Aboriginal people; employment and procurement opportunities**
- **Our aim is to break the cycle of disadvantage – empower Aboriginal people to live fulfilling lives**

Scope of what we do...our future directions

- **We believe that housing is at the center of creating a safe a stable foundation**
- **AHO supports directly, and through partnerships, approximately 5,800 properties**
- **Employing strategies across resource allocation, finance, strategic planning, monitoring of outcomes and performance**
- **Implementing innovative solutions to improve peoples lives – Dubbo Solar, Home Ownership Policy, Affordable Housing Policy**
- **Empowering Aboriginal communities through our property transfer project**

**Why is records
management
important?**



A photograph showing the silhouettes of an adult and a child sitting on a beach, looking out at the ocean during a sunset. The sky is a mix of orange, yellow, and purple, and the water is dark. The adult is on the left, gesturing with their hand towards the child on the right.

Bringing them home

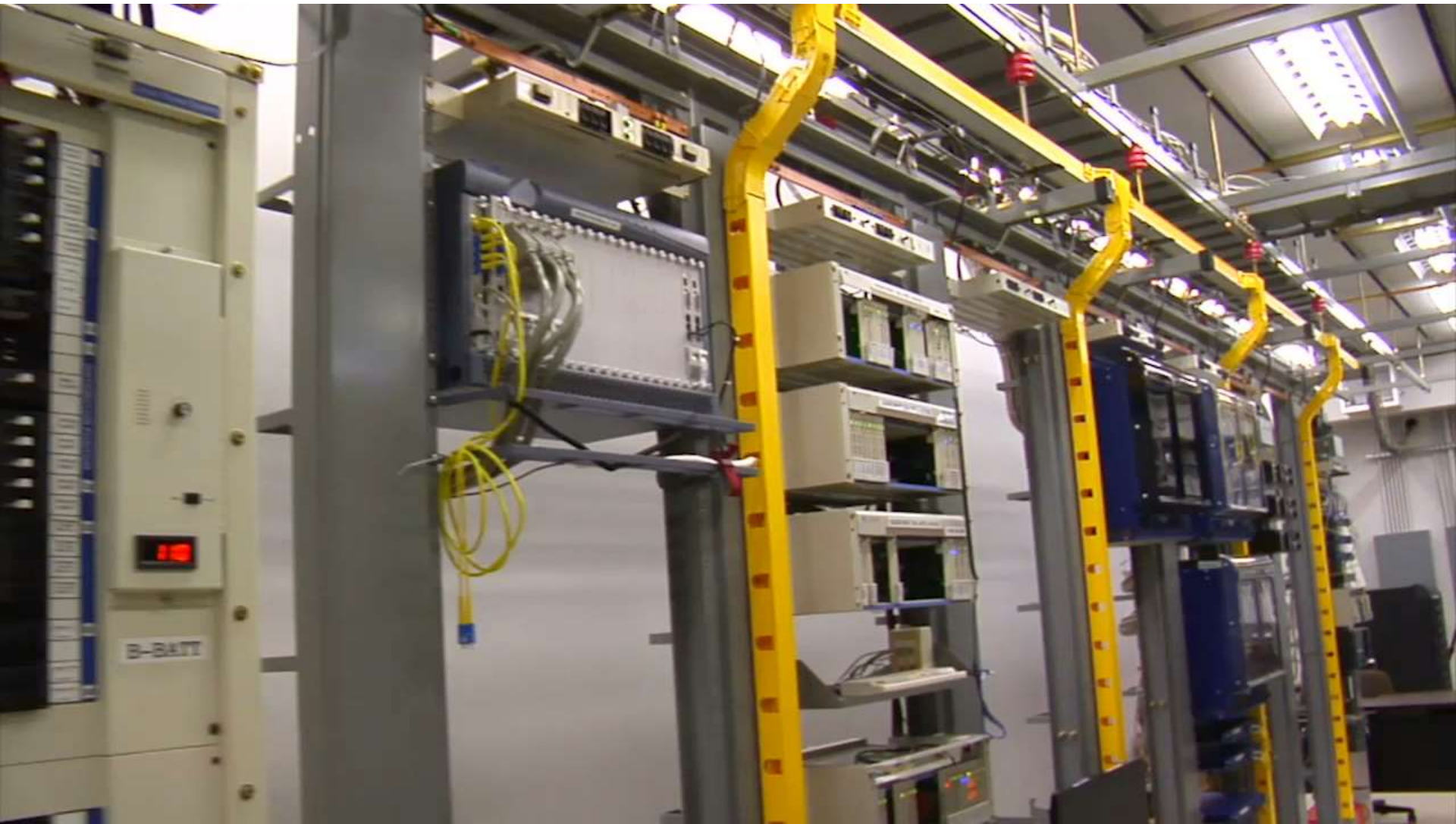
National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families

Record Management – recent history

- AHO not always at the front of records management
- In 1999 AHO moved from Housing NSW to the Department of Human Resources (now FACS)
- For 15 years AHO did not maintain its own records management system
- Staff were not supported or trained in records management
- Significant risks for our clients
- Partnered with FACS in 2015 to modernise records management - OneTrim

The OneTRIM Program - Purpose

- **Review, update and modernise the AHO's Records Management policy and procedures**
- **Align the AHO's Records Management policy and procedures with FACS and NSW Government policy and procedures**
- **Ensure the AHO has a valid and legal Retention and Disposal Authority**
- **Ensure increased capability of AHO staff in the area of TRIM and Records Management;**
- **Ensure current physical files at AHO head office and regional office locations are saved in TRIM.**
- **Most importantly....protect the interests of our clients through accurate and efficient records management**



Records Management Policy- Principles

- **AHO operates under the FACS policy which sets out three core principles**
- **Records should be managed within a framework, where responsibility is clearly assigned**
- **Records management supports business**
- **Records are well managed, trustworthy, useful, accessible and retained for as long as they are needed**

**How does it all
work?**



How does it all work?

- All records are now captured, categorised and stored electronically and centrally
- AHO has moved away from of physical shared drives and now relies almost solely on centralised records management through RM8
- AHO now `workflows' all internal approvals, There is no need to print our a document and get it physically signed
- Adds a dimension of productivity to records management by reducing manual intervention
- This modern and trustworthy system is also easily auditable. Every action is captured. This protects the AHO and most importantly, protects our clients.