

Client Experience Initiative

Are you an Aboriginal Community Controlled Organisation located in the Aboriginal Housing Office Western Region that wants to improve a housing experience in your community?

The Aboriginal Housing Office (AHO) wants to partner with an Aboriginal Community Controlled Organisation (ACCO) who would like to improve a housing experience for Aboriginal people, families and communities.

What is a Client Experience Initiative?

The AHO would like to co-design a Client Experience Initiative that will focus on improving an element of a housing experience for our mob. We would like to co-design the initiative/idea with a selected community organisation so things are delivered in a way that works for your community.

We are calling for ACCO's to identify a housing experience that would have a positive impact in your community.

Frequently Asked Questions

Q1: How do I know if my organisation is eligible to apply?

You must be an Aboriginal Community Controlled Organisation and your organisation must be located within the AHO Western Region (refer to attached map).

Q2: How can my community get involved?

AHO invites ACCO's located in AHO Western Region to express their interest via the contact details listed below.

Q3: How long will the initiative for?

The initiative will run for 12 months. The AHO cannot guarantee any future funding beyond 12 months.

Q4: Assessment process.

A panel which will include Aboriginal people will assess responses against a set of criteria. It may take a couple of weeks for the assessment process. The AHO on behalf of the panel may ask follow up questions or request more information.

Q5: When will I know the outcome?

The successful application will be expected to be announced in July 2020.

Q6: Is the Client Experience Initiative targeted?

Yes. The Expression of Interest (EOI) is targeted specifically to the AHO Western Region.

Q7: Could there be changes to the EOI evaluation process?

Yes. The AHO may, at its sole discretion, and at any stage of the application process do all or any of the following:

- Require additional information from an applicant.
- Change the scope of the requirements of this EOI process.
- Vary, amend (including by replacement) or terminate the EOI process.
- Re-open the EOI process after the closing date provided it doesn't provide the applicant with an advantage over other applicants.

AHO retains the discretion to increase or decrease funds as required based on the merits of the case.

Q8: Where can I go for further information/support?

For further information and a copy of the EOI please contact:

Sharon MacLeod

Project Officer

M: 0455 076 173 or E: ClientOutcomes@facs.nsw.gov.au

Applications close 23 June 2020