



**Aboriginal
Housing
Office**



Client Experience Initiative (CEI) Information Guide

CEI grant applications close Friday 27 September 2024

About the Client Experience Initiative

The Aboriginal Housing Office (AHO) Client Experience Initiative (CEI) is a grant funding opportunity that sits within the AHO's Strong Family, Strong Communities strategy to support improvements to the health and wellbeing of Aboriginal people, families and communities in NSW. The total funding is \$150,000 per successful applicant. CEI focuses on:

Putting families first:

- Improving housing services with a focus on families
- Partnerships with other human services (such as, health, justice, education, and employment) so Aboriginal families thrive in their homes and their communities.

Strengthening the community needs through the implementation of co-design:

- Working with Aboriginal organisations and other stakeholders to strengthen community and provide a service that supports the need of the community.
- Supporting providers to build their capacity to provide better services and supports for the future.

Better understanding:

- Improving data collection, analysis, and evaluation to better understand needs for now and the future to improve services and client experiences.
- Addressing an identified need within the community to achieve positive outcomes for the targeted cohort in each project.

CEI aims to improve a need that will achieve a positive outcome/s for Aboriginal people, families, and communities through the implementation of an Aboriginal-led co-design approach with successful Aboriginal organisation, the involvement of other organisations and community members.

This approach will ensure the initiative is delivered in a way that works for local Aboriginal communities.

An Aboriginal consultancy will assist the successful organisation to develop a robust business plan/project proposal.



Who should apply?

The AHO would like to invite you to apply if:

- You are an Aboriginal organisation located in NSW, with 50% or more Aboriginal ownership.
- Your organisation works closely with your community and has a good understanding of what the community needs are.
- You have the capacity to deliver the project in the allocated timeframe with a dedicated worker.
- You have the capacity to collect data and complete reporting as needed.
- You are interested in co-designing with the AHO and other stakeholders, government, or non-government agencies.

Note: The CEI grant is targeted specifically to Aboriginal Organisation's located in NSW and delivered over 15 months and may be evaluated after eight months.

Who else is involved?

The initiative will take an Aboriginal led co-design approach with the successful Aboriginal Organisations leading the initiative and supported by AHO and an aboriginal co-design consultancy provider. The successful applicant can nominate other government and/or non-government agencies and/or service providers in supporting the initiative. The AHO can assist your organisation to make connections with providers to support you with the design of the initiative.

Key considerations for CEI grant applications

We want the CEI to focus on improving a social need that will achieve a positive housing outcome/s for Aboriginal people, families and communities. This can include but not limited to initiatives around health, wellbeing, education and employment.

The suggested dot points below can be used as a guide when responding to the grant application:

- A clear description of the initiative and the social need it will address within your community.
- The initiative must address a social need with a focus on housing in relation to achieving positive outcomes for Aboriginal people, families and communities.
- Is the initiative currently being implemented? If yes, how?
- Outline the expected initiative benefits/outcomes and will the initiative continue after the funding period.
- Who will deliver the initiative?
- How will you measure the initiative's success?
- Outline the risks and how you will manage each one.
- Willingness to co-design the initiative with AHO and have the capacity to participate in co-design workshop/s (up to two).
- Willingness to work with a co-design consultant.
- Value for money and sustainability after the funding has ended.



Assessment and notification process

- You will receive a confirmation email to acknowledge that your grant application has been received. Please note this response will be from SmartyGrants email address: servic@smartygrants.com.au

*If you do not receive an email acknowledgement, your application has **NOT** been received. Please re-submit application or call the support number provided.*

- Responses to grant application questions will be assessed by a panel. They will be assessed 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. It is important that all applicants ensure all questions are answered fully.
- All applicants will be notified of their outcome by email. Unsuccessful applicants may request feedback. The successful applicant will agree to the proposed terms and conditions.
- AHO will need to enter into an agreement with the successful applicant. This agreement will set out the roles and responsibilities you have as a service provider.
- The project will run for 15 months and is up to \$150,000 (GST inclusive). The AHO cannot guarantee any future funding beyond 15 months. Funding will be provided in staged payments.

When will I know the outcome?

The indicative timetable is as follows:

Timeline	Dates
Grant applications must be submitted by:	27/09/2024
Unsuccessful applicants notified	25/10/2024
Successful applicant notified	01/11/2024

NSW Government code of practice for procurement

Applicants must comply with the NSW Government *Code of Practice for Procurement* (Code) and *Implementation Guidelines*, which are available on the Procure Point website.

Lodgement of a grant application is evidence of an applicant's agreement to comply with the Code during the Request for grant application process and any subsequent tendering process. If an applicant fails to comply with the Code, its application may be passed over.

Conflicts of Interest



Submitters are required to disclose any conflicts of interest to the AHO. This may relate to parties both past and present. This can be addressed in the grant application response by filling in the conflict-of-interest form and attaching it to your submission or you can contact the AHO Client Outcomes project manager on the details below.

Where can I go for further information and support?

Visit the CEI webpage: <https://www.aho.nsw.gov.au/cei>

For more information and support, please email clientoutcomes@aho.nsw.gov.au

Submission process

Expressions of interest must be submitted via SmartyGrants by 11:59pm Friday 27 September 2024

Disclaimer

The principal is not committed contractually in any way to those applicants whose applications are accepted. The issuing of this targeted grant application does not commit or otherwise oblige the principal to proceed with any part or steps of the process.

Whilst the information contained in this targeted grant application has been formulated with all due care, the principal does not warrant or represent that the information is free from errors or omissions. The information is made available on the understanding that the principal and its respective employees and agents, shall have no liability (including liability by reason of negligence) for any loss, damage, cost, or expense incurred or arising by reason of any person using or relying on the information and whether caused by reason of any error, omission or misrepresentation in the information or otherwise.

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