

CLIENT EXPERIENCE INITIATIVE

AHO Client Experience Initiative

Information Guide

EOI Applications close 3 February 2023

Client Experience Initiative

The Client Experience Initiative (CEI) is part of the NSW Government's Aboriginal Housing Strategy *Strong Family, Strong Communities* to support improvements to the health and wellbeing of Aboriginal people, families and communities in NSW. It 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 Aboriginal Housing Sector:

- Working with Aboriginal community housing providers as well as other Aboriginal community controlled organisations
- 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

The Client Experience Initiative (CEI) aims to improve a social 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 Community Controlled Organisation (ACCO). This approach will ensure that the initiative is delivered in a way that works for local Aboriginal communities.

The Aboriginal Housing Office (AHO) will evaluate the initiative after eight months. An Aboriginal consultancy will assist the successful organisation to develop a robust business plan/project proposal.

CLIENT EXPERIENCE INITIATIVE

Who should apply?

The AHO would like to invite you to apply if:

- You are an ACCO located in NSW (*note AHO definition of ACCO is an Aboriginal Community Controlled Organisation that is an incorporated Aboriginal organisation, initiated, based in and governed by, the local Aboriginal community to deliver holistic and culturally appropriate services to the Aboriginal community that controls it*)
- Your organisation works closely with your community and has a good understanding of what the community need 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 are willing to work with a consultant
- You are interested in co-designing with AHO and other stakeholders, government or non-government

Note the EOI is targeted specifically to ACCO's located in NSW and is for up to 12 months and maybe evaluated after eight months.

Who else is involved?

The initiative will take an Aboriginal led co-design approach with the successful ACCO leading the initiative and supported by AHO. 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 make connections with providers to support you with the design of the initiative.

Key Considerations for EOI

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 training.

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

- A clear description of the initiative and the social need
- The initiative must address a social need with a housing focus 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 what will happen 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 them
- Willingness to co-design the initiative with AHO and have the capacity to participate in co-design workshop/s
- Willingness to work with a consultant
- Value for money

CLIENT EXPERIENCE INITIATIVE

Assessment and notification process

1. You will receive a confirmation email to acknowledge that your EOI has been received. Please note this response will be from Client Outcomes email address: ClientOutcomes@aho.nsw.gov.au
If you do not receive an email acknowledgement, your application has NOT been received. Please re-send application or call the support number provided.
2. Responses to EOI questions will be assessed by a panel which will include Aboriginal people. 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.
3. 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.
4. 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.
5. **Funding** - the project will run for **12 months and maybe evaluated after 8 months** and is up to \$110,000 (GST inclusive). The AHO cannot guarantee any future funding beyond 12 months. Funding will be provided in staged payments.

When will I know the outcome?

Indicative Timetable

A process timetable is as follows:

EOI must be submitted by :	3/02/2023
Successful applicant notified: Unsuccessful applicants notified:	8/03/2023
	22/03/2023

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

CLIENT EXPERIENCE INITIATIVE

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 EOI 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/support?

For more information and support, please email ClientOutcomes@aho.nsw.gov.au. Or you can contact the AHO Client Outcomes Project Officer Andrea Randell or email andrea.randell@aho.nsw.gov.au.

Submission process

Responses to questions must be submitted to AHO - Client Outcomes by:
Email is to be titled “**AHO Client Experience Initiative**” and sent to:
ClientOutcomes@aho.nsw.gov.au

Disclaimer

The Principal is not committed contractually in any way to those applicants whose applications are accepted. The issuing of this targeted EOI 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 EOI 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.

Furthermore, the Principal takes no responsibility for the accuracy, currency, reliability and correctness of any information included in this targeted EOI.