

CLIENT EXPERIENCE INITIATIVE

AHO Client Experience Initiative

Are you an Aboriginal Community Controlled Organisation located in NSW?

Are you passionate about improving a social need that will achieve positive housing outcome/s for Aboriginal people, families and communities?

Would you like to take part in an Aboriginal led co-design approach?

The Aboriginal Housing Office (AHO) would like to take an Aboriginal led co-design approach with an Aboriginal Community Controlled Organisation (ACCO) that focuses on improving a social need that will achieve positive outcome/s for Aboriginal people, families and communities.

Applications close 3 February 2023

What is a Client Experience Initiative?

The Client Experience Initiative (CEI) focuses on improving a social need that will achieve a positive outcome/s for Aboriginal people, families and communities. This can include but not limited to initiatives around health, wellbeing, education and training.

We are calling for ACCO's to identify a social need that is impacting your community and outline how it can be addressed.

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 NSW.

Q2 – How can my community get involved?

AHO invites ACCO's located in the NSW to express their interest and tell us what your initiative is for your community.

Q3 - How long will the initiative be for?

The initiative will run for 12 months but may be evaluated after eight months. The AHO cannot guarantee any future funding beyond 12 months.

Q4 – Assessment process

A panel that includes Aboriginal people will assess applicant's 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.

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Q5 – What is an Aboriginal led co-design approach?

An Aboriginal led co-design approach is where the successful ACCO is leading the design, development and delivery of the initiative for their community. AHO's role is to support the organisation and champion the initiative.

Q6 – Participation in co-design workshop/s

The co-design workshop is when all the key stakeholders will come together to discuss the initiative and develop a business plan/project proposal for the initiative. There can be more than one workshop.

Q7 – What is involved in the evaluation?

AHO or a nominated consultancy will be undertaking an evaluation on the Aboriginal led co-design approach as well as program evaluation.

Q8 – When will I know the outcome?

The successful application is expected to be announced on 8 March 2023

Q9 – Is the CEI targeted?

Yes. The Expression of Interest (EOI) is targeted specifically for ACCO's within NSW.

Q10 – 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 a proponent
- Change the scope of the requirements of these Guidelines
- Vary, amend (including by replacement) or terminate the EOI process
- Re-open a proposal 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

Q11 – Where can I go for further information/support?

For more information and support, please email ClientOutcomes@aho.nsw.gov.au or call Andrea Randell on 0476 836 883