

Client Experience Initiative

AHO Western Region

Information Guide

EOI Applications close 23 June 2020

Background

Strong Family, Strong Communities is the Government's ten-year Strategic plan to support improvements to the health and wellbeing of Aboriginal families and communities in NSW. It will focus on:

Putting Families First:

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

Strengthening the Aboriginal Housing Sector:

- Working with Aboriginal community housing providers so they are well-regulated.
- Supporting providers to build their capacity to provide better services 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 experience.

Client Experience Initiative

The Client Experience Initiative (CEI) will focus on improving an element of the housing experience for Aboriginal people, families and communities.

The idea for the initiative is to improve clients housing experience. We would like to co-design the initiative with a selected community organisation so things are delivered in a way that works for your community.

The Aboriginal Housing Office (AHO) will evaluate the project at the end of the 12 months. An Aboriginal consultancy will assist the successful organisation with data collection and evaluation techniques for the project.

The CEI will teach us important lessons about co-designing Aboriginal services for Aboriginal people, families and communities. We want Aboriginal Community Controlled Organisations to tell us why they would like to host the CEI and how their community could benefit.

Who should apply?

The Aboriginal Housing Office (AHO) would like to invite you to apply if you are an Aboriginal Community Controlled Organisation (ACCO) located in the AHO Western Region (refer to attached map). An ACCO is an incorporated not for profit Aboriginal organisation.

Note the EOI is targeted specifically to **ACCO's** located in the AHO Western Region.

Who else is involved?

The initiative will be co-designed by the successful applicant and AHO. The successful applicant can nominate other government and/or non-government agencies and/or service providers in supporting the local partnership and co-design process. We 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 achieve better outcomes for Aboriginal people, families and communities. The suggested dot points below can be used as a guide when responding to the EOI:

- A clear description of the idea or initiative and the need, supported by evidence.
- The initiative must have a housing experience focus.
- Provide information on how the project relates to a housing experience.
- What are the challenges faced by Aboriginal people and families when accessing social housing in your community?
- Is the issue/s currently addressed?
- Outline the expected project benefits/outcomes and what will happen at the end of the initiative?
- The ways the initiative will enhance a housing experience in your community.
- 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 with AHO.
- Potential partnerships that adds value such as in-kind and other contributions.
- How do you see your organisation working with the community, NSW government and potential other providers to design the service? Who would you involve?
- Value for money.

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 the Client Outcomes email address:
ClientOutcomes@facs.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 below. AHO will not take responsibility.

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 is up to \$150,000. 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 : | 23 June 2020 |
| ▪ Successful applicant notified: | July 2020 |
| ▪ Unsuccessful applicants notified: | July 2020 |

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.

Conflicts of Interest

Submitters are required to disclose any conflicts of interest to the AHO. This may relate to parties past and present. If you have a conflict to disclose please contact the AHO Client Outcomes Project Officer in the details below.

Where can I go for further information/support?

For more information and support, please email ClientOutcomes@facs.nsw.gov.au.

Or you can contact the AHO Client Outcomes Project Officer Sharon MacLeod 0455 076 173.

Submission process

Responses to questions must be submitted to AHO - Client Outcomes by:

11.59pm on 23 June 2020

Email is to be titled "Western Client Experience Initiative" and sent to:

ClientOutcomes@fac.s.nsw.gov.au

Disclaimer

The Principal is not committed contractually in any way to those applicants whose applications are accepted. The issue 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.