

# CLIENT EXPERIENCE INITIATIVE

## AHO Client Experience Initiative

### Expression of Interest

Applications close 18 October 2023

Send to [Clientoutcomes@aho.nsw.gov.au](mailto:Clientoutcomes@aho.nsw.gov.au)

<b>Organisation Name</b>			
<b>Project Name</b>			
<b>Contact Name and Email Address</b>		<b>Contact Number</b>	
<b>Are you an Aboriginal Community Controlled Organisation? Must list local Aboriginal board members min of 5</b>			<b>YES / NO</b>
<b>Briefly describe what your organisation does? (No more than 200 words)</b>			
<ul style="list-style-type: none"> <li><b>Include in your response the type of legal entity your organisation is?</b></li> </ul>			
<i>Enter response here</i>			

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## EOI Criteria to be addressed

**Q 1: Describe the social need that will achieve positive outcome/s that you have identified for your community? – weighting of 20%**

- Outline initiative objectives and who is the target cohort
- Is the initiative currently being implemented? If yes, how
- In which location/s will the initiative be delivered and why

*Enter response here*

**Q 2: How will the Initiative be resourced? – weighting of 20%**

- How will you work with AHO to co-design the initiative, who from ACCO will led?
- Optional – will you include other stakeholders to deliver this initiative?

*Enter response here*

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**Q 3: Explain how the Initiative will benefit/enhance your community? – weighting 15%**

- Is it sustainable, how will the initiative continue after the 15 months?

*Enter response here*

**Q 4: How will you measure success of the Initiative? – weighting 10%**

- How will you demonstrate and measure the initiative's outcomes?
- What type of reporting will you do? e.g. good news stories

*Enter response here*

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**Q 5: Proposed estimated initiative budget? – weighting 15%**

- Please include a brief costing outline and timeline of your initiative

*Enter response here*

**Q 6: List any potential risk and mitigation strategies – weighting 10%**

- Identify potential and what ideas you have to control them, e.g. community buy in

*Enter response here*

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## Q 7: Organisational and Community Governance – *weighting 10%*

- The organisation must be an ACCO, outline your leadership structure including key personnel
- Do you currently receive any other NSW government funding? Please briefly outline

*Enter response here*

### Additional comments:

*Enter response here*

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Please attach any further information that will support your expression of interest

Signature (s):

I certify that the information provided in this application is complete and correct. I certify that I have read and understood the terms of the EOI process.

## **Confidentiality**

The Aboriginal Housing Office (AHO) acknowledges and agrees that it will comply with the *Privacy and Personal Information Protection Act 1998 (NSW)* in connection to any personal information created or held for the purpose of evaluating the Client Experience Initiative Project, Expression of Interest.