

Program Guidelines

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About the Aboriginal Housing Office

The AHO's vision is to ensure every Aboriginal person in NSW has equal access to, and choice in, affordable housing.

To help achieve this vision, we administer grants and funding opportunities like Client Experience Initiatives.

[Read more about the AHO on our website.](#)

What is Client Experience Initiatives (CEI)?

Client Experience Initiatives (CEI) are defined by the community and aim to improve a social need that will achieve positive housing outcomes for Aboriginal people, families, and communities by addressing a social need including but is not limited to initiatives around health, wellbeing, education, and training delivered by an Aboriginal organisation and supported by Aboriginal Housing, an Aboriginal co-design consultant and partnering with other government and non-government organisations.

CEI is designed to support Aboriginal organisations to build a robust business plan while still ensuring to deliver an initiative that is culturally safe way and works for the local Aboriginal community.

A CEI is run over 15 months, with payments for each milestone set at commencement of contract. The total funding is \$150,000 per grant.

There will be two grants on offer for this round of funding.

Eligibility Criteria

To be eligible for the CEI 2024 funding grant, the following criteria must be met:

- The Applicant must be an Aboriginal Organisation as defined in [NSW Aboriginal Procurement Policy](#).
 - An Aboriginal business is one that has at least 50% Aboriginal ownership and that is recognised through an appropriate organisation.
 - Supply Nation
 - NSW Indigenous Chamber of Commerce, or
 - Office of the Registrar of Indigenous Corporations.
 - Or registered by the Aboriginal Housing Office NSW as an Aboriginal Community Housing Provider or Aboriginal Community Housing Organisation
 - Other
- The proposed delivery location/s must be located within New South Wales
- The applicant must be able to demonstrate that the organisations has worked in the community that the Client Experience Initiative will be delivered.

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- The Applicant Organisation must not currently be in receipt of funding for the proposed initiative from any other entity.
- The applicant must not have received funding to deliver an AHO Client Experience Initiative previously.

Instructions for Applicants

Before completing this application form, you should have read the program guidelines. Incomplete applications and / or applications received after the closing date will not be considered.

Application Number

This field is read only.

The identification number or code for this submission.

Disclaimer

The Applicant acknowledges and agrees that:

- 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.

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

Use of Information

By submitting this application form, the Applicant acknowledges and agrees that:

- if this project application is successful, the relevant details of the project will be made public, including details such as the names of the organisation (Applicant) and any partnering organisation (state government agency or non-government organisation), project title, project description, location, anticipated time for completion and amount awarded;
- the Department will use reasonable endeavours to ensure that any information received in or in respect of this application which is clearly marked 'Commercial-in-confidence' or 'Confidential' is treated as confidential, however, such documents will remain subject to the Government Information (Public Access) Act 2009 (NSW) (GIPA Act); and

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- in some circumstances the Department may release information contained in this application form and other relevant information in relation to this application in response to a request lodged under the GIPA Act or otherwise as required or permitted by law.

Privacy Notice

By submitting this Application form, the Applicant acknowledges and agrees that:

- the Department is required to comply with the Privacy and Personal Information Protection Act 1998 (NSW) (the Privacy Act) and that any personal information (as defined by the Privacy Act) collected by the Department in relation to the program will be handled in accordance with the Privacy Act and its privacy policy (available at: <https://www.dpc.nsw.gov.au/privacy>);
- the information it provides to the Department in connection with this application will be collected and stored on a database and will only be used for the purposes for which it was collected (including, where necessary, being disclosed to other Government agencies in connection with the assessment of the merits of an application) or as otherwise permitted by the Privacy Act;
- it has taken steps to ensure that any person whose personal information (as defined by the Privacy Act) is included in this application has consented to the fact that the Department and other Government agencies may be supplied with that personal information, and has been made aware of the purposes for which it has been collected and may be used.

Eligibility Confirmation

Please declare this application meets the program eligibility criteria:

- It has been prepared by and is being submitted by an eligible applicant
- Project applications are specific to applicants located in NSW
- Approved activities / projects can only commence after executing a Funding Deed
- Applicants will notify the AHO if grant funding is secured from another source

I can confirm the applicant and project is eligible according to the criteria outlined in the Program Guidelines *

Yes

No

Applicant Details

* indicates a required field

Organisation Details

Organisation Name *

Organisation Name

Please use the organisation's full name. Make sure you provide the same name that is listed in official documentation such as that with the ABR, ACNC or ATO.

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Organisation ABN *

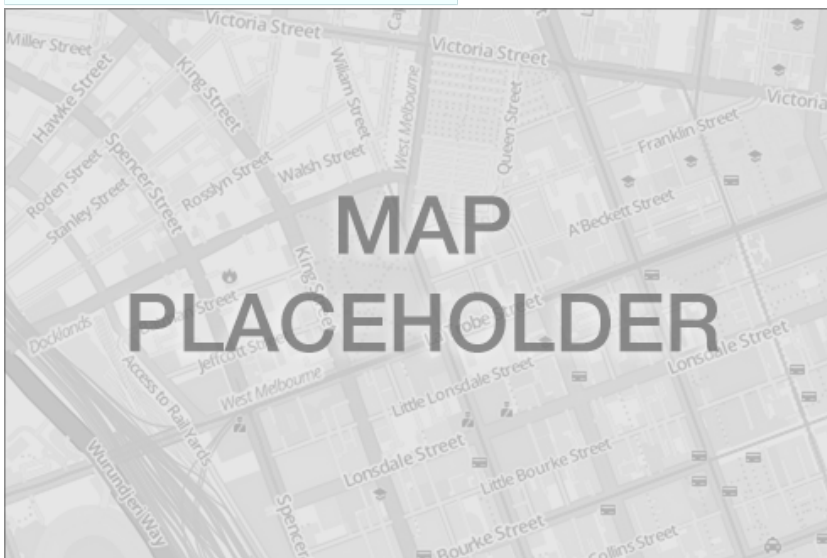
The ABN provided will be used to look up the following information. Click Lookup above to check that you have entered the ABN correctly.

Information from the Australian Business Register	
ABN	
Entity name	
ABN status	
Entity type	
Goods & Services Tax (GST)	
DGR Endorsed	
ATO Charity Type	More information
ACNC Registration	
Tax Concessions	
Main business location	

Must be an ABN.

Office Address *

Address



Address Line 1, Suburb/Town, State/Province, Postcode, and Country are required. Country must be Australia

Postal Address *

Address

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Address Line 1, Suburb/Town, State/Province, Postcode, and Country are required. Country must be Australia

Office Phone Number *

Must be an Australian phone number.

Office Email Address *

Must be an email address.

Applicant Website

Must be a URL.

Primary Contact Details

Primary Contact *

First Name

Last Name

This is the person we will correspond with about this grant

Primary Contact Position *

Primary Contact Phone Number *

Must be an Australian phone number.

Primary Contact Email *

Must be an email address.

Secondary Contact Details

Secondary Contact *

First Name

Last Name

This is the person we will contact if Primary is unavailable

Secondary Contact Position *

Secondary Contact Phone Number *

Must be an Australian phone number.

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Secondary Contact Email *

Must be an email address.

Organisation Overview

* indicates a required field

Briefly provide an overview of your organisation and what you do. *

Word count:

Must be no more than 500 words.

Please attach your latest Annual Report or Business Plan

Attach a file:

If available

Mandatory Criteria

* indicates a required field

Mandatory Criteria - Aboriginal Organisation

The applicant must be an Aboriginal Organisation as defined in the NSW Aboriginal Procurement Policy.

An Aboriginal business is one that has at least 50% Aboriginal ownership and that is recognised through an appropriate organisation.

Applicants must provide responses and evidence to meet the following mandatory criteria:

Is your business at least 50% Aboriginal-owned? *

Yes No

Which organisation(s) recognise that your business is Aboriginal-owned? *

- Supply Nation
- NSW Indigenous Chamber of Commerce
- Office of the Registrar of Indigenous Corporations
- Registered by the Aboriginal Housing Office NSW as an Aboriginal Community Housing Provider
- Other:

Applicants must select 1 or more options from this list to be eligible

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Please provide evidence that you are an Aboriginal business. *

Word count:

Must be no more than 100 words.

Please provide evidence that you are an Aboriginal business *

Attach a file:

Mandatory Criteria - Location

Is your proposed delivery location in NSW? *

Yes No

The applicants proposed delivery location must be in NSW to be eligible for CEI Grant

**What is the proposed delivery location/s within NSW (suburb and postcode)?
And how is your organisation currently working with or has worked within the
community in the past? ***

Word count:

Must be no more than 250 words.

Mandatory Criteria - The Initiative

Is your organisation currently delivering the proposed initiative? *

Yes No

If yes, your organisation is receiving funding for the proposed initiative, please provide details of funding below

Details of funding already received for the proposed initiative (if applicable) *

Word count:

Must be no more than 250 words.

If this doesn't apply to your organisation, please enter Not Applicable

**Has the organisation received funding to deliver a Client Experience Initiative
previously? ***

Yes No

If Yes, your application is not eligible if you have received funding previously

The Client Experience Initiative project

* indicates a required field

The Initiative

The Client Experience Initiative (CEI) focuses on improving a housing and social need that will achieve a positive outcome/s for Aboriginal people, families, and communities.

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Describe your organisation's Client Experience Initiative project? Clearly define what your initiative is and how it will be delivered *

Word count:

Must be no more than 100 words.

The Initiative

Initiatives must address a housing need for the local Aboriginal community and must address an additional community social need/s.

Clearly define the Aboriginal housing need to be addressed by the initiative *

Word count:

Must be no more than 100 words.

Clearly define the Aboriginal social need/s to be addressed by the initiative *

Word count:

Must be no more than 100 words.

Please explain how you have identified the housing and social needs in the community and provide evidence i.e., surveys, workshops, community meetings or other data *

Word count:

Must be no more than 500 words.

Provide evidence i.e., surveys, workshops, community meetings or other data.

Attach a file:

Codesign

Codesign is an essential element of the Client Experience Initiative. 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.

Does your initiative include the opportunity to co-design solutions with local community stakeholders and partner organisations to address these needs? *

Yes No

If yes, please provide details in the question below

If there is no opportunity for codesign with local stakeholders the initiative is not eligible.

Please provide details of the local stakeholders/partners that will be involved in codesigning the initiative, their role, how long you have worked together and evidence of their support for the initiative. Your application is not eligible if there is no opportunity for codesign with local stakeholders. *

Word count:

Must be no more than 250 words.

AHO can assist the successful applicant to make connections with consultants to support the co-design of the initiative

Attach evidence of local stakeholders/ partners support for the initiative. *

Attach a file:

Support letters can be attached

Measurements of Success and Supporting Data

** indicates a required field*

Goal(s)

What is the goal(s) your organisation has set for this initiative *

Word count:

Must be no more than 500 words.

Any evidence to support? Please upload attachment(s)

Attach a file:

Success and Expected Benefits

What does success of your initiative look like and what are the expected benefits?

What does success look like in addressing the community needs identified? *

Word count:

Must be no more than 250 words.

What are the expected benefits for Aboriginal housing and social outcomes *

Word count:

Must be no more than 250 words.

How will you measure success, collect data and report against these goals and benefits? *

Word count:

Must be no more than 500 words.

Include any tools you will use to measure, for example Personal Wellness Index (PWI), participation rates, good news stories from the initiative

Any evidence to support? Please upload attachment(s)

Attach a file:

Capacity and Service Delivery

* indicates a required field

Resources Required

Outline the number of and title of roles (people resources) required for this initiative and their capability and capacity to deliver the initiative? *

Word count:

Must be no more than 500 words.

Your response should consider providing the qualifications of your nominated resources, availability, locations, roles, responsibilities, and time allocated to work on the initiative. Also include partner organisations information.

Evidence to support? Please upload attachment(s)

Attach a file:

Previous Experience

Outline the experience of your organisation in the delivery of similar initiatives, including in the location of the proposed initiative, including lessons learnt which will be applied to this initiative? *

Word count:

Must be no more than 500 words.

Your response should include evidence of other community initiatives your organisation has delivered

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Evidence to support? Please upload attachment(s)

Attach a file:

Your response should include evidence of other community initiatives your organisation has delivered

Budget

* indicates a required field

Budget Breakdown

The funding amount of \$150,000 will be provided to the successful organization.

Provide a detailed cost breakdown of your initiative in the table below. Attachments can be uploaded including any supporting documents, quotes, invoices, cost breakdowns

(Please note the AHO will cover cost to engage with independent consultant to assist with Co-design aspect of the initiative. Please don't include consultancy cost for this purpose.)

Cost Item	Description	Cost (\$) excl. GST
		Must be a dollar amount.

Budget Total

Budgets exceeding \$150,000 the initiative will not be eligible for funding

Total Expenditure Amount *

This number/amount is calculated.

Applicants who list amounts over \$150,000 will not be eligible for funding

Clearly indicate any in-kind contributions that your organisation and any other organisations will be providing to the initiative? *

Word count:

Must be no more than 250 words.

Evidence to support costs - please upload attachment(s)

Attach a file:

i.e. Third party quotes, supporting documents, quotes, invoices, cost breakdowns

Sustainable Initiative

Provide details of how this initiative will be sustained post the AHO funding? (Noting that providing effective solutions to sustain the investment in CEI projects is an important assessment criteria) *

Word count:
Must be no more than 500 words.

Evidence to support? Please upload attachment(s)

Attach a file:

Risk Mitigation

* indicates a required field

Risk and Mitigation

In consideration of your initiative, please nominate a minimum of 5 risk and what mitigation strategies you will implement to address the risk in the table below. Please consider all risks to your project for example - financial, resourcing, project delivery, sustainability of the initiative, or external risks and how you plan to address them. (Noting that providing sound risk assessment and mitigation plans is an important assessment criteria)

Risk	Description	Likelihood	Mitigation Strategy

Risk and Mitigation

Applicants must nominate a minimum of 5 risk and what mitigation strategies.

By ticking this box, you confirm that you have listed 5 or more risks *

Yes - 5 or more

Declaration

* indicates a required field

Authorised Individual

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By signing this form, the Applicant acknowledges that the information and responses provided within the Application are true representations and factual statements. The applicant also confirms they are authorised representatives of the organisation.

Authorised Individual *

First Name

Last Name

Position of Authorised *

Authorised Email address *

Must be an email address.

Declaration of Information

By ticking this box, you confirm that the information you have provided is true and correct. *AHO may be reaching out to you for further information about your application. *

Yes

*AHO may be reaching out to you for further information about your application. Providing false information will lead to the application being deemed ineligible.