

Client Experience Initiative FY 25/26

Form Preview

Program Guidelines

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Before you begin

Before you begin your application, we recommend that you read the CEI Information sheet (FAQs) (link to this once it's on the website).

All questions marked with an asterisk (*) must be answered.

If you have any questions about the application process, please don't hesitate to contact clientoutcomes@aho.nsw.gov.au

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.

Eligibility Criteria

To be eligible for the CEI 2025/26 funding grant, the following criteria must be met:

- The initiative must be located in New South Wales (NSW)
- 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.
- The applicant must be able to provide evidence that the organisation has a connection, worked in the past or is currently working with local stakeholders to support the Aboriginal communities in the proposed project location.
- The organisation must not have received CEI funding previously.

Eligibility Confirmation:

Please declare this application meets the CEI eligibility criteria above.

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I can confirm the organisation and project is eligible according to the criteria outlined above and in the CEI Information sheet (FAQs): *

- Yes
- No

Mandatory Criteria:

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

Is your initiative located in NSW? *

- Yes
- No

The applicant must be an Aboriginal organisation as defined in the NSW Aboriginal Procurement Policy. Please tick that appropriate organisation the recognises your Aboriginal ownership below: *

- 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:

Please provide evidence that you are an Aboriginal business: *

Attach a file:

Is your organisation an Aboriginal business that has at least 50% Aboriginal ownership? *

- Yes
- No

Please provide evidence that your organisation is at least 50% Aboriginal owned: *

Attach a file:

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

- Yes
- No

Please outline how your organisation is currently working and/or has worked within the chosen community? *

Word count:

Must be no more than 250 words.

Organisation Overview

* indicates a required field

Organisation Details:

Organisation Name: *

Organisations 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	

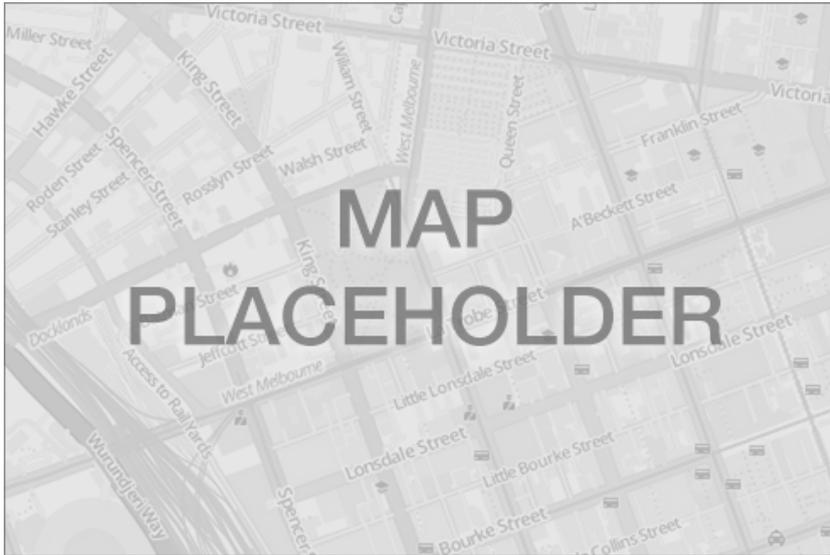
Must be an ABN.

Organisation Address *

Address

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Address Line 1, Suburb/Town, State/Province, Postcode, and Country are required.
Address of main office for this project

Postal Address

Address

If different from above

Office Phone Number *

Must be an Australian phone number.

Office Email *

Must be an email address.

Director or CEO Contact Details

Add the details of the senior staff member who will sign off on this project.

Name *

Title First Name Last Name

Position *

Phone Number *

Must be an Australian phone number.

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Email *

Must be an email address.

Primary Contact

Add the details of the contact who will be leading this project.

Name *

Title First Name Last Name

<input type="text"/>	<input type="text"/>	<input type="text"/>
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Position *

Phone Number *

Must be an Australian phone number.

Email *

Must be an email address.

Organisation Overview

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

Word count:

Must be no more than 300 words.

Please attach your last Annual Report or Business plan. *

Attach a file:

The Initiative

* indicates a required field

The Initiative

1.1 Clearly define your organisations Client Experience Initiative project *

Word count:

Must be no more than 300 words.

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Initiatives must address a social need for the local Aboriginal community and supports positive housing outcomes

1.2 How will the initiative be delivered by your organisation? *

Word count:

Must be no more than 200 words.

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

Word count:

Must be no more than 200 words.

1.4 Clearly define the social need/s identified by your community that will be addressed by the initiative *

Word count:

Must be no more than 200 words.

1.5 Please explain how you have identified the housing and social needs in the community *

Word count:

Must be no more than 300 words.

1.6 Provide evidence of how you found this evidence i.e., surveys, workshops, community meetings or other data *

Attach a file:

Capacity and Service Delivery

* indicates a required field

Capacity and Service Delivery

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

- Yes
 No

2.2 Please provide details of the local stakeholders/partners that will be involved in co-designing the initiative, their role and if you have worked together previously. *

Word count:

Must be no more than 400 words.

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2.3 Please provide evidence of their confirmation of support, e.g. support letters

Attach a file:

2.4 Outline the number 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 300 words.

2.5 Outline the experience of your organisation with delivering similar projects, include any previous programs in the location of the proposed initiative, include any lessons learnt which could be applied to this initiative? *

Word count:

Must be no more than 400 words.

2.6 Include evidence of other community initiatives your organisation has delivered. *

Attach a file:

Measurements of success and supporting data

* indicates a required field

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

Word count:

Must be no more than 500 words.

3.2 What does the success of your initiative look like and what are the expected benefits for Aboriginal housing? *

Word count:

Must be no more than 300 words.

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

Word count:

Must be no more than 250 words.

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

Word count:

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Must be no more than 400 words.

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

Budget

* indicates a required field

Budget

The funding amount of the CEI is up to \$150,000 (GST included) and will be provided to the successful organisation.

Provide a detailed cost breakdown of your initiative in the table below:

(if budget from AHO exceeds \$150,000 the initiative will not be eligible for funding)

**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 *

Must be a dollar amount.

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

4.2 Please provide supporting documents such as quotes, invoices, cost breakdown that confirm how you identified these amounts. *

Attach a file:

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

Word count:

Sustainability

* indicates a required field

Sustainability

Your organisation will need to consider the sustainability of the initiative post AHO funding, providing effective solutions to sustain the investment in CEI projects is an important factor in the CEI assessment criteria.

5.1 Provide details of how this initiative will be sustained post the AHO funding? *

Word count:
Must be no more than 500 words.

5.2 Will your initiative generate revenue? *

Word count:
Must be no more than 300 words.

Risk Mitigation

* indicates a required field

Risk and Mitigation

6.1 In consideration of your initiative, please nominate a minimum of 5 risks and the 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 part of the CEI assessment criteria, if your organisation does not provide five risks and mitigations strategies, your application will not be eligible)

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 risks identified.

Declaration

* indicates a required field

Authorised Individual

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 *

Title	First Name	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>

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. *

All information is true and correct to the best of my knowledge.

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