



**Aboriginal  
Housing  
Office**



## **AHO Client Experience Initiative (CEI) – FAQs**

CEI grant applications close Friday 27 September 2024

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## What is the AHO's Client Experience Initiative program?

The AHO's Client Experience Initiative (CEI) is a funding program that focuses on supporting an Aboriginal organisation to improve a housing and 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 employment. The total funding is \$150,000 per successful applicant.

The Aboriginal Housing Office (AHO) would like to take an Aboriginal led co-design approach with successful applicants that focuses on improving a housing and social need within your local community that will achieve positive outcome/s for Aboriginal people, families, and communities.

As part of CEI, we are calling for Aboriginal organisation to identify a housing and social need that is impacting your community and outline how it can be addressed.

## How do I know if my organisation is eligible to apply?

- You must be an Aboriginal organisation and your organisation must be located within NSW.
- Your Aboriginal organisation must have 50% or more Aboriginal ownership.
- Your Aboriginal organisation must have or are working in the community the initiative is intended to be delivered.
- The Aboriginal organisation must not be currently receiving funding for the delivery of the proposed initiative.
- The Aboriginal organisation that is applying have not received funding to deliver a Client Experience Initiative previously.

## How much is the initiative funded for?

The total funding is \$150,000 per successful applicant.

## How can my community get involved?

AHO invites Aboriginal organisations located in NSW to express their interest and be willing to work with an independent Aboriginal consultant and deliver co-design workshops involving the local community and services providers from the community the initiative will be delivered to.

## How long will the initiative be funded?

The initiative will be delivered over 15 months and maybe evaluated after 8 months. The AHO cannot guarantee any further funding beyond 15 months.

## How many funding opportunities will be available in the 24/25 funding round?

There will be two grant opportunities available.

## How will the co-design process be funded?

AHO will cover the cost of engaging with an independent consultant to deliver the workshops in community.

## What is the assessment process?

A panel that includes AHO senior staff members will assess applicants responses against a set of criteria. It may take a couple of weeks for the assessment process to be completed. The AHO on behalf of the panel may ask follow-up questions or request more information.

## What is an Aboriginal led co-design approach?

An Aboriginal led co-design approach is where the successful Aboriginal organisation 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.



A 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 may be more than one workshop you will need to attend. An independent consultant will coordinate and facilitate the workshops.

### What is involved in the evaluation?

AHO or a nominated consultancy may undertake an evaluation on the Aboriginal led co-design approach as well as program evaluation. The successful Aboriginal organisation must be willing to participant and work with the AHO for the evaluation purpose.

### When will I know the outcome?

The successful applicant is expected to be informed in early November 2024.

### Is the CEI targeted?

Yes. The grant application is targeted specifically for Aboriginal organisations within NSW.

### Where can I go for further information and support?

Visit the CEI webpage: <https://www.aho.nsw.gov.au/cej>

For more information and support, please email [clientoutcomes@aho.nsw.gov.au](mailto:clientoutcomes@aho.nsw.gov.au)

