

HASI/CLS Service Model Review

Communique – November 2024

In preparation for the 2025-26 open tender process for the Housing and Accommodation Support Initiative (HASI) and Community Living Supports (CLS), the Mental Health Branch (the Branch) along with partners the Agency for Clinical Innovation (ACI) and H4 Consulting (H4) have engaged key stakeholders to review and refresh the landmark HASI/CLS service model. This is to ensure a contemporary model is in place to inform the upcoming Request for Tender (RFT) and future operations of the programs. An overview and progress update of this process is provided below for the sector.

Stakeholder consultations are now complete. The Branch, ACI and H4 are very pleased and thankful for the level of engagement and openness from stakeholders during the statewide, multichannel consultation process. There have been over 200 touchpoints of consultation gathered.

Channels of the consultation process

- Online consultation platform InnovateHub
- Face to face sessions with consumers
- Face to face yarning sessions with Aboriginal consumers
- A virtual session with carers
- Virtual workshops with community managed organisations
- Virtual workshops with local health districts
- One on one interviews with local health districts Senior Executives
- Consultation sessions with Aboriginal workforce
- Online survey for interested stakeholders not included in other forums.

Key themes that emerged from consultations*

- No changes were suggested to the high-level consumer journey, entry and exit from the program
- Merge HASI and CLS into one program as programs operate the same and are functionally identical in most locations
- Remove “Housing and Accommodation” from the HASI program name as it is confusing as housing is not provided

- Review hours of support required
- Reduce variation in stakeholders' involvement in referrals and decision-making to ensure consistent program principles
- Define minimum expectations with other stakeholders
- Define and recognise minimum expectations for coordination and collaboration
- Review and update program governance
- Enhance data and information management for future operability.

Currently in progress (November 2024 – February 2025)

- Pricing workshops with market stakeholders to review potential implications for the pricing structure
- Review of the refreshed HASI/CLS service model to input into the 2025-26 Request for Tender (RFT)

A timeline for the service model review outlining the progress to date and future planning is provided below.

Date	Details	Status
Feb 2024	CMO contract extensions until 30 June 2026	Completed
Jun 2024	Conduct a synthesis of the HASI/CLS program documents	Completed
Jun 2024	Conduct a desktop review and synthesis of the research evidence	Completed
Jun 2024	Open online consultation for key HASI/CLS stakeholders	Completed
Aug-Sep 2024	Community consultations (to inform the service model)	Completed
Aug-Sep 2024	Organisational consultations (to inform the service model)	Completed
Nov 2024	Pricing benchmarks review	In progress
Sep-Dec 2024	Refinement of service model	In progress
Jan-Jun 2025	Planning for Request for Tender and procurement	In progress
July-Dec 2025	Open Tender for the HASI/CLS programs	Scheduled

For any enquiries or feedback concerning the HASI/CLS service model review please reach out to the HASI/CLS Community Living Programs team at MOH-HASICLSReporting@health.nsw.gov.au

*Key findings only, the final service model will require approval.