

# Have your say! HASI and CLS programs

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## Your voice matters and is key to shaping the service model - Online consultation open until 14 June 2024

### What is the consultation for?

The Ministry of Health (Mental Health Branch), with the support of the Agency for Clinical Innovation (ACI), are reviewing the NSW Housing and Accommodation Support Initiative (HASI) and Community Living Supports (CLS) service models.

Since 2002, [HASI](#) and from 2016 [CLS](#) have delivered NSW statewide support to people (16 years and older) with a severe mental illness to live well and recover in the community, shifting the balance from hospital to community-based care. Together in 2023 HASI/CLS supported 4,156 people with severe mental illness across NSW to live and participate in the community.

As part of the service model review, we are starting with an online consultation as the HASI/CLS model and pricing structure have not been reviewed since 2016, prior to the last open tender. Since then, the mental health sector has undergone changes to Commonwealth funded psychosocial support programs as well as the roll out of the National Disability Insurance Scheme (NDIS). This review will inform the Ministry of Health's procurement process to ensure services reflect a contemporary approach that meet the needs of people with ongoing and severe mental illness, and continue to deliver the excellent outcomes of the landmark HASI/CLS programs.

We want to hear what is important to you and what matters. We welcome and encourage everyone to have a say! InnovateHub provides an innovative way to conduct a statewide consultation via an online platform to ensure everyone has an opportunity to have their say.

### Benefits of the InnovateHub

- An anonymous response option can be selected in the platform.
- Group submissions can be made on behalf of a team or organisations.
- Single submissions are also welcome.
- Flexibility to contribute at a time that suits you.

### Who can join?

- Community managed organisation staff that have experience delivering the HASI/CLS program.
- Local Health District staff that have experience working with HASI/CLS providers and consumers.
- Consumer and carers of HASI/CLS services.

- Other agencies or organisation that have contact or a shared interest in the HASI/CLS program.

### What to consider before responding

- Share what is working well.
- Identify challenges and gaps in the delivery of the program.
- How the service could be improved.

### How can I get involved and have a say?

- **Join InnovateHub:** Simply [click here](#), create an account and start having your say today.

### Can I chat with someone to find out more?

Please contact Jane Montgomery from the ACI or Elisa Raphael from the Mental Health Branch:

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- [Elisa.Raphael@health.nsw.gov.au](mailto:Elisa.Raphael@health.nsw.gov.au)