



Housing and Accommodation Support Initiative and Community Living Supports

HASI/CLS Service Model Review Communique – Sept 2024

The Housing and Accommodation Support Initiative (HASI) and the Community Living Supports (CLS) program's service models are currently being reviewed. An overview and progress update of this process is provided below for the sector.

The HASI/CLS programs have provided support across NSW for over 2 decades, to participants with severe mental health concerns who have high complex needs and functional impairment to live independently. This past 12 months the HASI/CLS programs have provided over 1.1 million hours of support to 4,305 program participants.

In 2017 both the HASI and CLS programs underwent a 3 year longitudinal evaluation. While the evaluation report, published in 2022, demonstrated that both programs are delivering positive outcomes for consumers and are very cost-effective, the report also highlighted areas of improvement for both programs. The existing HASI/CLS service model and pricing structure have not been reviewed since 2016. The service model review will ensure that services reflect a contemporary approach that meet the needs of people experiencing severe mental illness and address the recommendations for program enhancement from the evaluation.

The Mental Health Branch (Branch) have partnered with the Agency for Clinical Innovation (ACI) and H4 Consulting (H4) to engage key stakeholders to review and refresh the landmark HASI/CLS model in a two-part process. This will ensure a contemporary model is in place to inform the upcoming Request for Tender (RFT) and future operations of the programs. ACI will conduct a review of the current service model and H4 will conduct a review of the consumer journey, current operating principles, pricing structures and benchmarks.

Statewide service review and consultations completed to date

- Synthesis of HASI/CLS program documents
- Desktop review and synthesis of research evidence
- Open online consultation platform

Upcoming statewide service review and consultations (Aug – Dec 2024)

- Tailored workshops for community consultations
- Key stakeholder consultations
- Pricing workshops with market stakeholders



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Statewide consultations will be conducted with HASI/CLS consumers, carers, Aboriginal consumers and stakeholders, as well as community managed organisations (CMOs), local health districts and peak body organisations.

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 model of care).	In progress
Aug-Sep 2024	Organisational consultations (to inform the model of care).	In progress
Sep-Dec 2024	Refinement of service model.	Scheduled
Jan-Jun 2025	Planning for Request for Tender and procurement.	Scheduled
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

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