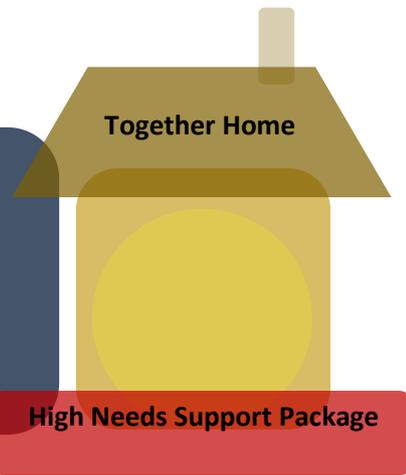


Together Home High Needs Package Review Fact Sheet



What is the High Needs Package (HNP) review?

All HNP are reviewed at 6- and 12-month intervals. The aim of the review is for the panel to identify the needs and barriers facing the individual to provide further support.

Homelessness NSW will contact the support provider two weeks prior to the review date and request that you complete a review template. The template is a short form that asks for a summary of how things are progressing.

The review template is pre-populated with the details of your clients' original high needs package. The panel recognises that needs and priorities often change rapidly so HNP's are intended to provide flexible brokerage. The purpose of the review is to provide space for services to comment on the appropriateness of the package in meeting a client's needs, and not to monitor.

When funding for a HNP is approved, the Community Housing Provider (CHP) is responsible for liaising with the Department of Communities and Justice (DCJ) to monitor expenditure as part of the ongoing contract management arrangement. This discussion may include agreements to utilise high needs funding to purchase alternative services if required prior to the review.

There may be instances where the review indicates that an existing package is not sufficient to meet an individual's needs, and further resource is required.

In such circumstances the support provider can request additional funding, providing the package has not exceeded the total funding available to an individual (up to \$78,000 over a two-year period).

The review template provides space to request additional funding, based on an assessment of the individuals progress towards their long term goals.

Where additional funding is requested, it is important that you complete an updated budget as the panel is unable to make decisions without this information.

Can I access an early review?

Exceptional circumstances may arise that necessitate the needs for any early review. Where this occurs, the panel holds the discretion to undertake an early review. If this occurs, services should contact Homelessness NSW who will provide advice and list the review for the next available panel meeting. Services will be required to complete the review template and budget template for all early reviews.

What happens after I submit the review?

Homelessness NSW will contact the support provider and/or CHP within five days of the panel meeting to advise on the outcome of the review. Where additional funding has been allocated the CHP will be asked to submit an invoice.