

Cross catchment allocation of HEF

The Access Point providers in the North & West Metropolitan Region have developed the following principles and practice for cross catchment allocation of HEF:

Principles

- Services will seek to provide HEF assistance as required to clients at the service at which they present. Receipt of a service is not dependent on the presence of or address on a client's health care card.
- Access point providers are aware that HEF is not equitably distributed across services nor necessarily in proportion to demand. When it is not possible to meet an individual client's need, service providers will attempt to be flexible and work collaboratively in the use of HEF to overcome any funding shortfalls. This approach will limit the impact of funding levels on the service system's capacity to provide appropriate levels of assistance.
- HEF is a tool to assist clients to remain in housing or to access housing options and should be allocated in the context of a broader plan, developed with the client.
- HEF allocations will be outcomes focussed, rather than limit based, with a sufficient allocation to achieve an appropriate outcome.
- Co-contribution is adopted as a good practice approach to use of HEF in planning with clients.

Practice

- A HEF assessment will be provided by the Access Point service at which a person/household presents, regardless of the address recorded on their Health Care Card.
- If a client presents at an access point outside their usual area of residence the Initial Assessment & Planning worker will:
 - enquire why the client is seeking assistance outside the catchment;
 - enquire whether or not the client requires assistance to access services in their preferred catchment;
 - talk to the client about the benefits of a conversation between the two access point providers to determine a shared capacity to respond to the client's immediate needs and advise that contact will be made with the access point provider in the client's usual catchment;
 - contact the access point in the client's usual catchment to enquire whether they have any capacity to assist with HEF and whether there is a plan already in place with the client. (See attached list of contacts for HEF discussions.)
 - If the catchment Access Point approves, negotiate the level of HEF assistance to be provided, make plans with the client about 'next steps' and seek a reimbursement from the catchment access point.
 - If the catchment access point is not contactable, and the client/household requires emergency accommodation, provide the client with one night's (or weekend) HEFed accommodation. Provide the client the option of re-presenting to either access point service the next day but encourage the client to return to the access point in their catchment where appropriate. Where possible, fax a CMS assessment form, incorporating a summary of action taken, to the catchment access point.
 - If emergency accommodation is not required wait until contact has been made with the catchment access point prior to making a HEF allocation.
- Where an agency no longer has the capacity to provide HEF assistance but the client is eligible for HEF assistance the agency will contact another access point at a Coordinator/Team Leader level to seek HEF assistance.

- Access point services will not refer a client either in person or by telephone to another access point without prior approval at a Coordinator level (other than as outlined above).
- Access point services will only provide HEF reimbursements for HEF provided to individuals/households whose Health Care Card address is outside the boundary of the service providing HEF, following a conversation with the other access point concerned and where there is documented confirmation of the reimbursement approval as well as an agreed plan between the services as to 'next steps'.
- Access point providers will endeavour to provide the level of assistance required for each client rather than referring clients on to other agencies for 'top up' HEF. Where an access point service does not have capacity to meet a HEF request in full, staff will seek additional funding from other providers.

Access Point contact details for HEF discussions:

Agency	Name	Contact Details
St Vincent de Paul Housing Services UncertGo Nathan Hub	The Manager or Team Leaders/Coordinators at SVDP Housing Services can authorise HEF reimbursements:	Susan Horsfall (Team Leader IA & P) - 9304 0100 or 0407 538 766 Karren Walker (Manager) – 9304 0104 or 0417 544 963 Robyn Springall (Operations Co-ordinator) - 9304 0105 or 0407 346 982
North East Housing Service	The contact numbers for North East Housing in order of preference are as follows:	1. Lesley Young: 9479 0701 (lesley@nehs.org.au) 2. Cheryle Avent: 9479 0707 or 0422 870 241
HomeGround Launch Housing	The contact numbers for HomeGround in order of preference are as follows:	1. IAP Front Desk: 9288 9611 Fax: 9288 9616 2. IAP Coordinators: Lisa Zammit: 9288 9616 (lisaz@homeground.org.au) Johanna Burns: 9288 9615 (mob: 0408 364 207)
SASHS Western Network		1. IA&P duty 9312 5424 2. IA&P Coordinator: Terri Ta, Tel number: 9312 6535 Email: territ@sashswestern.org.au 3. Manager, Client Services: Hazel Cleary,
Yarra Community Housing/ Metrowest Unison		1. IAP General - 9689 2777 2. IAP Team Leader (Adam Neatherill) - 9689 2961 or 0411 417 222 or adam@ych.org.au 2. IAP Coordinator (Fiona O'Loughlin) 9948 0061 or fiona@ych.org.au
Women's Housing Ltd		Lindy Parker, - lindyp@womenshousing.com.au ph: 9412 6868 or 0414 241 995