

High and Complex Needs Unit

Who we are

The High and Complex Needs Unit (HCN) is made up of a small team of committed professionals working across the Ministry of Health, the Ministry of Education, and Oranga Tamariki, the Ministry for Vulnerable Children (MVCOT).

Our services are coordinated through our National Office based in Oranga Tamariki, and through HCN Specialists in each region throughout New Zealand.

What we do

The High and Complex Needs Unit works collaboratively with multiple government and non-government agencies, to create plans that work towards finding positive solutions and supports for children and young people who have high and complex needs.

We coordinate intensive services around these children and their families in a way that brings new hope, stability, new skills and a positive future.

Close collaboration is at the heart of what HCN does. We know that we get better results for children and young people when agencies work closely together to focus on the needs and outcomes of children with high and complex needs.

The High and Complex Needs Specialist

HCN Specialists are located throughout New Zealand and are at the heart of our work.

The central purpose of the role of the HCN Specialist is to lead the collaboration, coordination and facilitation of the Interagency Team (IAT) to improve outcomes for the child.

The HCNS will promote positive, effective and respectful working relationships, taking the differing agency roles and responsibilities into account.

They will work closely with a team of professionals, the children and their families, whānau and caregivers, to collaboratively develop an intensive plan to make sure that services are put in place that will help the child or young person make positive changes in their lives

Plan Development

The HCN Specialist will:

- ✓ Invite child, whānau and key professionals to plan development meetings.
- ✓ Promote a culture of collaboration with a shared analysis of the child's strengths & needs.
- ✓ Explain and lead the process of HCN plan development: goal setting, progress measures, and intervention identification.
- ✓ Seek quotes for interventions if required.
- ✓ Write the draft plan and circulate to the Interagency Team (IAT) for comment.
- ✓ Complete HCN plan and funding request for HCN Unit and Interagency Management Group (IMG) to consider.
- ✓ Provide clarification to IMG members at their meeting.
- ✓ Advise IAT members of the outcome of the IMG & HCN Manager decisions.

Financial Management

The HCN Specialist will:

- ✓ Advise the IAT when the plan budget and/or funding variations are approved.
- ✓ Advise providers of approved HCN funding for their service.
- ✓ Advise providers of the information required when invoicing the HCN Unit.
- ✓ Within 5 working days of receiving the invoice, check details are correct, approve and forward to National Accounts Centre for processing
- ✓ Monitor the approved budget and communicate with relevant providers.

IAT Monthly Meetings

The HCN Specialist will:

- ✓ Collect and keep contact information for IAT membership.
- ✓ Set monthly meeting dates & venues and invite team members, including child & whanau.
- ✓ Facilitate the monthly team meeting to monitor progress and jointly work to resolve any issues with plan implementation (including services not commencing as planned).
- ✓ Record the monthly meeting minutes and circulate these to the IAT prior to the next meeting.
- ✓ Provide updates to the IMG via the HCNS monthly report.
- ✓ Provide IMG feedback and recommendations to the IAT.

Six Monthly Reviews

The HCN Specialist will:

- ✓ Advise the IAT of 6 monthly review meeting date & venue
- ✓ Invite private providers and request progress reports and/or relevant data.
- ✓ Ensure the views of the child are gathered for the review meeting.
- ✓ Facilitate the review process and complete the HCN review template with the team.
- ✓ Complete any funding variation requests
- ✓ Distribute the review document to the IAT, the IMG and the HCN Unit.

THE HCN PROCESS - simplified

