



**Government
of South Australia**

Minister for Human Services

Level 12 South
1 King William Street
Adelaide SA 5000
GPO Box 2832
Adelaide SA 5001
DX 115
Tel 08 8463 6560
Fax 08 8463 4480

Our ref: A19145707

Ms Nat Cook MP
Member for Hurtle Vale
PO Box 158
WOODCROFT SA 5162

Sent by email: tristan.rust@parliament.sa.gov.au

Dear Ms Cook

Freedom of information application

I refer to your application under the *Freedom of Information Act 1991* (the Act), received by the Office of the Minister for Human Services on 27 June 2018 seeking access to:

Copies of any and all documents (including but not limited to physical and electronic material) regarding DHS Signed Briefing by Minister Lensink 18 MHS/0088.

Unfortunately, the Minister's Office was unable to make a determination on your application within the 30 days, therefore it is considered to be a 'deemed refusal' under section 19(2)(b) of the Act. However, our office has continued to process your application outside of this timeframe. Section 19(2)(a) of the Act provides that an agency can release documents outside of the thirty day timeframe, and this is still taken to be a determination under the Act.

Four documents have been located that fall within the scope of your application, and I have determined to release three document in full and one document in part. Section 20(4) of the Act provides that if it is practicable to give access to a copy of a document with exempt matter deleted, and it appears that the applicant would wish to be given such a copy, the agency must give access to a copy of the document to this limited extent.

One document contains mobile phone details of a third party. I consider that the release of this information would be an unreasonable disclosure of information related to the personal affairs of the third parties concerned and I have therefore determined it to be exempt pursuant to clause 6(1) of Schedule 1 of the Act.

Please find enclosed a copy of the documents, and a document schedule containing a brief description of the documents.

If you are dissatisfied with my determination, you can seek an internal review by writing to the Minister for Human Services as the Principal Officer of the agency. Your request should be sent within 30 days of your receipt of this letter.

In accordance with the requirements of Premier and Cabinet Circular PC045, details of your FOI application, and the documents to which you are given access, will be published on the agency's disclosure log. A copy of PC045 can be found at <http://dpc.sa.gov.au/what-we-do/services-for-government/premier-and-cabinet-circulars>.

If you have any questions in relation to this matter, please contact Amanda Hockings, Office Manager, on telephone 8463 3388 or by email at amanda.hockings2@sa.gov.au. If you disagree with publication, you will need to advise the Office Manager within two weeks of the date of this determination.

Yours sincerely



Amanda Hockings
ACCREDITED FOI OFFICER

6 / 8 / 2018

SCHEDULE OF DOCUMENTS – A19145707

Freedom of information application from Nat Cook MP seeking access to *Copies of any and all documents (including but not limited to physical and electronic material) regarding DHS Signed Briefing by Minister Lensink 18MHS/0088*

No	Author	Addressee	Date	Description of document	Determination	Reason
1.	Stacey Caruso, Office of the Hon John Dawkins MLC	MLO – Department of Human Services	3 April 2018	Email – proposed funding for delivery of Funeral Services	Released in full	
2.	Taylor & Forgie – Funeral Directors	Hon John Dawkins MLC	28 March 2018	Attachment to email - Letter – proposed funding for delivery of Funeral Services	Released in part	Exempt – clause 6(1) – personal affairs
3.	Department of Human Services	Minister for Human Services	27 April 2018	Briefing – funding for delivery of Funeral Services	Released in full	
4.	Minister for Human Services	Hon John Dawkins MLC	11 May 2018	Response Letter	Released in full	

From: [Baggio, Bianca \(DHS\)](#)
To: [DHS:Minister Lensink Correspondence Unit](#)
Subject: FW: Limited Means Funding
Date: Tuesday, 3 April 2018 4:16:35 PM
Attachments: [image001.jpg](#)
[image002.jpg](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[Limited Means Funding.pdf](#)
[image008.png](#)

For indexing please

Bianca Baggio
Ministerial Liaison Officer, Human Services
Minister for Human Services
Department of Human Services
Tel: 08 820 **41937**
Email: bianca.baggio@sa.gov.au

cid:image003.png@01D3C28B.7E417CA0



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From: Caruso, Stacey [<mailto:Stacey.Caruso@parliament.sa.gov.au>]
Sent: Tuesday, 3 April 2018 2:21 PM
To: Baggio, Bianca (DHS) <Bianca.Baggio@sa.gov.au>
Subject: FW: Limited Means Funding

Dear Bianca

Mr Dawkins has received the attached letter from Mr Mark Forgie from Taylor & Forgie Funeral Directors in Gawler, regarding a proposal for funding and delivery of Funeral Services.

Mr Forgie has requested for the proposal to be forwarded to the Minister's office.

Kind regards

Stacey

Stacey Caruso
Assistant

OFFICE OF THE HON. JOHN DAWKINS, M.L.C.



LIBERAL MEMBER OF THE LEGISLATIVE COUNCIL

P: (08) 8237 9118 | **F:** (08) 8212 7075

E: stacey.caruso@parliament.sa.gov.au

A: Parliament House, North Terrace ADELAIDE S.A. 5000

cid:image001.jpg@01D17E92.6DCB4CA0



From: info@taylorandforgie.com.au [mailto:info@taylorandforgie.com.au]

Sent: Wednesday, 28 March 2018 1:53 PM

To: Young, Jaimee <Jaimee.Young@parliament.sa.gov.au>

Subject: Limited Means Funding

Jaimee

As per our discussions, please find attached correspondence regarding funding and delivery of Funeral Services for persons of limited means.

Kind Regards,

Mark Forgie
TAYLOR & FORGIE PTY. LTD.
Funeral Directors

15 Cowan Street Gawler
98 Adelaide Road Gawler South
S.A. 5118

Ph: (08) 8522 1734 (All Hours)
Fax: (08) 8523 0415
Email: info@taylorandforgie.com.au
Website: www.taylorandforgie.com.au

The information in this e-mail may be confidential and/or legally privileged. If you are not the intended recipient, access to it is unauthorised and any disclosure, copying, distribution or action taken or omitted to be taken in reliance on it is prohibited and may be unlawful.



Cowan Street Chapel
15 Cowan Street,
Gawler

Mark & Forgie

PTY. LTD.

FUNERAL DIRECTORS

Office: 15 Cowan Street, Gawler, SA - Tel: (08) 8522 1734

FULLY SOUTH AUSTRALIAN FAMILY OWNED AND OPERATED SINCE 1855



Adelaide Road Chapel
98 Adelaide Road,
Gawler South

28 March 2018

Hon. John Dawkins MLC
Parliament House
Cnr King William Rd & North Tce
ADELAIDE SA 5000

jaimee.young@parliament.sa.gov.au

Dear John

Attached is the proposal for the funding and delivery of Funeral Services for persons of limited means.

We have been here before and I have found the Funeral Department in the Families & Communities area very protected of their empire. They have made spurious claims previously of:

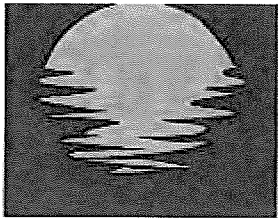
"will cost more"

"accounting will be very difficult"

In truth, it's a bit of an enigma cloaked in a mystery. To overcome this false negativity to potentially misrepresent the situation to the Minister, we need to meet before alerting the department to this idea. I will be back in Adelaide after 3 May 2018.

Best Wishes

Mark Forgie



Australian FUNERAL DIRECTORS ASSOCIATION

ABN 33 007 331 580

*"Promoting
professional
funeral
standards"*

LIMITED MEANS FUNERAL VOUCHER SCHEME

Benefits to Department of Families and Communities

- Costs for Funerals set by Department.
- No expensive tendering program.
- Simple monitoring of participating Funeral Directors.
- Costs totally dependent on number of families authorised for benefit by department.
- More Funeral Directors will give better service to the Department.
- More than 30 offices in metropolitan area (all staffed) and every country Funeral Director available to serve clients.

Benefits to Clients Seeking Help

- Wide choice of local Funeral Directors.
- Feel part of society.
- Often changed circumstances force change of preferred funeral supplier.
- Simply chose from list of Funeral Directors on voucher.
- Wide choice will lead to better service.

Benefits to Minister and Government

- Seen as caring and helpful with new system.
- Positive publicity potential.

Benefits to Funeral Directors

- Able to serve all traditional customers, without need for them to travel to unfamiliar areas.

As you can see, this idea is beneficial to all concerned, making a difficult time easier for distressed families.

Yours sincerely

Mark Forgie
AFDA (SA/NT Division)

Australian Funeral
Directors Association
SA NT Division
PO Box 711
Gawler SA 5118

Phone: (08) 8522 1734
Fax: (08) 8523 0415
Mob: [REDACTED]

Email: gforgie@hotmail.com

www.afda.org.au



TO MINISTER FOR HUMAN SERVICES

RE: LETTER FROM MR MARK FORGIE, TAYLOR AND FORGIE PTY LTD,
REGARDING PROPOSAL FOR FUNERAL SERVICES FOR PERSONS OF
'LIMITED MEANS'

Decision/action required by:...../...../.....

Reason:.....

Recommendation	Response
That you approve the draft response to Hon John Dawkins MLC, regarding correspondence from Mr Mark Forgie, Taylor and Forgie Pty Ltd Funeral Directors, about his proposal for delivery of funeral services for 'persons of limited means'.	Approved / Not Approved / Noted

Comments:

.....

Hon Michelle Lensink MLC

15/1/2018

KEY POINTS

- Mr Mark Forgie, Funeral Director, Taylor and Forgie Pty Ltd, has written to the Hon John Dawkins MLC with a proposal for the funding and delivery of funeral services for people with 'limited means'. Mr Forgie has requested that his proposal be forwarded to you.

DISCUSSION

- Funeral AssistanceSA (FASA) provides a modest but dignified funeral, and other related expenses, to eligible South Australians. Additionally, FASA is responsible for the administration of estates for unclaimed deceased persons with no identifiable next of kin, where the estate is less than \$3,000, under delegated authority from the Public Trustee.

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- The current service provider for FASA, Fulham Funerals, was originally contracted following a tender process in March 2011. Taylor and Forgie Pty Ltd were involved as subcontractors in a competing tender application by Distinctive Funerals (as part of an Australian Funeral Directors Association (AFDA) members' consortium) which was unsuccessful.
- The contract was again released for open tender in 2015. Following the procurement process, the contract was again awarded to Fulham Funerals. The AFDA members' consortium did not submit a bid in 2015.
- Mr Forgie has proposed a voucher system which would allow approved clients to choose their own funeral director and submit a voucher for the payment of the funeral.
- While the concept of a voucher system does have some merit, particularly in its simplicity and apparent offering of choice to an applicant, it is not appropriate or practical for all circumstances that are covered by FASA. For example:
 - A voucher system would not address the needs of deceased persons who are unclaimed. With no advocate to present a voucher to the funeral director of choice, FASA would still require a contracted funeral director to provide these funerals.
 - A voucher system would make it difficult to facilitate Aboriginal funerals where the deceased is repatriated to their Homelands, as these funerals are considerably more expensive and their arrangements are both complex and culturally sensitive.
 - The State Government would need to set a price for a funeral to set the value of a voucher, which would then need to be accepted by all funeral directors across South Australia.
 - If FASA provides a voucher for an applicant to present to any Funeral Director in South Australia, the Department distances itself from the standard of service expected for our vulnerable clients, and has little (if any) established relationship with the Funeral Director. This means that it will be difficult for the Department to manage or intervene if a problem arises between the client and the Funeral Director.
 - Alternatively, the Department could instead tender for a panel of Funeral Directors across South Australia who would accept the vouchers, but this would require multiple service agreements to guarantee the standard of service. Managing a voucher system and a panel of multiple funeral directors would considerably increase the administrative burden and resource requirements for FASA.
- Mr Forgie has contacted the State Government on numerous occasions since 2011 to discuss his proposal. He met with former Minister for Families and Communities, Hon Jennifer Rankine MP, in February 2011, with former Minister for Communities and Social Inclusion, Hon Ian Hunter MLC, in September 2012, and with former Minister for Communities and Social Inclusion, Hon Zoe Bettison MP, in October 2014.
- Mr Forgie has indicated previously that he believes FASA has been intentionally structured to preclude smaller funeral directors from the program, despite being assured that is not the case. The Distinctive Funerals (AFDA members) bid in 2011 was the runner-up behind Fulham Funerals (out of four bids received), and lost out primarily because they were unable to provide funeral services in Coober Pedy, Ceduna, and the APY Lands. Consortiums were expected, and indeed encouraged by the Department, in the tender process to ensure FASA could be accessed by eligible people across the whole of South Australia.

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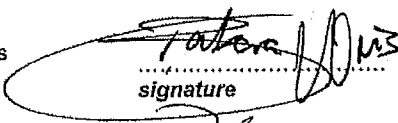
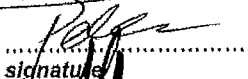
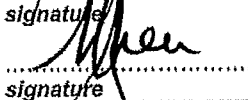
- Extensive consultation across the industry body took place prior to the 2015 tender process, during which time Mr Forgie indicated that the AFDA members would not be participating.
- All processes surrounding the FASA tender were carried out under strict government procurement and probity policies, ensuring transparency, fairness, and equal opportunity for all tenderers. A Probity Advisor was appointed to oversee and independently review the process.
- FASA also provides an 'after the event' grant of \$625 for eligible applicants who have already contracted a funeral director, and who have a debt remaining with the funeral director. The grant is paid to the funeral director.
- The Director of Concessions and Support Services has recently written to funeral directors across South Australia to promote FASA and encourage them to refer clients who do not have enough means to pay for a funeral to FASA, to avoid people unnecessarily falling into debt.
- A draft response to Hon John Dawkins MLC is attached.

BUDGET

Are there financial implications No

MEDIA/SENSITIVE:

No

Division	Corporate Services		
Director Concessions and Support Services	Barbara Wels	 signature	26/4/18
Executive Director	Peter Bull	 signature	26/4/18
Chief Executive	Tony Harrison	 signature	27/4/18 date

ATTACHMENTS

1. Draft response to Hon John Dawkins MLC, regarding correspondence from Mr Mark Forgie, Funeral Director, Taylor and Forgie Pty Ltd.

Contact Officer: Isabel Fforde, Manager Policy 822 66901 / isabel.fforde@sa.gov.au

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Minister for Human Services

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18MHS/0088

COPY

Hon John Dawkins MLC
Parliament House
North Terrace
ADELAIDE SA 5000

Dear Mr Dawkins

Thank you for forwarding correspondence from Mr Mark Forgie from Taylor and Forgie Funeral Directors, including his proposal for the funding and delivery of Funeral Services for 'persons of limited means'.

The Department of Human Services administers Funeral AssistanceSA (FASA), which provides a modest but dignified funeral to eligible South Australians. FASA is also responsible for the administration of estates for unclaimed deceased persons with no identifiable next of kin, where the estate is less than \$3,000. The State Government has a contracted service provider which coordinates this service across South Australia.

Mr Forgie has contacted the Department on a number of occasions in the past to propose a 'voucher system' for the administration of FASA. While the concept of a voucher system does have some merit, particularly in its simplicity and apparent offering of choice to an applicant, it is not appropriate or practical for all circumstances that are covered by FASA. For example:

- A voucher system would not address the needs of deceased persons who are unclaimed. With no advocate to present a voucher to the funeral director of choice, FASA would still require a contracted funeral director to provide these funerals.
- A voucher system would make it difficult to facilitate Aboriginal funerals where the deceased is repatriated to their Homelands, as these funerals are considerably more expensive and their arrangements are both complex and culturally sensitive.
- The State Government would need to set a price for a funeral, to set the value of a voucher, which would then need to be accepted by all funeral directors across South Australia.



- If FASA provides a voucher for an applicant to present to any Funeral Director in South Australia, the Department distances itself from the standard of service expected for our vulnerable clients, and has little (if any) established relationship with the Funeral Director. This means that it will be difficult for the Department to manage or intervene if a problem arises between the client and the Funeral Director.

I suggest that you encourage Mr Forgie to consider submitting his proposal as a bid when the FASA service provider contract next becomes available for tender. You may wish to direct him to the State Government Contracts and Tenders website for more information: www.tenders.sa.gov.au/

Yours sincerely



Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

11/5/2018