



Our ref: DHS/19/01041
Your ref: 7229372

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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

I refer to your application under the *Freedom of Information Act 1991* (the Act), received by the Department of Human Services (DHS) on 15 January 2019, seeking access to:

Copies of any and all documents (including but not limited to physical and electronic material) regarding DHS or Ministerial Paper 18MHS/0294.

Unfortunately, DHS 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, DHS 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.

Two documents were located that fit within the scope of your request and I have determined that one document is to be released in full and one document is to be released in part.

Under clause 4(1)(a) of Schedule 1 of the FOI Act, a document is exempt if its disclosure could reasonably be expected to endanger the life or physical safety of any person. Document 2 contains the details of providers of domestic violence crisis accommodation, information which, if released, could reasonably be expected to compromise the physical safety of people using this service. I have therefore determined this information exempt pursuant to clause 4(1)(a) and this document is being released to you in part.

Please find enclosed a copy of the documents released, and a document schedule containing a brief description of each document and determination in summary form.

If you are dissatisfied with my determination, you can seek an internal review by writing to the Chief Executive, DHS, 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, may/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 Fiona Braendler, Senior FOI Officer, on telephone 8413 9094 or by email at DHSFreedomofInformation@sa.gov.au. If you disagree with publication, you will need to advise the Senior FOI Officer within two weeks of the date of this determination.

Yours sincerely



Matthew Schutz
ACCREDITED FOI OFFICER

26 / 03 2019

SCHEDULE OF DOCUMENTS – DHS/19/01041

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 or Ministerial Paper 18MHS/0294.

No	Author	Date	Description of document	Determination	Reason
1.	Anna Van Den Berg, Office for Women	06/07/2018	Briefing – 18MHS/0294 – Site Visit to St Vincent De Paul Society Emergency Accommodation Service 'Vinnie's Women's Crisis Centre'	Released in full	No exempt material
2.	Anna Van Den Berg, Office for Women	10/08/2018	Attachment 1 to Document 1 – Briefing - St Vincent De Paul Facilities and Funding	Released in part	Exempt clause 4(1)(a) – public safety

18MHS/0294



Government of South Australia

Department of Human Services


TO MINISTER FOR HUMAN SERVICES

RE: SITE VISIT TO ST VINCENT DE PAUL SOCIETY EMERGENCY ACCOMMODATION SERVICE 'VINNIE'S WOMEN'S CRISIS CENTRE'

Decision/action required by: 9/7/2018

Reason: To ensure Minister is briefed prior to site visit on 12 July 2018

Recommendation	Response
1. Note the background information and services provided by the 'Vinnie's Women's Crisis Centre' for your visit on 12 July 2018.	Approved / Not Approved / <u>Noted</u>

<p>Comments:</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p style="text-align: center;">  ----- Hon Michelle Lensink MLC 6/7 / 2018 </p>
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KEY POINTS

- You are visiting the 'Vinnie's Women's Crisis Centre', emergency accommodation service run by the St Vincent De Paul Society, on 12 July 2018.
- Located in Clearview, the Centre provides short-term emergency accommodation for women, their children and pets. The Centre accepts referrals through existing Government and crisis agencies including the Domestic Violence Crisis Line and South Australia Police.
- Please refer 18TDHS/446 for previous briefing on the service and funding model.

DISCUSSION

Each year the Vinnie's Men's Crisis Centre and housing association provides thousands of South Australians with emergency and longer-term accommodation. Vinnie's Women's Crisis Centre opened in September 2017 and was established by the Society as part of its commitment to end violence against women. St Vincent de Paul society SA is a White Ribbon accredited workplace.

The Vinnie's Women's Crisis Centre is a 20 room facility staffed 24 hours a day, every day of the year. The Centre provides all meals and rooms are serviced. The Centre also includes kitchen, laundry and computer facilities for guests' use as well as a children's playroom and crèche. Women are also supported to bring their pets to the Centre.

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The combined accommodation/service model enables trained St Vincent De Paul staff to provide crisis support as well as assistance with transport, child minding and other practical services when possible, together with in-house access to St Vincent de Paul Society services, including clothing and other assistance.

The Centre is under the direction of the Chief Executive Officer of the St Vincent de Paul Society SA and is overseen by a management committee.

The Centre does not receive ongoing funding from the South Australian Government. However, they have a fee for service agreement with the SA Housing Authority and receive fortnightly payments when clients are placed there through the Emergency Accommodation Program. (Please refer 18TDHS/446).

One of the Government's election commitments is to provide \$4 million for the purchase and refurbishment of three sites – one 20-room facility in southern Adelaide and two 10-room facilities in regional South Australia, with the exact locations and service model to be determined in consultation with the sector through an expression of interest process. Increasing the number of crisis sites is of particular relevance to the Centre and may be raised on your visit.

As you are aware consultations are occurring on all the domestic violence election commitments through a Domestic Violence (DV) Roundtable process. Mr David Wark CEO of St Vinnies attended the metropolitan roundtable and advocated for St Vinnies to be involved in providing the crisis facilities. The recent Riverland DV Roundtable highlighted the need for flexibility in how this election commitment would be implemented in regional locations.

The Office for Women is working with the South Australian Housing Authority on a consultation process using the Roundtable model involving stakeholders in order to enable more in depth feedback about this election commitment and the need to redesign the front end of the emergency accommodation system to ensure women and their children are supported where possible to remain in their homes.

BUDGET

Are there financial implications No

Is there a budget impact No

Is there an FTE impact No

MEDIA/SENSITIVE: No

Office for Women			
Director	Fiona Mort <i>signature</i> <i>date</i>
Chief Executive	Tony Harrison <i>signature</i>	5.7.18 <i>date</i>

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ATTACHMENTS

1. Copy of 18TDHS/446 – St Vincent de Paul facility and its funding arrangements

Contact Officer:	Anna van den Berg, Manager, Homelessness Contract Management 7424 7360/ anna.vandenberg@sa.gov.au
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18TDHS/446




Government of South Australia
 Department of Human Services

TO MINISTER FOR HUMAN SERVICES

RE: ST VINCENT DE PAUL FACILITIES AND FUNDING

Decision/action required by: N/A
Reason: N/A

Recommendation	Response
1. That you note the content of this briefing in relation to St Vincent de Paul facilities and funding.	Approved / Not Approved / <u>Noted</u>

Comments:	
.....	 ----- Hon Michelle Lensink MLC 10 / 8 / 2018

KEY POINTS

- The St Vincent de Paul Society of South Australia operates two crisis facilities in the Metropolitan area.
- The St Vincent de Paul Men's Crisis Accommodation Service, which is currently funded through the National Affordable Housing Agreement (NAHA) and the National Partnership Agreement on Homelessness (NPAH).
- The Vinnies Women's Crisis Centre, which is on the Housing SA Emergency Accommodation Preferred Provider Panel.

DISCUSSION

The St Vincent de Paul Men's Crisis Accommodation Service

The St Vincent de Paul Men's Crisis Accommodation Service provides crisis accommodation in a purpose built facility in the inner city for adult males who are homeless. The service provides in-centre support and links to case management for up to 47 people at any one time. This facility is operational 24 hours, 7 days per week.

St Vincent De Paul owns the property, and support for clients in the facility is funded through homelessness funding, which consists of NAHA and NPAH funding. Funding under their current agreement expires on 30 June 2018.

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The St Vincent de Paul Men's Crisis Accommodation Service works closely with other inner city services including the Eastern Adelaide Generic Homelessness Service and the Eastern Adelaide Youth Homelessness Service.

In 2016/2017, the service supported 532 clients and as at 31 March 2018, the service supported 463 clients.

Occupancy rates for the St Vincent de Paul Men's Crisis Accommodation Service have remained consistent since the beginning of 2015-16, with an average occupancy rate of 94% over the past two and a half years.

The St Vincent de Paul Men's Crisis Accommodation Service is funded \$961,600 for 2017/2018.

The Vinnies Women's Crisis Centre

The Vinnies Women's Crisis Centre is a preferred provider for the Housing SA Emergency Accommodation Assistance (EAA) in the **Clause 4(1)** area.

On 1 July 2017, Housing SA implemented an Emergency Accommodation Provider Panel, which was established through a competitive tender process. The Vinnies Women's Crisis Centre was selected as a preferred supplier through this process.

One of the aims of the panel was to provide Housing SA with a fixed cost per night to avoid charges fluctuating across the year with no control over pricing. The Vinnies Women's Crisis Centre has a fee for service contract outlining fixed pricing per night for the provision of emergency accommodation. Payment is made by invoice for number of accommodation nights provided, and is paid from the South Australian Housing Trust Emergency Accommodation Assistance budget.

The Vinnies Women's Crisis Centre provides an emergency, crisis accommodation service to of women and their children experiencing a crisis. The facility consists of 21 family rooms, which can accommodate 1 adult and up to 3 children. The facility also provides a pet boarding service to women accommodated at the facility. Access to safe accommodation for pets is often a barrier to accommodate women in emergency accommodation.

Vinnies Women's Crisis Centre charge \$180 per night per adult and \$15 for each child. Vinnies provides clients with an option of three meals per day. It should be noted that this is not part of the contracted nightly rate and is not paid by Housing SA. Vinnies has the option to charge meal expenses back to the client or to carry the overhead costs. Pet boarding incurs an additional charge passed on to Housing SA.

The CEO of St Vincent de Paul's, Mr Wark invited the Director Property and Contract Management, Housing SA to a meeting in December 2017 to request the approval of an increase to the daily rate. This request was declined as the contract stipulates that the daily rate be maintained for a 12 month period. The rationale for the request from Vinnies was the large number of accompanying children at the service at a fixed price of \$15 per child only. In cases where a women present with more than 3 children, two interconnected rooms are utilised to accommodate these families, however the charge for children remains \$15 per child.

Below is a table of comparable rooms and the rates charged by other emergency accommodation providers on the EAA panel.

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Vinnies charge for 1 adult and 2 children amount to \$210 per night with no differentiation between peak and off-peak periods. Rates of other providers vary between \$130 and \$195 for off-peak periods, \$159, and \$200 per night during peak periods.

Supplier	Adult and 2 Children	
	Off-Peak	Peak
Clause 4(1)	\$140	\$175
	\$175	N/A
	\$150	\$160
	\$180	\$200
	\$120	N/A
	\$160	\$165
	\$139	\$159
	\$195	N/A
	\$175	N/A
	\$190	\$200
	\$160	\$170
	\$190	\$200
	\$130	N/A
	\$160	N/A

During the period 1 July 2017 – 31 March 2018 the Vinnies Women's Crisis Centre has received \$211,640 as a preferred provider for the Housing SA EAA. Based on information from the Housing SA mainframe system. This was the fourth highest expense across all panel providers with the highest amount for a single provider being \$640,030.

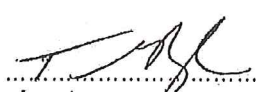

The current Emergency Accommodation Provider Panel contracts were initially for a 12-month period with the option for a 12-month extension. The initial 12-month period concludes 30 June 2018; however, work has already commenced to have the extension option enacted.

Anecdotal evidence shows the Vinnies Women's Crisis Centre has consistently high occupancy rates since it became operational in September 2017.

BUDGET

Are there financial implications No

MEDIA/SENSITIVE: No

Division	Housing SA		
Director	Tim Baker	 signature	25/5/18
Executive Director	Phillip Fagan-Schmidt signature/...../.....
Chief Executive	Tony Harrison	 signature	6/6/18

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