



**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: 20MCOR/010

Your ref: 8034483

Ms Nat Cook
Member for Hurtle Vale
Shop 2, 191 Bains Road
MORPHETT VALE SA 5162

Sent by email: shadowhumanservices@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 15 April 2020 seeking access to:

Any emails, letters or any other type of correspondence to or from the Minister's Chief of Staff regarding Shelter SA, Services to Youth Council (SYC) and the housing Advice, Advocacy and Engagement tender from 1 July 2019 to 15 April 2020.

One document has been identified as falling within the scope of your application and I have determined to release this document in full.

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

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, 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 Amanda Hockings, Office Manager, on telephone 8463 3388 or by email at

amanda.hockings2@sa.gov.au. If you are dissatisfied with the outcome of your FOI application, you have the right to complain to the Ombudsman SA. Please contact the Ombudsman directly on (08) 8226 8699.

Yours sincerely



Amanda Hockings
ACCREDITED FOI OFFICER

15 / 5 / 2020

SCHEDULE OF DOCUMENTS – 20MCCOR/010

Freedom of information application from the Ms Nat Cook MP seeking access to any emails, letters or any other type of correspondence to or from the Minister's Chief of Staff regarding Shelter SA, Services to Youth Council (SYC) and the Housing Advice, Advocacy and Engagement tender form 1 July 2019 to 15 April 2020.

No	Author	Addressee	Date	Description of document	Determination	Reason
1.	Alice Clark	Chief of Staff – Janette Hancock	9 April 20	Email	Released in Full	

From: [Hancock, Janette \(DHS\)](#)
To: [Hockings, Amanda \(DHS\)](#)
Subject: FW: Meeting with Minister Lensink
Date: Monday, 4 May 2020 9:54:16 AM
Attachments: [Outlook-cid_image0.png](#)
[Outlook-cid_image0.png](#)
[Outlook-cid_image0.png](#)
[Outlook-cid_image0.png](#)
[Outlook-cid_image0.png](#)
[Outlook-cid_image0.png](#)
[Outlook-LinkedIn.png](#)
[Outlook-cid_image0.png](#)
[Outlook-cid_image0.png](#)
[Outlook-cid_image0.png](#)

From: Alice Clark | Shelter SA <Alice.Clark@sheltersa.asn.au>
Sent: Thursday, 9 April 2020 11:45 AM
To: Hancock, Janette (DHS) <Janette.Hancock@sa.gov.au>
Subject: Re: Meeting with Minister Lensink

Hello Janette, thank you for your reply. Of course I understand the Minister can't discuss the tender content, but the issues for us are more about the tender process.

Essentially, unless we partner with another organisation we have very little chance of success, as up to 80% of the new service is not what Shelter SA has any experience in. It is very difficult to discuss partnerships at this time - everyone I have spoken with, has not even looked at the tender, much less considered a partnership, due to the pandemic.

As such a small organisation we are also at a disadvantage in competitive tender processes as large agencies can subsume so many of the costs and show better value for money.

We are still quite shocked that there was no discussion or notice that this radical change to our funding would occur prior to an email to the whole sector, especially since we so recently had new KPIs accepted during the performance appraisal we completed.

If it was the intention that Shelter SA would simply adapt to a new way of delivering services, it is my view that the KPIs would have been set to reflect that by government, rather than a tender process that seems to deliberately exclude us as a peak body.

It is disappointing not to have any contact with Michelle to have open discussions, where in the past, this seemed to be quite easy to achieve.

Regards, Alice.

Dr Alice Clark

Executive Director

Shelter SA

The South Australian peak body for housing



0425 060 649

(08) 8223 4077

alice.clark@sheltersa.asn.au

@DrAliceClark on Twitter

PO Box 6207 Halifax Street Adelaide SA 5000

Unit 44/81 Carrington Street Adelaide SA 5000

We acknowledge and respect the Kaurna people as the traditional custodians of the ancestral lands

we live and work on and their deep feelings of attachment and relationship to country.



From: Hancock, Janette (DHS) <Janette.Hancock@sa.gov.au>

Sent: Thursday, 9 April 2020 11:12 AM

To: Alice Clark | Shelter SA <Alice.Clark@sheltersa.asn.au>

Subject: Re: Meeting with Minister Lensink

Hi Alice

It is indeed a busy time.

I hope you can appreciate that discussing tender applications when tenders are open is inappropriate for the Minister.

I understand that SAHA are currently responding to the questions you have raised in regards to the tender and encourage you to continue to liaise with them on this matter.

Kind Regards

Janette

From: Alice Clark | Shelter SA <Alice.Clark@sheltersa.asn.au>

Sent: Monday, 6 April 2020 11:49 AM

To: Hancock, Janette (DHS)

Subject: Meeting with Minister Lensink

Hello Janette, I hope this email finds you well at this worrying time.

As you will know, Shelter SA requested a meeting with Michelle to discuss our contract beyond June 2020, and we were given a time on 16 April.

As that meeting has now been cancelled, can you please let me know when it will be rescheduled?

There are several issues and problems we face with the SAHA tender for the Housing Advice, Advocacy and Engagement service that will make it difficult, if not impossible, for us to apply, much less succeed in the process. Not least of which is the current pandemic.

If you could please let me know I would appreciate it.

Regards, Alice.

Dr Alice Clark
Executive Director

Shelter SA

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