

OFFICIAL



Our ref: DHS/22/05696

Your ref: 15621975

Hon Michelle Lensink MLC
Parliament House
North Terrace
ADELAIDE SA 5000

Office of the Chief Executive

Level 8 North
Riverside Building
North Terrace
Adelaide SA 5000

GPO Box 292
Adelaide SA 5001

DX115

Tel: 08 8413 9050

Fax: 08 8413 9002

ABN 11 525 031 744

Sent by email: michelle.lensink@parliament.sa.gov.au

Dear Ms Lensink

I refer to your application under the *Freedom of Information Act 1991* (the FOI Act), received by the Department of Human Services (DHS) on 30 June 2022, seeking access to:

A copy of any documents including but not limited to emails, WhatsApp messages, SMS text messages (sent and received) in draft or final form regarding any potential or actual newsletter/update email(s) from the Minister to DHS employees between the following dates (inclusive): 15 May 2022 and 15 June 2022.

I apologise that DHS did not make a determination within 30 days as required by the FOI 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 FOI Act.

Thirty-three documents were located that fit within the scope of your request and I have determined as follows:

- fifteen documents are to be released in full
- fifteen documents are to be released in part
- access to one document is refused, and
- two documents are publicly available

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.

Released in full

Documents 2, 4-9, 12, 13, 15, 16, 18, 28, 31 and 32 contain no exempt information.

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Released in part

Documents 1, 3, 10, 11, 14, 17, 19, 22-27, 29, 30 and 33 contain information relating to the personal affairs of third parties. I consider that it would be unreasonable to disclose this information, and determine the information exempt pursuant to clause 6(1) of Schedule 1 of the Act. In accordance with section 20(4) of the Act, I consider that you would wish for access to the rest of the documents after exempt information is removed and am therefore releasing these documents to you in part.

Access refused

Document 10 is a copy of Minister Cook's e-signature, personal information that I consider would be unreasonable to release. I have determined this document to be exempt pursuant to clause 6(1) of Schedule 1 of the Act.

Documents publicly available

Document 20 is a copy of the Marketing Communications Guidelines, authored by the Department of the Premier and Cabinet. A copy of this document can be found at https://www.dpc.sa.gov.au/_data/assets/pdf_file/0009/294804/Marketing-Communications-Guidelines.pdf

Document 21 is a copy of the Code of Ethics for the South Australian Public Sector, authored by the Office of the Commissioner for Public Sector Employment. A copy of this document can be found at https://www.publicsector.sa.gov.au/hr-and-policy/code-of-ethics/files/OCPSE_CodeofEthics_V6_29062022.pdf

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 <https://www.dpc.sa.gov.au/resources-and-publications/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



Jessica Winch
ACCREDITED FREEDOM OF INFORMATION OFFICER

1 / 9 / 2022

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SCHEDULE OF DOCUMENTS – DHS/22/05696

Freedom of information application from the Hon. Michelle Lensink MLC seeking access to:

A copy of any documents including but not limited to emails, WhatsApp messages, SMS text messages (sent and received) in draft or final form regarding any potential or actual newsletter/update email(s) from the Minister to DHS employees between the following dates (inclusive): 15 May 2022 and 15 June 2022.

| No | Author | Date | Description of document | Determination | Exemption clause |
|-----|--|-----------|---|------------------|--------------------------------|
| 1. | Shelaye Boothey Director Communications and Engagement, DHS | 1/06/2022 | Email: RE: Minister's newsletter | Released in part | Clause 6(1) – personal affairs |
| 2. | Alex Overlay Relief Officer Electorate Office – Nat Cook MP | 2/06/2022 | Text message to Shelaye Boothey, Director, Communications and Engagement, DHS | Released in full | |
| 3. | Zora Doukas Acting Office Manager Office of the Minister for Human Services | 2/06/2022 | Email - FW: Minister's newsletter + Electronic signature | Released in part | Clause 6(1) – personal affairs |
| 4. | | | Minister for Human Services Newsletter – Issue 1 – Final document Attachment 1 to Document 3 | Released in full | |
| 5. | | | Photo 1 Attachment 2 to Document 3 | Released in full | |
| 6. | | | Photo 2 Attachment 3 to Document 3 | Released in full | |
| 7. | | | Photo 3 Attachment 4 to Document 3 | Released in full | |
| 8. | | | Photo 4 Attachment 5 to Document 3 | Released in full | |
| 9. | | | Photo 5 Attachment 6 to Document 3 | Released in full | |
| 10. | | | E-signature – Min Cook Attachment 7 to Document 3 | Refused in full | Clause 6(1) – personal affairs |
| 11. | Alex Overlay | 2/06/2022 | Email - Re: Minister newsletter - 2 June 2022 | Released in part | Clause 6(1) – personal affairs |

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SCHEDULE OF DOCUMENTS – DHS/22/05696

| No | Author | Date | Description of document | Determination | Exemption clause |
|-----|---|-----------|---|-----------------------|--------------------------------|
| 12. | DHS News | 3/06/2022 | Email - Minister Update - 3 June 2022 | Released in full | |
| 13. | Melinda Clarke Senior Manager Communications and Engagement South Australian Housing Authority (SAHA) | 3/06/2022 | Email - RE: Official Photo Selection | Released in full | |
| 14. | Shelays Boothey | 3/06/2022 | Email – Re: Official Photo Selection | Released in part | Clause 6(1) – personal affairs |
| 15. | Michael Hicks Chief of Staff Office of the Minister for Human Services | 3/06/2022 | Email - Dept Min Newsletter | Released in full | |
| 16. | | | Minister for Human Services Newsletter – Issue 1 – Final Dept Attachment to Document 15 | Released in full | |
| 17. | Lois Boswell Chief Executive Department of Human Services (DHS) | 3/06/2022 | Email - Re: Minister's newsletter - for all staff asap For attachments from email at 2:14pm, please refer to Documents 3 - 8 | Released in part | Clause 6(1) – personal affairs |
| 18. | Shelays Boothey | 3/06/2022 | Email - error in sending message - Minister Update - 3 June 2022 - action taken | Released in full | |
| 19. | Jess Winch Manager Office of the Chief Executive, DHS | 3/06/2022 | Email - RE: Minister update - 3 June 2022 | Released in part | Clause 6(1) – personal affairs |
| 20. | Department of the Premier and Cabinet | | Marketing Communications Guidelines Attachment 1 to Document 19 | Publicly available | |
| 21. | Office of the Commissioner for Public Sector Employment | | Code of Ethics for the South Australian Public Sector Attachment 2 to Document 19 | Publicly available | |
| 22. | Shelays Boothey | 3/06/2022 | Email - Minister Update - 3 June 2022 - updated message to go to staff asap - draft | Released in part | Clause 6(1) – personal affairs |

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| No | Author | Date | Description of document | Determination | Exemption clause |
|-----|---|------------|---|------------------|--------------------------------|
| 23. | Shelaye Boothey | 3/06/2022 | Email - FW: Minister Update - 3 June 2022 - updated message to go to staff asap - urgent resend of updated message | Released in part | Clause 6(1) – personal affairs |
| 24. | Shelaye Boothey | 3/06/2022 | Email - FW: Minister Update - 3 June 2022 - updated message to go to staff asap - urgent resend of updated message - use this one | Released in part | Clause 6(1) – personal affairs |
| 25. | Shelaye Boothey | 3/06/2022 | Email - FW: Minister Update - 3 June 2022 - updated message to go to staff asap - urgent resend of updated message - use this one | Released in part | Clause 6(1) – personal affairs |
| 26. | Michael Hicks | 3/06/2022 | Email - Fwd: Minister Update - 3 June 2022 - updated message to go to staff asap - urgent resend of updated message - u | Released in part | Clause 6(1) – personal affairs |
| 27. | Shelaye Boothey | 3/06/2022 | Email - Fwd: Minister Update - 3 June 2022 - updated message to go to staff asap - urgent resend of updated message - u | Released in part | Clause 6(1) – personal affairs |
| 28. | DHS News | 3/06/2022 | Email - REVISED: Minister Update - 3 June 2022 | Released in full | |
| 29. | Laura Hofman Public Affairs Manager Communications and Engagement, DHS | 14/06/2022 | Email - Re: Found it For attachments to email from 2:34pm, please refer to Documents 11 and 25 | Released in part | Clause 6(1) – personal affairs |
| 30. | Laura Hofman | 14/06/2022 | Email - Fw: Min's Q&A for newsletter tomorrow | Released in part | Clause 6(1) – personal affairs |
| 31. | | | Staff Zoom Questions Attachment 1 to Document 30 | Released in full | |
| 32. | Anna Bartsch Senior Adviser Office of the Minister for Human Services | 14/06/2022 | Text message to Laura Hofman | Released in full | |
| 33. | Laura Hofman | 15/06/2022 | Email - Request to hold Fwd: Min's Q&A for newsletter tomorrow | Released in part | Clause 6(1) – personal affairs |

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Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS)
Sent: Wednesday, 1 June 2022 3:10 PM
To: Bartsch, Anna (DHS); Allison, Lisa (Housing); Hurtle Vale EO
Cc: Alex Overley
Subject: RE: Minister's newsletter

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Hi

Alex – pls give me a call – we can help formatting and sending to all staff. I can then share with SAHA for them to send out to their staff.

Ngaityalya,
(Kurna, *thank you*)



Shelaye Boothey
Director, Communications and Engagement
Department of Human Services | Government of South Australia
M: **Cl 6(1)** | E: shelaye.boothey@sa.gov.au
Level 8 Riverside Centre, North Terrace
Adelaide, SA 5000 (*Tarndanya*)
GPO Box 292, Adelaide SA 5001



I acknowledge Traditional Owners of Country throughout Australia and recognise the continuing connection to lands, waters and communities.

Supporting Reconciliation



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From: Bartsch, Anna (DHS) <Anna.Bartsch@sa.gov.au>
Sent: Wednesday, 1 June 2022 3:04 PM
To: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>; Allison, Lisa (Housing) <Lisa.Allison@sa.gov.au>; Hurtle Vale EO <HurtleVale@parliament.sa.gov.au>
Cc: Alex Overley **Cl 6(1)**
Subject: Minister's newsletter

OFFICIAL

Hi all

('All' being DHS comms, SAHA comms and EO!)

So, we have a newsletter to go out from the Min but it's not formatted as I'm not sure whether you all use MailChimp or whatever.

Can you please liaise with Alex, CCed in, our almost-comms-person, to arrange formatting and distribution?

Thanks!

Anna Bartsch
Senior Adviser
Office of Hon Nat Cook MP
Minister for Human Services

T: 8463 6532 M: [REDACTED] | E: anna.bartsch@sa.gov.au

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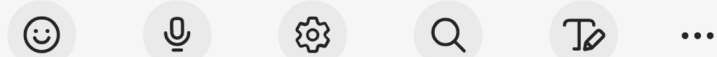
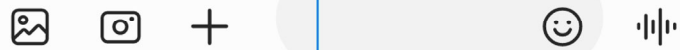


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Thursday, 2 June

Have sent email to you
to approve or revise

3:15 pm



Braendler, Fiona (DHS)

From: Doukas, Zora (DHS)
Sent: Thursday, 2 June 2022 1:08 PM
To: Boothey, Shelaye (DHS)
Subject: FW: Minister's newsletter + Electronic Signature
Attachments: Minister for Human Services Newsletter - Issue 1 - Final.docx; JK1_9337.jpg; 278882376_456232982978054_8008018517233792677_n.jpg; JK1_9323.jpg; 277565673_439827941285225_2783786892323873807_n.jpg; 281829969_472025028065516_5342197020995198493_n.jpg; E-Sig Min Cook.jpg

OFFICIAL: Sensitive

Good Afternoon Shelaye

I understand that Alex has forwarded you the attached newsletter and photos. The Minister has approved the use of her signature to be used for the purpose of this newsletter only. A copy of her signature is attached.

Once completed, can you please confirm that the Minister's signature has been deleted from all systems.

Thanks so much.

Kind regards

Zora Doukas
A/Office Manager
Office of Hon Nat Cook MP
Minister for Human Services
 T: 8303 2101 M: [REDACTED] | E: zora.doukas2@sa.gov.au

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From: Alex Overley [REDACTED]
Sent: Thursday, 2 June 2022 12:49 PM
To: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Cc: Doukas, Zora (DHS) <zora.doukas2@sa.gov.au>
Subject: Re: Minister's newsletter

Shelaye - Newsletter copy and photos attached (sorry for the filenames of the photos!).

As per our second phone conversation - and thank you for taking my call mid-meeting! - if the sections could be abridged and 'Read More' links included for each section that will take the reader to a full version of the section, that would be so much appreciated. I'm grateful for your team's work in formatting and distributing this. I'm doubly grateful that you're willing to liaise with SAHA to get it to them for distribution.

Zora, our office manager (Cced) will send you the Minister's signature block.

Kind regards and speak soon
Alex

On Thu, Jun 2, 2022 at 11:48 AM Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au> wrote:

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Hey Alex

Great to chat this morning! Nice to (over) share with you.

Pls send though the newsletter and pics and we will get to formatting it for DHS and SAHA staff. I assume this will be a regular thing – monthly/quarterly?

Ngaityalya,
(Kurna, *thank you*)



Shelaye Boothey

Director, Communications and Engagement
Department of Human Services | Government of South Australia
M: [REDACTED] | E: shelaye.boothey@sa.gov.au
Level 8 Riverside Centre, North Terrace

Adelaide, SA 5000 (*Tarndanya*)
GPO Box 292, Adelaide SA 5001



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From: Bartsch, Anna (DHS) <Anna.Bartsch@sa.gov.au>
Sent: Wednesday, 1 June 2022 3:04 PM
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Cc: Alex Overley <CI 6(1)>
Subject: Minister's newsletter

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Thanks!

Anna Bartsch

Senior Adviser

Office of Hon Nat Cook MP

Minister for Human Services

T: 8463 6532 M: <CI 6(1)> | E: anna.bartsch@sa.gov.au

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Sector News from the Minister

Issue #1

I'm delighted to share with you my first newsletter as the Minister for Human Services.

First, I want to convey my enormous pride and gratitude for the opportunity to serve the South Australian community in this role. From the bottom of my heart, I thank everyone who has supported and believed in me, everyone who has assisted me, everyone who voted for me, and everyone across the state who agreed that a change of government was needed for our community.

The landslide of support that carried the Malinauskas Labor team to a thumping victory on 19 March sent a clear message: South Australians are ready for a government that cares.

Just weeks later, our nation had the opportunity to send the same message. The resounding defeat of the Morrison Liberal Government demonstrates that Australians are still a compassionate and caring people who believe that no one should be left behind.

And so the work begins. I am thrilled that Labor's strong mandate in South Australia will enable the Malinauskas Labor Government to achieve so many great things for our community – and I'm over the moon that we will have the chance to work alongside the Albanese Labor Government to achieve genuine reforms across the Human Services portfolio where many responsibilities are shared. And **I am so ready to make change.**

Every experience that I have had in my life – as a member of an economically disadvantaged community, as a nurse, and as a parent who lost her child to violence – has prepared me to serve our community in this role. I have not walked in everyone's shoes, but I am a person who knows how to listen to others and learn what they have to teach me. I look forward to everything that comes next, and I hope you share my optimism for our future.



Image: Nat standing on the lawn of Government House with the Premier, Deputy Premier and several other newly sworn in Ministers.

Here's a look at some of what I've been doing – and what our Government has been doing – during the whirlwind of the past two months. I can't include everything, or you'd be reading this all day! It's wonderful to be so busy, and I thank everyone who has invited me to join you for events, meetings, discussions and celebrations over the past couple of months.

Funding Boost for Homelessness Services

We promised we'd do it – and we have. On 25 April, we announced \$6 million for Hutt St Centre, Catherine House and Vinnies to help address homelessness in the city and assist South Australians who are doing it tough into secure housing and a better life. The former

Liberal Government slashed funding to these three critical organisations, leaving people unable to access specialist case managers and pushing them to breaking point, with terrible consequences for their health, safety and mental wellbeing.

The specialist staff that these organisations used to employ – some of whom may be able to be engaged again – are literally life savers. The Malinauskas Labor Government is serious about the goal of ending homelessness, and that's only going to happen if we put resources into the organisations that are out on the streets helping people every day.



Image: Nat standing with the Premier, sector employees and others at a media conference.

NOW OPEN: Applications for Newly Established Ministerial Advisory Councils

South Australia will have a new Disability Advisory Council, a new Youth Advisory Council and a new LGBTIQ+ Advisory Council, with all three reporting directly to me as the Minister for Human Services.

The new Ministerial Advisory Councils will play an important role in advising me directly on the issues that matter most to our youth, people with disability and LGBTIQ+ people in South Australia.

I strongly encourage people from a wide range of backgrounds to apply and bring their experience to the table. I'm looking to appoint thought leaders and inspiring advocates who can represent the diverse interests of people across our state.

Closing dates for applications are **12 June** (Youth Advisory Council) and **19 June** (Disability and LGBTIQ+ Advisory Councils).

For more information or to register your interest, click [here](#).

Policy Changes on the Way

The Malinauskas Labor team made a lot of ambitious commitments leading up to the election – and I vow to honour every promise that we made across Human Services, public housing and homelessness. Here is a brief outline of some key commitments:

New Money for Housing

Australia is in the grip of a worsening housing crisis, and it is brutally affecting far too many South Australians. We will invest more than \$180 million of additional funding into the South Australian Housing Trust to build 400 new homes, bring another 350 vacant properties back up to standard so they can be homes to those in need, and conduct a maintenance blitz on 3,000 more homes. This is new money – not money brought forward from future budgets or taken from other programs. This investment will support those who need help most urgently – people at risk of homelessness and people in crisis.

Doubling the Cost of Living Concession for 2022/23

Many South Australians on low and fixed incomes were already struggling before COVID-19, but their hardships have intensified so much through the past two years. No South Australian on a fixed or low income should be forced into poverty due to circumstances such as those we continue to live through. For the 2022/23 financial year, we will double the amount per eligible household of the Cost-of-Living Concession to:

- Homeowner-occupiers: \$434.40

- Homeowner-occupiers who are self-funded retirees with a Commonwealth Seniors Health Card: \$217.20
- Tenants: \$217.20

Those who already receive the Cost of Living Concession don't need to do anything to receive the extra payment. New households who want to apply need to submit an application by 31 December – you can start the process by clicking [here](#).

Reviewing the State's Concession System

Our many concessions have been designed and implemented at different times and for different reasons. The result is a system where support is not always offered to those in greatest need and where the historic reason for a certain concession may have changed. Community organisations like SACOSS have done outstanding work in analysing our concessions system, and I look forward to working with them as we do a stocktake of what concessions we offer, why we offer them and what impact they have.

Expanding the Role of the Community Visitor Scheme

The Community Visitor Scheme was cut by the previous government. The Malinauskas Labor Government has committed \$450,000 per year to keep it going and expand its work. Appropriate oversight can make the difference between life and death for people receiving disability support services. Community visitors look at health outcomes, housing and tenancy rights, transport issues, education and training, and community participation. These are crucial measures in ensuring safety, wellbeing and quality of life for South Australians living with disability. We will also work with the new Albanese Labor Government in Canberra on a range of improvements to disability supports – including Community Visitors.

Pavely App Launched by Department of Human Services

'Pavely' is a uniquely South Australian smartphone app promoting social inclusion. The app helps with planning social activities and was developed by the Department of Human Services in collaboration with the Department for Innovation and Skills, Department of Treasury and Finance and Go2Gov program start-up 'The Moonshine Lab'. Pavely makes it quick and easy for people with accessibility needs – along with their carers and loved ones – to find new places to go and new things to do around our state.

Pavely was created by the community, for the community. The functionality has been

shaped by people living with disability to ensure usability and accessibility. The app provides a directory of venues and facilities across the state, allowing users to search based on accessibility ratings and inclusive features such as the venue's entrance, amenities, parking and options for assistance, vision and sensory needs.

We hope the time saved planning outings will enable greater spontaneity and support people with accessibility needs to explore new experiences. If you'd like to learn more about Pavely, please visit <https://dhs.sa.gov.au/news/media-releases-2022/pavely-paving-the-way>



Image: Pavely app launch attendees standing together for a photo.



Image: Nat speaking with a young person who uses a wheelchair at the Pavely app launch.

IDAHOBIT

On 17 May, we celebrated IDAHOBIT. Homophobia, Biphobia, Interphobia, and Transphobia can happen online or face to face. It affects everyone – by perpetuating harmful beliefs in our culture and creating spaces where LGBTIQ+ people feel unsafe. It also sends a message to all LGBTIQ+ people – especially young people who are early in their journey of self-understanding – that they are unwelcome or do not belong.

Equality is a human right. Building a community and a culture where everyone feels safe and included is crucial. I will bring this belief to all that I do as the Minister for Human Services.



Image: Nat celebrating IDAHOBIT alongside members of the LGBTIQ+ community.

That's all from me for now. Please keep the enquiries, the comments, the questions and the invitations rolling in. I am here to change South Australian lives for the better – and you can help me do that by working with me, raising issues with me, and simply by being on this journey with me. Thank you for reading this newsletter and for your ongoing support of the marginalised South Australians I am charged to serve.

[Sig image]

Hon Nat Cook MP

Minister for Human Services











Braendler, Fiona (DHS)

From: Alex Overley CI 6(1)
Sent: Thursday, 2 June 2022 3:44 PM
To: Boothey, Shelaye (DHS)
Subject: Re: Minister newsletter - 2 June 2022

Awaiting advice. Thank you for your prompt turnaround.
AO

On Thu, 2 Jun 2022, 3:14 pm Boothey, Shelaye (DHS), <Shelaye.Boothey@sa.gov.au> wrote:
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Hi

Are you happy with this?? If so we can send now.



Thursday, 2 June 2022

Message from the
Minister - Nat Cook



Hi everyone,

I'm delighted to share with you my first newsletter as the Minister for Human Services.

First, I want to convey my enormous pride and gratitude for the opportunity to serve the South Australian community in this role. From the bottom of my heart, I thank everyone who has supported and believed in me, everyone who has assisted me, everyone who voted for me, and everyone across the state who agreed that a change of government was needed for our community.

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Ngaityalya (Kurna, thank you)

Hon Nat Cook MP

Minister for Human Services



Riverside Centre, 115 North Tce, Adelaide SA 5000

Braendler, Fiona (DHS)

From: DHS News <DHSNews@dhs.sa.gov.au>
Sent: Friday, 3 June 2022 11:03 AM
To: Boothey, Shelaye (DHS)
Subject: Minister Update - 3 June 2022



news

Friday, 3 June 2022

Message from the
Minister - Nat Cook



Hi everyone,

I'm delighted to share with you my first newsletter as the Minister for Human Services.

First, I want to convey my enormous pride and gratitude for the opportunity to serve the South Australian community in this role. From the bottom of my heart, I thank everyone who has supported and believed in me, everyone who has assisted me, everyone who voted for me, and everyone across the state who agreed that a change of government was needed for our community.

The landslide of support that carried the Malinauskas Labor team to a thumping victory on 19 March sent a clear message: South Australians are ready for a government that cares.

Just weeks later, our nation had the opportunity to send the same message. The resounding defeat of the Morrison Liberal Government demonstrates that Australians are still a compassionate and caring people who believe that no one should be left behind.

And so the work begins. I am thrilled that Labor's strong mandate in South Australia will enable the Malinauskas Labor Government to achieve so many great things for our community – and I'm over the moon that we will have the chance to work alongside the Albanese Labor Government to achieve genuine reforms across the Human Services portfolio where many responsibilities are shared. And **I am so ready to make change.**

Every experience that I have had in my life – as a member of an economically disadvantaged community, as a nurse, and as a parent who lost her child to violence – has prepared me to serve our community in this role. I have not walked in everyone's shoes, but I am a person who knows how to listen to others and learn what they have to teach me. I look forward to everything that comes next, and I hope you share my optimism for our future.



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Here's a look at some of what I've been doing – and what our Government has been doing – during the whirlwind of the past two months. I can't include everything, or you'd be reading this all day! It's wonderful to be so busy, and I thank everyone who has invited me to join you for events, meetings, discussions and celebrations over the past couple of months.

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Ngaityalya (Kurna, thank you)

Hon Nat Cook MP
Minister for Human Services



Riverside Centre, 115 North Tce, Adelaide SA 5000

Braendler, Fiona (DHS)

From: Clarke, Melinda (Housing)
Sent: Friday, 3 June 2022 1:52 PM
To: Boothey, Shelaye (DHS)
Subject: RE: Official Photo Selection

OFFICIAL

Hi Shelaye

Just wanted to let you know that we won't be distributing the newsletter as provided. Happy to provide more info by phone if needed.

Thanks

Melinda.

From: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Sent: Thursday, 2 June 2022 4:50 PM
To: Mammone, Christian (DHS) <Christian.Mammone@sa.gov.au>; Clarke, Melinda (Housing) <Melinda.Clarke2@sa.gov.au>
Subject: Fwd: Official Photo Selection

OFFICIAL

Hi

Minister's office has asked that we use picture #5 in the attached doc for her newsletter.

Christian, can you pls have Connie redo the header.

Is the resolution appropriate??

Cheers Shelaye

Get [Outlook for Android](#)

From: Bartsch, Anna (DHS) <Anna.Bartsch@sa.gov.au>
Sent: Thursday, June 2, 2022 4:45:55 PM
To: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Subject: FW: Official Photo Selection

OFFICIAL

Hi, can you please use the number 5 in here for the Min's newsletter header etc? Will this resolution do...?

From: Cook, Nat <Nat.Cook@parliament.sa.gov.au>
Sent: Thursday, 2 June 2022 4:42 PM

To: Bartsch, Anna (DHS) <Anna.Bartsch@sa.gov.au>

Subject: Fwd: Official Photo Selection

Kind Regards

Nat Cook

**Minister for Human Services
State Member for Hurtle Vale
Adj. Assoc Professor Uni SA**

Shop 2 Woodcroft Town Centre
185-191 Bains Road Morphett Vale SA 5162

PO Box 158, Woodcroft SA 5162

P: [08 8325 0719](tel:0883250719)

E: hurtlevale@parliament.sa.gov.au

From: Clerk's Office <ClerksOffice@parliament.sa.gov.au>

Sent: Tuesday, May 24, 2022 9:12:11 AM

To: Cook, Nat <Nat.Cook@parliament.sa.gov.au>

Cc: Hurtle Vale EO <HurtleVale@parliament.sa.gov.au>

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Good morning Minister

Some weeks ago you had an official photo taken at Parliament House, primarily for display in your online profile.

The photographer has supplied the attached photos. As soon as convenient, can you please indicate your preferred photo and reply via return email.

Many thanks

Kind regards,

Travis Freckleton

Executive Assistant to the Clerk

Office of the Clerk

House of Assembly

Parliament of South Australia

T: (08) 8237 9388 | **E:** travis.freckleton@parliament.sa.gov.au

GPO Box 572, Adelaide SA 5001 | www.parliament.sa.gov.au

FB: [@parliamentsouthaustralia](https://www.facebook.com/parliamentsouthaustralia) | IG: [@parliamentsouthaustralia](https://www.instagram.com/parliamentsouthaustralia)

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Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS)
Sent: Thursday, 2 June 2022 5:36 PM
To: Mammone, Christian (DHS); Clarke, Melinda (Housing)
Subject: Re: Official Photo Selection

Ok cheers

Get [Outlook for Android](#)

From: Mammone, Christian (DHS) <Christian.Mammone@sa.gov.au>
Sent: Thursday, June 2, 2022 4:56:51 PM
To: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>; Clarke, Melinda (Housing) <Melinda.Clarke2@sa.gov.au>
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OFFICIAL

Hi Shelaye,
We will need a high-res individual file of image 5 for Connie to be able to redesign the banner.
The image supplied on the PDF is low res and not the adequate size.
Cheers



Christian Mammone

Senior Communications Advisor
Communications and Engagement
T: (08) 8207 0755 | M: [REDACTED] | E: christian.mammone@sa.gov.au
Level 4 South, Riverside Building, North Terrace, Adelaide SA 5000 | Postal Address: GPO Box 292, Adelaide SA 5000



I acknowledge Traditional Owners of Country throughout Australia and recognise the continuing connection to lands, waters and

Supporting Reconciliation



This email may contain confidential information, which may be legally privileged. Only the intended recipient(s) may access, use, distribute or disclose this email. If this email is received in error, please inform the sender by return email and delete the original. If there are doubts about the validity of this message, please contact the sender by telephone. It is the recipient's responsibility to check the email and any attached files for viruses.

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Braendler, Fiona (DHS)

From: Hicks, Michael (DHS)
Sent: Friday, 3 June 2022 2:10 PM
To: Boothey, Shelaye (DHS)
Cc: Boswell, Lois (DHS); Buchan, Michael (Housing); Allison, Lisa (Housing)
Subject: Dept Min Newsletter
Attachments: Minister for Human Services Newsletter - Issue 1 - Final Dept.docx

OFFICIAL

As discussed.

Correct version for distribution.

Happy for update to be sent with apology for incorrect version being emailed/posted earlier.

Sector News from the Minister

Issue #1

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Equality is a human right. Building a community and a culture where everyone feels safe and included is crucial. I will bring this belief to all that I do as the Minister for Human Services. I also acknowledge the former Minister for Human Services, the Hon Michelle Lensink MLC, attended the event and it is great to see support for LGBTIQ+ people across our community.



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[Sig image]

Hon Nat Cook MP

Minister for Human Services

Braendler, Fiona (DHS)

From: Burgess, Catherine (Housing)
Sent: Friday, 3 June 2022 2:23 PM
To: Boswell, Lois (DHS)
Cc: Buchan, Michael (Housing)
Subject: RE: Minister's newsletter - for all staff asap

OFFICIAL

Much appreciated, thanks Lois

From: Boswell, Lois (DHS) <Lois.Boswell@sa.gov.au>
Sent: Friday, 3 June 2022 2:14 PM
To: Burgess, Catherine (Housing) <Catherine.Burgess@sa.gov.au>
Cc: Buchan, Michael (Housing) <Michael.Buchan@sa.gov.au>
Subject: Re: Minister's newsletter - for all staff asap

Thanks Catherine. I have clarified. This should not be sent and a new version is coming to you

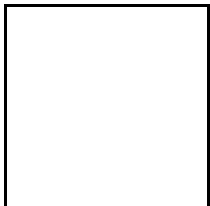
Lois Boswell

Chief Executive

Department of Human Services | Government of South Australia

Level 8 Riverside Centre, North Terrace, Adelaide SA 5000 | GPO Box 292, Adelaide SA 5001

Ph: [\(08\) 841 54306](tel:0884154306) Mob: Cl 6(1) | lois.boswell@sa.gov.au



On 3 Jun 2022, at 1:07 pm, Burgess, Catherine (Housing) <Catherine.Burgess@sa.gov.au> wrote:

OFFICIAL

Hi Lois

Michael has asked me to forward this to you. The photos are also embedded in the word document, so no need to open the photos individually.

Cath

From: Clarke, Melinda (Housing) <Melinda.Clarke2@sa.gov.au>
Sent: Thursday, 2 June 2022 4:27 PM
To: Burgess, Catherine (Housing) <Catherine.Burgess@sa.gov.au>

Subject: FW: Minister's newsletter - for all staff asap

Importance: High

OFFICIAL

From: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>

Sent: Thursday, 2 June 2022 2:53 PM

To: Clarke, Melinda (Housing) <Melinda.Clarke2@sa.gov.au>

Subject: FW: Minister's newsletter - for all staff asap

Importance: High

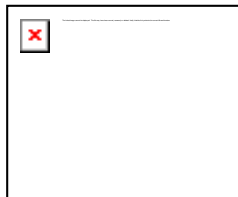
OFFICIAL

Hi Melinda

As discussed – see attached – newsletter for all SAHA staff.

For formatting and sending.

Ngaityalya,
(Kurna, *thank you*)



Shelaye Boothey

Director, Communications and Engagement
Department of Human Services | Government of South Australia

M: [REDACTED] | E: shelaye.boothey@sa.gov.au

Level 8 Riverside Centre, North Terrace
Adelaide, SA 5000 (*Tarndanya*)
GPO Box 292, Adelaide SA 5001



I acknowledge Traditional Owners of Country throughout Australia and recognise the continuing connection to lands, waters and communities.

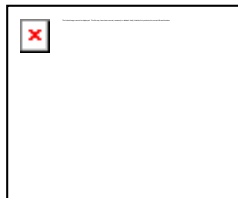


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From: Boothey, Shelaye (DHS)
Sent: Thursday, 2 June 2022 1:55 PM
To: Mammone, Christian (DHS) <Christian.Mammone@sa.gov.au>
Subject: FW: Minister's newsletter

OFFICIAL

Ngaityalya,
(Kurna, *thank you*)



Shelaye Boothey
Director, Communications and Engagement
Department of Human Services | Government of South Australia

M: [REDACTED] | E: shelaye.boothey@sa.gov.au

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From: Alex Overlay [REDACTED] >
Sent: Thursday, 2 June 2022 12:49 PM
To: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Cc: Doukas, Zora (DHS) <zora.doukas2@sa.gov.au>
Subject: Re: Minister's newsletter

Shelaye - Newsletter copy and photos attached (sorry for the filenames of the photos!).

As per our second phone conversation - and thank you for taking my call mid-meeting! - if the sections could be abridged and 'Read More' links included for each section that will take the reader to a full

version of the section, that would be so much appreciated. I'm grateful for your team's work in formatting and distributing this. I'm doubly grateful that you're willing to liaise with SAHA to get it to them for distribution.

Zora, our office manager (Cced) will send you the Minister's signature block.

Kind regards and speak soon
Alex

On Thu, Jun 2, 2022 at 11:48 AM Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au> wrote:

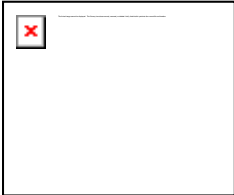
OFFICIAL

Hey Alex

Great to chat this morning! Nice to (over) share with you.

Pls send though the newsletter and pics and we will get to formatting it for DHS and SAHA staff. I assume this will be a regular thing – monthly/quarterly?

Ngaityalya,
(Kurna, *thank you*)



Shelaye Boothey
Director, Communications and Engagement
Department of Human Services | Government of South Australia
M: CI 6(1) | E: shelaye.boothey@sa.gov.au
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From: Bartsch, Anna (DHS) <Anna.Bartsch@sa.gov.au>
Sent: Wednesday, 1 June 2022 3:04 PM
To: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>; Allison, Lisa (Housing) <Lisa.Allison@sa.gov.au>; Hurtle Vale EO <HurtleVale@parliament.sa.gov.au>
Cc: Alex Overley <alex.overley@gmail.com>
Subject: Minister's newsletter

OFFICIAL

Hi all

(‘All’ being DHS comms, SAHA comms and EO!)

So, we have a newsletter to go out from the Min but it’s not formatted as I’m not sure whether you all use MailChimp or whatever.

Can you please liaise with Alex, CCed in, our almost-comms-person, to arrange formatting and distribution?

Thanks!

Anna Bartsch

Senior Adviser

Office of Hon Nat Cook MP

Minister for Human Services

T: 8463 6532 M: Cl 6(1) | E: anna.bartsch@sa.gov.au

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Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS)
Sent: Friday, 3 June 2022 2:16 PM
To: Boswell, Lois (DHS)
Subject: error in sending message - Minister Update - 3 June 2022 - action taken

Importance: High

OFFICIAL

Hi Lois

As discussed, the Minister's message below was sent to DHS staff late this morning. It was inappropriate to send to our staff and was meant for the Minister's electorate.

We will issue an apology and resend with the correct information asap.

Thanks Shelaye

Hi everyone,

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The specialist staff that these organisations used to employ – some of whom may be able to be engaged again – are literally life savers. The Malinauskas Labor Government is serious about the goal of ending homelessness, and that's only going to happen if we put resources into the organisations that are out on the streets helping people every day.



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Equality is a human right. Building a community and a culture where everyone feels safe and included is crucial. I will bring this belief to all that I do as the Minister for Human Services.



Image: Nat celebrating IDAHOBIT alongside members of the LGBTIQ+ community.

That's all from me for now. Please keep the enquiries, the comments, the questions and the invitations rolling in. I am here to change South Australian lives for the better – and you can help me do that by working with me, raising issues with me, and simply by being on this journey with me. Thank you for reading this newsletter and for your ongoing support of the marginalised South Australians I am charged to serve.

Ngaityalya (Kurna, thank you)

Hon Nat Cook MP

Minister for Human Services



Riverside Centre, 115 North Tce, Adelaide SA 5000

Braendler, Fiona (DHS)

From: Winch, Jessica (DHS)
Sent: Friday, 3 June 2022 2:20 PM
To: Boothey, Shelaye (DHS)
Subject: RE: Minister Update - 3 June 2022
Attachments: Marketing-Communications-Guidelines.pdf; Code-of-Ethics_20212022.pdf

OFFICIAL

Hi Shelaye.

I've reviewed the PS Code of Ethics and the Marketing Communications Guidelines.

See my assessment below.

Jess

Code of Ethics

I don't see any breach associated with the Minister sending an email that contains political material

- Only applies to PS employees (people employed under the PS Act).
- None of the professional conduct standards in the code are relevant (they include Professional and courteous behaviour, Public comment (by public servants not Ministers), Handling official information, Use of government/public resources (e.g. physical resources, financial resources) , Conflicts of interest, Outside employment, Acceptance of gifts and benefits, Criminal offences, and Reporting unethical behaviour)
- Only part of the code that mentions "political" is the foundation of Impartiality which I don't think is relevant:

IMPARTIALITY
 Public sector employees must be detached from political influence and the influence of partisan interests within the community. Instead, public sector employees must rely on evidence to provide objective advice to Government and implement directions promptly and thoroughly.

Marketing and Communications Guidelines

I don't think there has been any breach of these either

- Guide contains rules that primarily relate to paid advertising
- Guide states "public funds are not to be used for party-political purposes". You could argue that there was some public fund expenditure associated with you sending the email out but this is not the intent of the guide – it's about paid advertising.
- Guide states "communications should be clearly identifiable as government messages and distinguishable from party-political messages". In this case I think it's very clear that this is a Minister's communication, not something from the department.

Jess Winch

Manager | Office of the Chief Executive | Department of Human Services

Level 8, Riverside Centre, North Terrace

T: [REDACTED] | E: jessica.winch@sa.gov.au



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From: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Sent: Friday, 3 June 2022 2:00 PM
To: Winch, Jessica (DHS) <Jessica.Winch@sa.gov.au>
Subject: Fwd: Minister Update - 3 June 2022

OFFICIAL

As discussed



news

Friday, 3 June 2022

Message from the
Minister - Nat Cook



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Riverside Centre, 115 North Tce, Adelaide SA 5000

Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS)
Sent: Friday, 3 June 2022 2:29 PM
To: Boswell, Lois (DHS); Dunn, Xenia (DHS)
Subject: Minister Update - 3 June 2022 - updated message to go to staff asap - draft

Importance: High

OFFICIAL

Hello Lois

DRAFT below for your approval

.....

NOTE: The Minister’s message sent in error this morning to DHS staff. It was meant an update for those living in her electorate.

Please see below the Minister’s message to all staff.

News from the Minister

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Hon Nat Cook MP
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Ngaityalya,
(Kurna, *thank you*)



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M: [REDACTED] | E: shelaye.boothey@sa.gov.au

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From: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Sent: Friday, 3 June 2022 2:00 PM
To: Winch, Jessica (DHS) <Jessica.Winch@sa.gov.au>
Subject: Fwd: Minister Update - 3 June 2022

As discussed



Friday, 3 June 2022



Message from the
Minister - Nat Cook



Riverside Centre, 115 North Tce, Adelaide SA 5000

Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS)
Sent: Friday, 3 June 2022 3:00 PM
To: Mammone, Christian (DHS); Leikas, Alichia (DHS)
Subject: FW: Minister Update - 3 June 2022 - updated message to go to staff asap - - urgent resend of updated message

Importance: High

OFFICIAL

Hello

Lois has approved the below message to be sent URGENTLY to all dhs staff.

Pls action.

Thank you Shelaye

From: Boothey, Shelaye (DHS)
Sent: Friday, 3 June 2022 2:49 PM
To: Boswell, Lois (DHS) <Lois.Boswell@sa.gov.au>; Dunn, Xenia (DHS) <Xenia.Dunn@sa.gov.au>
Subject: RE: Minister Update - 3 June 2022 - updated message to go to staff asap - updated draft

OFFICIAL

Lois

Updated draft as per your instructions.

NOTE:

A message from the Minister's was sent in error to all DHS staff this morning. I apologise, as it contained political messaging that is not appropriate to send to public sector staff.

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Please see below the revised Minister's message.

Thank you
Lois Boswell

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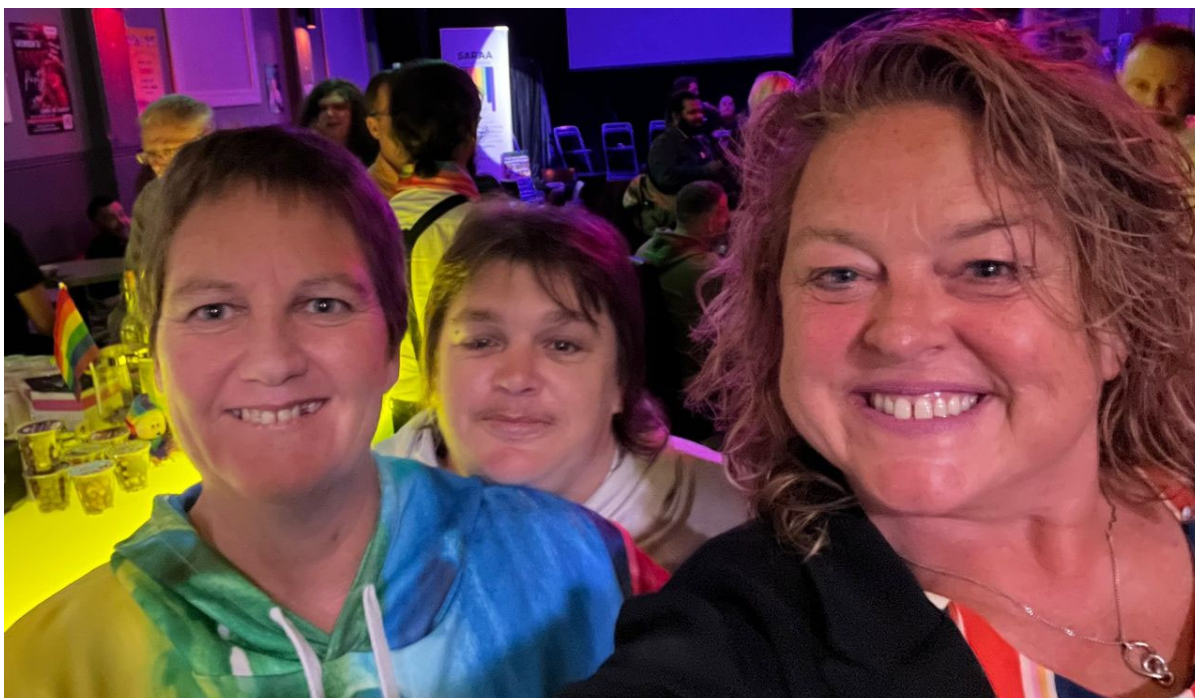


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Subject: Fwd: Minister Update - 3 June 2022

As discussed



Friday, 3 June 2022

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Minister - Nat Cook



Riverside Centre, 115 North Tce, Adelaide SA 5000

Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS)
Sent: Friday, 3 June 2022 3:12 PM
To: Cibich, Lachlan (DHS)
Subject: FW: Minister Update - 3 June 2022 - updated message to go to staff asap - - urgent resend of updated message - use this one

Importance: High

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news

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To: Mammone, Christian (DHS); Leikas, Alichia (DHS)
Cc: Cibich, Lachlan (DHS)
Subject: FW: Minister Update - 3 June 2022 - updated message to go to staff asap - - urgent resend of updated message - use this one

Importance: High

OFFICIAL

Hi Christian

Pls see APPROVED message to go out IMMEDIATELY to all staff WITH Minister Cook's banner.
Note – text has changed and a photo has been removed.

Thanks Shelaye

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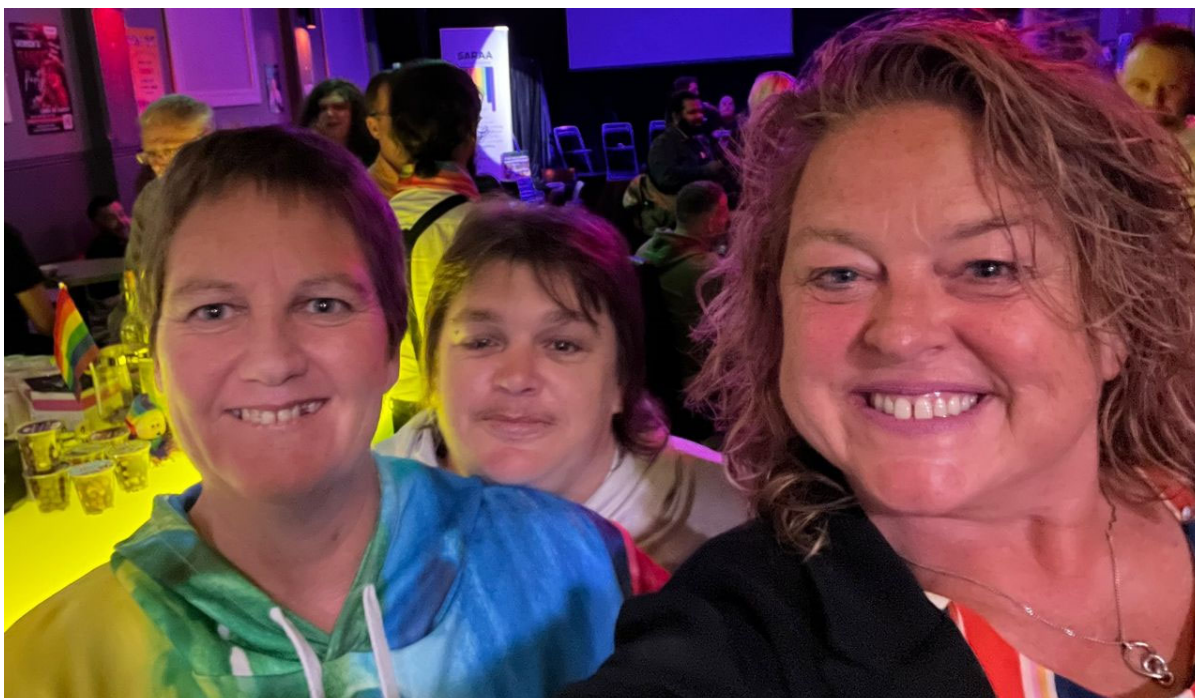


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Subject: Fwd: Minister Update - 3 June 2022

As discussed



news

Friday, 3 June 2022

Message from the
Minister - Nat Cook



Riverside Centre, 115 North Tce, Adelaide SA 5000

Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS)
Sent: Wednesday, 10 August 2022 5:06 PM
To: Braendler, Fiona (DHS)
Subject: Fwd: Minister Update - 3 June 2022 - updated message to go to staff asap - - urgent resend of updated message - u

From: Hicks, Michael (DHS) <Michael.Hicks2@sa.gov.au>
Sent: Friday, June 3, 2022 4:14:32 PM
To: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Subject: RE: Minister Update - 3 June 2022 - updated message to go to staff asap - - urgent resend of updated message - u

OFFICIAL

Brilliant.
Thanks

From: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>
Sent: Friday, 3 June 2022 3:58 PM
To: Hicks, Michael (DHS) <Michael.Hicks2@sa.gov.au>
Subject: Re: Minister Update - 3 June 2022 - updated message to go to staff asap - - urgent resend of updated message - u

OFFICIAL

Will have this at bottom.

3:57 M air A •



That's all from me for now. Please
enquiries, the comments, the que
the invitations rolling in. I am here
South Australian lives for the bet
can help me do that by working v
raising issues with me, and simp
this journey with me. Thank you f
this newsletter and for your ongo
of the marginalised South Austr
charged to serve.

Get [Outlook for Android](#)

From: Hicks, Michael (DHS) <Michael.Hicks2@sa.gov.au>

Sent: Friday, June 3, 2022 3:55:53 PM

To: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>

Subject: RE: Minister Update - 3 June 2022 - updated message to go to staff asap - - urgent resend of updated message - u

OFFICIAL

Does the version going out still have "sig image" at the bottom or was that trimmed off?

Not a biggie either way

From: Boothey, Shelaye (DHS) <Shelaye.Boothey@sa.gov.au>

Sent: Friday, 3 June 2022 3:33 PM

To: Hicks, Michael (DHS) <Michael.Hicks2@sa.gov.au>

Subject: Fwd: Minister Update - 3 June 2022 - updated message to go to staff asap - - urgent resend of updated message - u

OFFICIAL

Hi

Fyi below going to staff now.

Shelaye

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Jenny - she/her
Zac - he/they
Emryk - they/them
Alex/John - they/she/he
Charlotte - she/her

Moderated by SARAA Chair,
Varo - they/them

 SARAA
The Alliance



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That's all from me for now.

[Sig image]

Hon Nat Cook MP

Minister for Human Services

Ngaityalya,
(Kurna, *thank you*)



Shelaye Boothey

Director, Communications and Engagement
Department of Human Services | Government of South Australia
M: [REDACTED] | E: shelaye.boothey@sa.gov.au

Level 8 Riverside Centre, North Terrace
Adelaide, SA 5000 (*Tarndanya*)
GPO Box 292, Adelaide SA 5001



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Subject: Fwd: Minister Update - 3 June 2022

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Minister - Nat Cook



Riverside Centre, 115 North Tce, Adelaide SA 5000

Braendler, Fiona (DHS)

From: Boothey, Shelaye (DHS)
Sent: Friday, 3 June 2022 3:24 PM
To: Clarke, Melinda (Housing)
Subject: Fwd: Minister Update - 3 June 2022 - updated message to go to staff asap - - urgent resend of updated message - u

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As discussed



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Message from the
Minister - Nat Cook



Riverside Centre, 115 North Tce, Adelaide SA 5000

Braendler, Fiona (DHS)

From: DHS News <DHSNews@dhs.sa.gov.au>
Sent: Friday, 3 June 2022 4:01 PM
To: Boothey, Shelaye (DHS)
Subject: REVISED: Minister Update - 3 June 2022



news

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Hon Nat Cook MP
Minister for Human Services



Riverside Centre, 115 North Tce, Adelaide SA 5000

Braendler, Fiona (DHS)

From: Hofman, Laura (DHS)
Sent: Tuesday, 14 June 2022 2:40 PM
To: Bartsch, Anna (DHS)
Subject: Re: Found it

Thank you, that's good to know.

From: Bartsch, Anna (DHS) <Anna.Bartsch@sa.gov.au>
Sent: Tuesday, June 14, 2022 2:39 PM
To: Hofman, Laura (DHS) <Laura.Hofman@sa.gov.au>
Subject: RE: Found it

OFFICIAL

Yes I gather... not sure quite where or how but it's caused a huge ruckus in QT.
 Apologies to your end – not sure why your team would have been sent the EO version at all.
 If anyone in your team has been listening to QT, please reassure them that our office is owning the error and we apologise for this occurrence.

From: Hofman, Laura (DHS) <Laura.Hofman@sa.gov.au>
Sent: Tuesday, 14 June 2022 2:34 PM
To: Bartsch, Anna (DHS) <Anna.Bartsch@sa.gov.au>
Subject: Found it

OFFICIAL

I'm the phone to our newsletter guy now. Seems it was a mix up?
 Ngaitalya,
 (Kurna, *thank you*)

Laura Hofman
 Public Affairs Manager
 Communications and Engagement
 T: (08) 841 38171 | M: CI 6(1) | E: laura.hofman@sa.gov.au
 Level 4 Riverside Centre, North Terrace | Adelaide

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Braendler, Fiona (DHS)

From: Hofman, Laura (DHS)
Sent: Tuesday, 14 June 2022 3:24 PM
To: Mammone, Christian (DHS)
Subject: Fw: Min's Q&A for newsletter tomorrow
Attachments: Minister Zoom_Staff questions_May 2022.docx

From: Bartsch, Anna (DHS) <Anna.Bartsch@sa.gov.au>
Sent: Tuesday, June 14, 2022 3:22 PM
To: DHS:Communications and Engagement <DHSCommunicationsandEngagement@sa.gov.au>
Cc: Hofman, Laura (DHS) <Laura.Hofman@sa.gov.au>; Leikas, Alichia (DHS) <Alichia.Leikas@sa.gov.au>
Subject: Min's Q&A for newsletter tomorrow

OFFICIAL

Hi guys
Looks like Alichia is away so just sending these through here as I think she said the newsletter was going out tomorrow.
Thanks!

Anna Bartsch
Senior Adviser
Office of Hon Nat Cook MP
Minister for Human Services

T: 8463 6532 M: CI 6(1) | E: anna.bartsch@sa.gov.au

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human
services **Supporting
Reconciliation**



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DHS All staff Zoom with the Hon. Nat Cook MP

Staff questions and draft responses

Given the cost of living, interest rates and inflation - what about DHS employees - the most recent EBA means that with these figures, DHS employees will be moving backwards, and perhaps facing financial issues themselves.

It is a confronting and difficult reality that, in the current economic climate, these are issues that are affecting just about everyone – including DHS workers – and I acknowledge that. Being in the public service doesn't mean you're exempt from the same financial pressures facing the rest of the community.

I believe in and strive for fairness and equity, and I am confident you will see changes in priorities and actions arising from various new state and federal government commitments.

In terms of support for DHS employees, the Employee Assistance Program (EAP) is available to help with decision making, identifying options and, overall, managing any concerns.

DHS also partners closely with Super SA which offers a range of information sessions to assist with your future financial planning.

Payment in lieu of long service leave is also available to employees – requests can be submitted using the [Payment in Lieu of Long Service Leave Request Form](#). The state government has committed to bringing in a portable long service leave scheme which I trust will provide some relief for our frontline casual and semi-permanent workers.

In the first instance, please talk to your HR representative about the options available to you and what may be most helpful.

With the proposed CVS visits to State run as well as Privately run Disability Accommodation houses, will there be any unannounced visits, if yes how will this impact the outcomes?

Our government has committed to expanding the existing Community Visitor Scheme – there are many reasons for this but the horrific case of what happened to Annie Smith is certainly one of them

DHS will keep staff informed as the project progresses, including updates on features of the proposed expanded scheme. There will of course be appropriate consultation with people with disability, their families, their carers and staff as decisions need to be made, but we're not at this level of detail just yet.

Housing SA should have clear policy on housing options for people with disability and people with mental health and act on this quickly according to operational guideline. They need to work on category, prioritisation and waiting list adaptation...

I have instigated an inquiry with the State Parliamentary Social Development Committee to examine where and how we improve housing standards and pathways for people with disability – the department will be providing submissions into this over the winter break.

I am also meeting with Federal Minister Bill Shorten and my interstate colleagues to discuss this – among other matters – this week.

[SA Housing Authority's Housing Registration and Allocation policy](#) provides guidance for the management of people who have registered for public housing. A household's individual circumstances are considered when assessing their housing needs.

Our ability to allocate housing depends on the vacancies that arise – the type of housing, size, location and accessibility. That's why we're investing \$180mill into building 400 new homes, fixing up 350 currently sitting empty, and renovating 3000 to make them more accessible, modern and appropriate.

Is the government intending to look at the Residential Tenancies Act to address some of these housing pressures? The impact of massive rent hikes is impacting not only on our clients, but every person who rents.

SA Housing Authority is currently investigating various initiatives to improve access to private rentals through the Private Rental Assistance Program.

This may include changes to the *Residential Tenancies Act 1995* (RT Act) to reduce bonds from six weeks to four weeks if the rent is over \$250 per week. We are also considering including long-term rental in hotel/motel accommodation under the RT Act to increase accommodation options.

Efforts are also underway to reduce red tape and improve the rental application process overall.

Housing has been asking families to exit into Boarding Houses. That is not a safe option.

The cutting of specialist homelessness service providers last year left many people with nowhere to go. We have now given \$6mill to Hutt St Centre, Vinnies and Catherine House to help those who need it – with finding appropriate housing, crisis accommodation, pathways into allied health and other life-building supports.

That said, SA Housing Authority does need to find balance between the responsibilities of public housing tenants, the need to support tenants to sustain their public housing tenancies, and the rights of neighbours and the broader community.

Sometimes, SAHA may apply to the South Australian Civil and Administrative Tribunal (SACAT) to end a tenancy if there is a breach of Conditions of Tenancy. The Authority cannot evict a tenant without applying to SACAT.

We are currently considering various models where community housing may be centred around various health, mental health and other support services on-site.

What priorities do you have/want to put in place in terms of the central assessment/screening unit and screenings in general?

I want applicants to have a streamlined, digital process which enables the Screening Unit to check all relevant details in a timely manner and get people to work as quickly as possible.

Of course, this has to be underpinned by rigorous checks of people's criminal history to ensure we are keeping the community safe, particularly children and people with disability.

I'd like to reduce the number of types of screening, and therefore the confusion in the community, but I'm conscious that there are complexities to achieving that including plans for the new Care and Support Worker Screening check.

I'm having ongoing discussions with Lois and the Screening Directorate about how we progress any changes.

I'm conscious that the Screening Unit is a very busy workplace and I thank you for your hard work.

Hi Nat, are there plans to offer long term contract staff greater job security?

Ongoing employment is still the primary form of employment in the public sector – the Public Sector Act limits the use of term contracts to specific circumstances. DHS provides a range of frontline services that are growing areas, such as disability and safer families workers, so there are certainly ongoing roles that continue to be recruited for and filled.

I do want to acknowledge that various reforms, including the NDIS reforms, have caused some instability and uncertainty in the department over recent years but our skilled and dedicated employees are our most important asset and I intend to ensure they are looked after.

There seems to be a disconnect between what some government departments are doing and how they see themselves in the community, and how our community actually views us. What are your thoughts on how we can change this dynamic to ensure the work we are doing, the services we are providing and the way we are communicating is giving our community what they need, and not just what we think they need? How can we be more community-centric?

When you start your career as a nurse, a volunteer and a community advocate from Morphett Vale, you learn pretty quickly that respect comes from listening, caring and not ever thinking you're more important than the person you're interacting with.

I believe in talking to the community, representing the views of the people I speak to and not dodging the tough questions. Honestly, I expect the same of the department.

If you could see my diary, you would know how much time I spend out in the community (or check out my Facebook page! Haha!). That includes going out to regional areas as often as I can, and meeting with people of all different backgrounds and experiences.

The department is currently helping me set up three Ministerial Advisory Councils – for Youth, LGBTIQ+ and People with Disability – to ensure we have formal channels of diverse voices influencing high level political decisions.

I'm also really impressed by the department's commitments to giving our Aboriginal communities the respect and self-determination they deserve. I'm thankful for the cultural authorities we are lucky to have both within DHS and connecting into community.

Tue, 14 Jun, 2:31 pm

Ignore - apparently Hicksy knows exactly what happened, I just didn't. Sorry.

Braendler, Fiona (DHS)

From: Hofman, Laura (DHS)
Sent: Wednesday, 15 June 2022 9:01 AM
To: Mammone, Christian (DHS)
Subject: Request to hold Fwd: Min's Q&A for newsletter tomorrow

Laura Hofman
Manager Public Affairs | Communications and Engagement
Department of Human Services
M: [REDACTED] | E: laura.hofman@sa.gov.au
24 hour media line (08) 8413 9049
www.dhs.sa.gov.au

I work part-time: Monday – Thursday

I recognise I live and work on Kurna country. I pay my respects to elders past, present and emerging. I acknowledge the long history and enduring connection Aboriginal people have with this land.

From: Bartsch, Anna (DHS) <Anna.Bartsch@sa.gov.au>
Sent: Wednesday, June 15, 2022 8:45:44 AM
To: DHS:Communications and Engagement <DHSCommunicationsandEngagement@sa.gov.au>
Cc: Hofman, Laura (DHS) <Laura.Hofman@sa.gov.au>; Leikas, Alichia (DHS) <Alichia.Leikas@sa.gov.au>
Subject: RE: Min's Q&A for newsletter tomorrow

OFFICIAL

Hi all
Can you please hold this for us to add another statement regarding the newsletter scenario?
Just running into a meeting but will get you something mid morning.

From: Bartsch, Anna (DHS)
Sent: Tuesday, 14 June 2022 3:23 PM
To: DHS:Communications and Engagement <DHSCommunicationsandEngagement@sa.gov.au>
Cc: Hofman, Laura (DHS) <Laura.Hofman@sa.gov.au>; Leikas, Alichia (DHS) <Alichia.Leikas@sa.gov.au>
Subject: Min's Q&A for newsletter tomorrow

OFFICIAL

Hi guys
Looks like Alichia is away so just sending these through here as I think she said the newsletter was going out tomorrow.
Thanks!

Anna Bartsch
Senior Adviser
Office of Hon Nat Cook MP
Minister for Human Services
T: 8463 6532 M: [REDACTED] | E: anna.bartsch@sa.gov.au

I acknowledge Traditional Owners of Country throughout Australia and recognise the continuing connection to lands, waters and communities.



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