



**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: 19MCOR/0039/0040
Your ref: 7274274/7274296

Ms Nat Cook
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 12 February 2019 seeking access to:

Since 17 March 2018, copies of all correspondence (including but not limited to hardcopy or electronic letter, emails, diary entries and any other correspondence) to the Member for Davenport, Steve Murray MP.

Since 17 March 2018, copies of all correspondence (including but not limited to hardcopy or electronic letter, emails, diary entries and any other correspondence) from the Member for Davenport, Steve Murray MP.

After consultation with your office on the 8 March 2019, it was agreed to combine two of the freedom of information requests as referenced above, into one response.

Unfortunately, a determination was unable to be made 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.

Thirteen documents have been identified as falling within the scope of your application and I have determined to release eleven documents in part and two documents in full.

Documents 1-7 and 10-13 contain personal information in relation to third party's and I consider that the release of this information would be an unreasonable disclosure of

information related to the third party's personal affairs and have 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, 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

27 / 5 / 2019

SCHEDULE OF DOCUMENTS – 19MCOR/0039/0040

Freedom of information application from the Ms Nat Cook MP seeking access to *Since 17 March 2018, copies of all correspondence (including but not limited to hardcopy or electronic letters, emails, diary entries and any other correspondence) to and from the Member for Davenport, Steve Murray MP.*

No	Author	Addressee	Date	Description of document	Determination	Reason
1.	Steve Murray MP – Member for Davenport	Minister for Human Services	10/07/2018	Letter on behalf of a constituent regarding a request to replace their boundary fence which is shared with a Housing SA property	Released in Part	Exempt – Clause 6(1) – personal affairs
2.	Steve Murray MP – Member for Davenport	Minister for Human Services	10/08/2018	Letter on behalf of a constituent regarding bathroom and painting maintenance issues at their Housing SA property	Released in Part	Exempt – Clause 6(1) – personal affairs
3.	Steve Murray MP – Member for Davenport	Minister for Human Services	10/08/2018	Letter on behalf of a constituent regarding ongoing bullying issues that they are suffering from a neighbour at their housing Trust tenancy	Released in Part	Exempt – Clause 6(1) – personal affairs
4.	Minister for Human Services	Steve Murray MP – Member for Davenport	16/10/2018	Minister Signed Response – constituent concerns regarding maintenance at their Housing SA property	Released in Part	Exempt – Clause 6(1) – personal affairs
5.	Steve Murray MP – Member for Davenport	Minister for Human Services	30/10/2018	Thank You Letter on behalf of a constituent regarding having bathroom renovated	Released in Part	Exempt – Clause 6(1) – personal affairs
6.	Steve Murray MP – Member for Davenport	Minister for Human Services		Letter on behalf of a constituent regarding their Category 1 Housing Transfer	Released in Part	Exempt – Clause 6(1) – personal affairs
7.	Minister for Human Services	Steve Murray MP – Member for Davenport	02/10/2018	Minister Signed Response – constituent query regarding supporting the installation of solar panels on their Housing SA property	Released in Part	Exempt – Clause 6(1) – personal affairs
8.	Steve Murray MP – Member for Davenport	Minister for Human Services	29/06/2018	Letter regarding concerns about serious systematic problems within Housing SA	Released in Full	
9.	Minister for Human Services	Steve Murray MP – Member for Davenport	06/09/2018	Minister Signed Response – concerns about serious systematic problems within Housing SA	Released in Full	
10.	Steve Murray MP – Member for Davenport	Minister for Human Services	23/05/2018	Letter on behalf of a constituent regarding concerns about their Housing Trust premises	Released in Part	Exempt – Clause 6(1) – personal affairs
11.	Minister for Human Services	Steve Murray MP – Member for Davenport	06/07/2018	Minister Signed Response – constituent concerns regarding their tenancy and maintenance concerns	Released in Part	Exempt – Clause 6(1) – personal affairs

SCHEDULE OF DOCUMENTS – 19MCOR/0039/0040

No	Author	Addressee	Date	Description of document	Determination	Reason
12.	Steve Murray MP – Member for Davenport	Minister for Human Services	18/05/2018	Letter on behalf of a constituent regarding their concerns about privacy protections for clients affected by the recent transition of Domiciliary Care from the Stat government to non-government provider, RDNS SA	Released in Part	Exempt – Clause 6(1) – personal affairs
13.	Minister for Human Services	Steve Murray MP – Member for Davenport	03/07/2018	Minister Signed Response – constituent concerns regarding the Domiciliary Care privacy consent process	Released in Part	Exempt – Clause 6(1) – personal affairs



STEVE MURRAY MP
MEMBER FOR **DAVENPORT**

Local like you!



Document 1

Hon Michelle Lensink MLC
Minister for Human Services
GPO Box 2832
ADELAIDE SA 5001

Ref: 3046

Dear Minister,

Michelle

I write on behalf of [REDACTED]
[REDACTED] regarding a request to replace their boundary fence which is shared with a Housing SA property.

My constituents have received a Housing SA, Form 2, which is a notice of intention form.
[REDACTED] have no objection to the fence in question being replaced.

I have enclosed a copy of the Form 2 document. You will see that they have been requested to pay [REDACTED] towards the fence, which they understand needs to be paid. However, my constituents are not in a financial position to pay this amount up front.

I write to ascertain if a payment plan can be put into place between the Department and my constituents?

Could you please advise whether the option of a payment plan is possible, and if so, how this can be arranged between my constituents and the Department?

I look forward to your considered response.

Yours sincerely

Steve Murray MP
Member for Davenport

10/07/2018

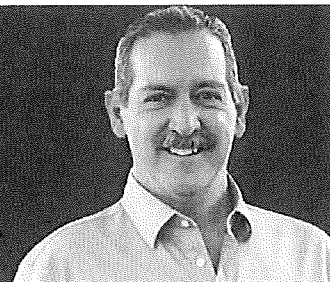
[REDACTED]

[REDACTED]



STEVE MURRAY MP
MEMBER FOR DAVENPORT

Local like you!



Document 2

Hon Michelle Lensink MLC
Minister for Human Services
GPO Box 2832
ADELAIDE SA 5001

Ref:3093

Dear Minister

Michelle

Maintenance issues

I have met with and been visited by [REDACTED] regarding bathroom and painting maintenance issues in her Housing Trust property.

[REDACTED] is seeking a bathroom renovation rather than the quick fix options she has been offered. I am aware that she has refused access to Trust maintenance workers who wanted to install a bath insert, paint tiles and paint a split pipe.

I enclose photographs sent to me by [REDACTED] of her bathroom which highlight issues she has raised with me. My concern is for the split pipe which can clearly not be repaired with a coat of paint.

[REDACTED] advises that she does have [REDACTED] and she has suggested that these are exacerbated because of the need for house repair at her property. She has reported to me that she has problems cleaning due to a work place injury some years ago which continue to cause difficulty.

[REDACTED] has also asked me to raise the matter of re-painting her home. Housing Trust have advised they are prepared to re-paint the interior but that [REDACTED] needs to clean the nicotine stains from the walls prior to the painting being done. [REDACTED] claims this is not possible due to her physical injuries. She has asked me to find out what the lowest repayment would be for her to repay the Housing Trust for the cleaning of her walls to enable re-painting to go ahead.

I would welcome your advice so that I may be able to respond to [REDACTED] who has [REDACTED] in the past to both my office and the Centrelink office. I appreciate your assistance with this difficult matter.

Yours sincerely

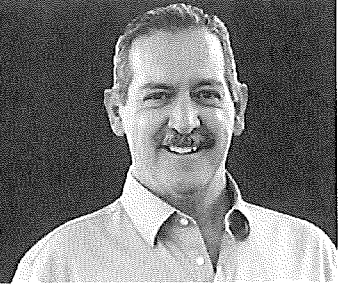
Steve Murray MP
Member for Davenport

10/8/ 2018



STEVE MURRAY MP
MEMBER FOR **DAVENPORT**

Local like you!



Document 3

Hon Michelle Lensink MLC
Minister for Human Services
GPO Box 2832
ADELAIDE SA 5001

Ref. 3091

Michelle
Dear Minister

Re: Housing Trust Tenant [REDACTED]

[REDACTED] has visited my office in a state of considerable distress regarding on going bullying issues she is suffering from a neighbour at her Housing Trust tenancy. [REDACTED] has named this person as [REDACTED]

This matter has caused [REDACTED] especially over the last 7 months, which have resulted in her being [REDACTED] on several occasions. Added to her bullying claims is her perception that none of her reports to Housing Trust or authorities have been treated respectfully adding to her [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

.../2

[REDACTED]

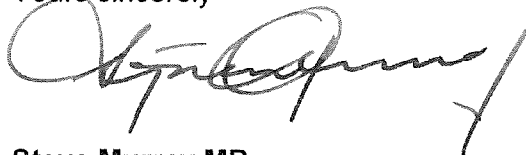
Would you be kind enough to have someone from your Department investigate the claims made by [REDACTED] in a sensitive manner and see what steps can be taken to ensure that she has safe parking, un-restricted access to and from her unit and feels safe when at home.

I am sure that [REDACTED] when she can feel secure. I am aware that she has started packing up her belongings to leave her unit and she is genuinely concerned that she will be homeless, living out of her car which will be her final demise.

[REDACTED]

I would welcome your advice on this matter and I would be happy to discuss this with you further if necessary.

Yours sincerely



Steve Murray MP
Member for Davenport

10 / 8 / 2018

[REDACTED]

[REDACTED]



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18MHA/0106

Mr Steve Murray MP
Member for Davenport
PO Box 3020
ABERFOYLE PARK SA 5159

Dear Mr Murray *Steve,*

Thank you for your letter on behalf of your constituent, [REDACTED] regarding her concerns about maintenance of her Housing SA (HSA) property.

As you advise in your letter, and confirmed to me by HSA, access to the property by maintenance workers has previously been denied by [REDACTED]. I understand the refusal to allow access is due to [REDACTED] wanting a new bathroom rather than having the existing bathroom repaired. A recent inspection by HSA's Maintenance Inspector supports the previous recommendation for repairs.

[REDACTED] has been advised of this recommendation and repair orders re-issued for the bathroom and toilet. This includes the replacement of cracked wall tiles, the supply and installation of a bath insert, sealing of joints, a check of the toilet and replacement of the bathroom basin brackets. I would encourage [REDACTED] to allow access in order for the repairs to take place.

I am pleased to advise that as a goodwill gesture, HSA propose to start the internal painting of [REDACTED] home, including moving furniture and cleaning the walls, at no cost to [REDACTED] once the bathroom repairs have been completed.

I trust this information assists you to respond to your constituent.

Yours sincerely

Michelle Lensink

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

16/10/2018





STEVE MURRAY MP

MEMBER FOR **DAVENPORT**

Local like you!



Document 5

Hon Michelle Lensink MLC
Minister for Human Services
GPO Box 2832
ADELAIDE SA 5001



Ref: 3192

Michelle
Dear Minister

Re: [REDACTED]

I write to thank you for your consideration of issues raised by [REDACTED] in relation to her Housing SA property at [REDACTED] and her request to have a new bathroom rather than repair work carried out.

[REDACTED] has been persistent in her wish to have new bathroom facilities and I do appreciate your patience with this matter.

Thank you for your gesture of good will in having [REDACTED] property internally painted and all the pre-painting work and furniture removal carried out for her.

I trust that [REDACTED] will welcome this generous gesture.

Please pass on my thanks to your staff and Department for their forbearance.

Your assistance is greatly appreciated.

Yours sincerely

Steve Murray MP
Member for Davenport

30/10/2018

[REDACTED]



STEVE MURRAY MP

MEMBER FOR DAVENPORT

Local like you!



Hon Michelle Lensink MLC
Minister for Human Services
GPO Box 2832
ADELAIDE SA 5001



Document 6

Ref: 4027

Dear Minister

Re Category 1 Housing

My staff have met with [REDACTED]

[REDACTED]

[REDACTED] The ideal outcome would be an immediate Category 1 classification and the transfer of [REDACTED] to be in closer proximity to her to support and help with raising the children. [REDACTED] has already made an application to transfer with [REDACTED]

Thank you for your consideration of this request, I await your advice.

Yours sincerely

pp Jane Johnson

Steve Murray MP
Member for Davenport

/ /



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18MHA/0076

Mr Steve Murray MP
PO Box 3020
ABERFOYLE PARK SA 5159

Dear Mr Murray */Steve,*

Thank you for your letter on behalf of [REDACTED] supporting the installation of solar panels on her Housing SA (HSA) property.

Phase One of the project was completed in June 2018, and shortlisting for Phase Two has now commenced. HSA has implemented a strict "random" allocation process for HSA properties to be considered for this phase, to ensure fairness for all tenants who have registered their interest in taking part in the project. We have over 15,000 registrations from tenants.

[REDACTED] property is confirmed to be on the list being considered for shortlisting for Phase Two. Once the properties have been shortlisted, Tesla will perform the necessary inspections to ensure the selected properties are physically suitable for the home energy system to be installed.

Tenants will be contacted to notify them if their property has been selected to take part in Phase Two of the project.

In the event that [REDACTED] home is not selected for Phase Two, there are still benefits available to her in this program. If the program extends beyond the initial trial phases, the power generated from the energy systems on HSA homes can be distributed to all HSA tenants who have signed up with the Program Retailer (even those whose homes are not fitted with the Tesla systems). More information on this aspect will be forthcoming once a program retailer is selected for the project.

I trust this information assists in responding to [REDACTED]

Yours sincerely

A handwritten signature in cursive script, appearing to read "Michelle Lensink".

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

21/10/2018





STEVE MURRAY MP

MEMBER FOR DAVENPORT

Local like you!



Hon Michelle Lensink MLC
Minister for Human Services
GPO Box 2832
ADELAIDE SA 5001

Ref: 3037

Dear Minister,

I write to you with regards to some information that has been brought to my attention, which leads me to believe that there may well be serious systematic problems within Housing SA.

In particular, it is claimed that due to lax internal processes;

- Housing SA tenants debts have been written off, without sufficient justification;
- Numerous instances where it is alleged that tenants own one or more investment properties, while living in their Housing SA property.

I realise that this is by no means a detailed list, but I am satisfied of the bona fides of my informant. This person presents as highly credible, very experienced, and appears well connected in the upper echelons of the Public Service.

I am happy to discuss this matter further should you wish.

Yours sincerely

Steve Murray MP
Member for Davenport

29 /06/2018

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18MSHO/0520
Your ref: 3037

Mr Steve Murray MP
Member for Davenport
PO Box 3020
ABERFOYLE PARK SA 5159

Dear Mr Murray *Steve,*

Thank you for your letter regarding concerns about systemic problems within Housing SA.

As part of the Marshall Liberal government's 100-day plan, we committed to establish parameters for a new housing authority, amalgamating the functions of Housing SA and Renewal SA. Established on 1 July 2018, the parameters of the new SA Housing Authority (SAHA) include a new governance structure, a new system-wide focus and a new business model that will drive improved accountability, operational performance and customer outcomes.

Key to the new housing authority's success will be the appointment of a skills-based board, working with industry, not-for-profit organisations and, most importantly, communities, families and individuals, to develop and drive much-needed reform.

SAHA has recently implemented several strategies to more effectively manage customer debt. This has included a review of larger debts to identify amounts to be written off under existing policy for reasons such as property damage due to domestic violence and financial hardship.

I am advised that SAHA may choose not to recover a customer's debt in certain circumstances. These circumstances include death, domestic abuse, situations where the debt is uneconomical to recover or in cases of long term financial hardship or bankruptcy. The circumstances in which SAHA can write off a debt are outlined in policy and must be undertaken in line with financial delegations.

I understand SAHA is also undertaking a large-scale data cleanse activity as part of the transition from its current Mainframe system to a new system, set for implementation in 2020. Due to limitations of the current system and historical policies, debts have not been properly aged in line with modern accounting practices. The data cleanse has identified older charges that are unlikely to be recoverable due to their age which have subsequently been written off.



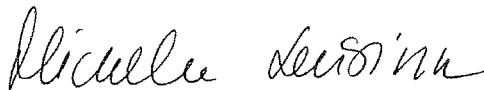
SAHA takes allegations of property ownership by its tenants very seriously given the high demand for public housing. A person is ineligible to register for public housing if they or a member of their household own or partly own residential property, except in certain situations where they are affected by relationship breakdown, household or temporary need, or domestic abuse.

I am advised that SAHA undertakes a further check immediately before a person is housed to determine whether they own property. Once a person is housed, their conditions of tenancy state that if they or a member of their household acquire an interest in property, SAHA can take steps to end their tenancy.

If your informant has specific information about public housing tenants who have an interest in residential property, I would strongly encourage them to contact Housing SA on 131 299 to allow their concerns to be investigated. Your informant can choose to provide the information anonymously.

I trust that this information will assist you. If you have any further queries, please contact Mr Glen Williams, Ministerial Liaison Officer from my office on 8463 6560.

Yours sincerely



Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

619 12018



STEVE MURRAY MP

MEMBER FOR DAVENPORT

Local like you!



Document 10

Hon Michelle Lensink MLC
Minister for Human Services
GPO Box 572
ADELAIDE SA 5001



Ref: 8004

Michelle

Dear Minister

I write on behalf of Davenport constituent [REDACTED] regarding concerns about her Housing Trust premises.

I understand [REDACTED] has contacted the Department previously through her former Member of Parliament, Ms Nat Cook MP. Ms Cook wrote to the Chief Executive, Tony Harrison regarding [REDACTED] concerns. His reply was sent 25 April 2018 reference number 18TCEO039.

[REDACTED] has many issues with her premises. She has stated that she feels her concerns are not being listened to and that it is starting to affect her mental health.

[REDACTED] has also advised that she has had 4 different housing officers in the last 24 months and has not been notified of any staffing changes made to her lease agreement.

[REDACTED] has been asking for the following over a considerable period of time and feels no action has been taken:

- Would like updates on when staff changes occur regarding her lease.
- Would like the return of regular home visits.
- Would like the following maintenance issues addressed:
 - Bath replaced as it is starting to rust.
 - Water is leaking through the front door frame, from the front veranda.
 - Floor in the kitchen is uneven, resulting in her fridge not working properly.
 - Toilet bowls need to be replaced.

[REDACTED] acknowledges that she has had a new stove and hot water service installed in the last two years and that her last home visit was on 14 May 2018. However, she does not accept that her pipes were checked thoroughly, or that her concerns have been fairly considered.

I am aware that a report on [REDACTED] property will be received shortly. Correspondence from Mr Harrison states April 2018, however her home visit was in May 2018.

Could you provide guidance on whether the report has been finalised along with any action to be undertaken on [REDACTED] behalf? Will [REDACTED] be notified of the outcomes, and whether the above-mentioned issues will be rectified.

I would welcome your advice on the matters raised by [REDACTED] so that I may be able to respond to her. Thank you for your assistance with this matter.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Steve Murray', with a large, stylized initial 'S'.

Steve Murray MP
Member for Davenport

23 /05/ 2018

[REDACTED]



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Minister for Human Services

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18MSHO/0420

Mr Steve Murray MP
Member for Davenport
Shop 11, Aberfoyle Hub Shopping Centre
Hub Drive
ABERFOYLE PARK SA 5159

Dear Mr Murray

Thank you for your letter dated 23 May 2018 on behalf of your constituent, [REDACTED] regarding her tenancy and maintenance concerns.

I am advised by Housing SA that a home visit was conducted on 14 May 2018. [REDACTED] has been provided with the direct contact details of her Housing Officer and the Operations Manager. Housing SA's Home Visit policy states that home visits will occur at least once every 12 months. Tenants may receive a home visit more often than this to help manage any tenancy or support issues. [REDACTED] next home visit is scheduled for January 2019, however, she can contact Housing SA to discuss an alternative timeframe.

Housing SA advises me that the maintenance concerns raised by [REDACTED] have been reviewed. Unfortunately, Housing SA is unable to fully ascertain the maintenance issues and required repairs as [REDACTED] has refused contractors access to her property. I would therefore encourage [REDACTED] to report all maintenance concerns to the Maintenance Contact Centre on 131 288 and allow access for contractors to undertake any necessary investigations and repairs.

I hope this information will assist you to respond to [REDACTED] If you have any further queries in relation to the maintenance concerns, please contact John Stokes, Maintenance Team Leader South on (08) 8207 0006. For any further queries in relation to tenancy issues, please contact Matt Johnson, Operations Manager on (08) 8305 0229.

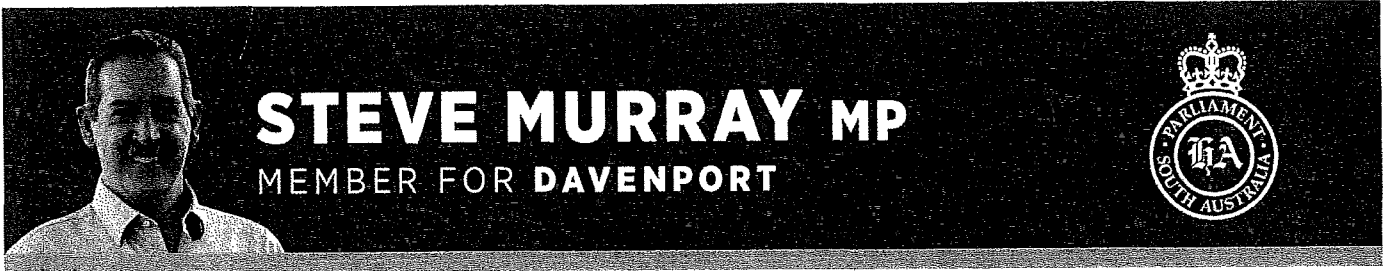
Yours sincerely

A handwritten signature in cursive script, reading "Michelle Lensink".

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

6/7 /2018





Hon Michelle Lensink MLC
Minister for Human Services
GPO Box 572
ADELAIDE SA 5001



Michelle
Dear Minister

I write on behalf of Davenport constituent [REDACTED] regarding her concern about privacy protections for clients affected by the recent transition of Domiciliary Care from the State government to non-government provider, RDNS SA.

I understand that my State colleague and former State Member for Davenport, now Waite, Mr Sam Duluk MP and my Federal colleague Ms Nicolle Flint MP, Member for Boothby have also raised this matter on behalf of [REDACTED]

The concerns centre around the RDNS asking Domiciliary Care clients to complete a 'Client Information Privacy Consent Form' and how this information will be utilised when gathered. [REDACTED] is also seeking an avenue to opt out of having personal information shared with others.

I would welcome your advice on the matters raised by [REDACTED] so that I may be able to respond to her. Thank you for your assistance with this matter.

Yours sincerely

Steve Murray MP
Member for Davenport

18 /05/ 2018

Cc [REDACTED]
Ms Nicolle Flint MP, Member for Boothby

[REDACTED]



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18MDIS/0455

Mr Steve Murray MP
Member for Davenport
Shop 11, Aberfoyle Park Shopping Centre
Hub Drive
ABERFOLYLE PARK SA 5159

Dear Mr Murray *Steve,*

Thank you for your letter regarding the concerns raised by your constituent, [REDACTED] about the Domiciliary Care privacy consent process. I understand many clients concerned about privacy take the matter seriously.

Domiciliary Care has in place a well-established practice to seek client consent for information collection and disclosure in order to provide services. This practice is described in an attachment to this letter where the three questions are addressed in detail. This information was previously provided to Sam Duluk MP in response to his written enquiry, and has also been provided to Nicolle Flint MP more recently.

Obtaining privacy consent is a routine process for all clients, reviewed annually, and includes provision for a client to opt out by nominating any exclusions to disclosure on the Client Information Privacy Consent Form. Exclusions are then noted as a Confidentiality Alert in their client record and in the client database, and observed by all staff dealing with the client or their information. This ensures concerns about potential disclosure are resolved satisfactorily with clients. There is no record of any instance where Domiciliary Care services have not been provided because privacy consent has not been obtained.

I am advised [REDACTED] initial concern was raised with Domiciliary Care during the usual process to establish privacy consent, and was followed up by the team leader, who established a limited consent with [REDACTED] to enable her services to continue. I understand it was recorded that she was satisfied with this resolution.

Regarding the transition to RDNS SA, legal advice obtained by the Department of Human Services (DHS) states that clients who are receiving services from Domiciliary Care can have information about the services they receive transferred to RDNS without specific consent. This information will ensure their services will be continued after the transition.

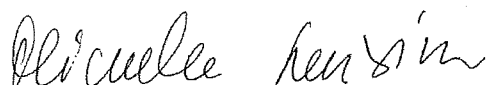


However, to ensure that clients were fully informed about the transfer of Domiciliary Care to RDNS SA management, existing clients have received two formal communications announcing the new provider, and providing a contact number if they had concerns or do not wish to transfer.

I am advised RDNS SA Silver Chain has obligations under Australian Privacy Law which are very similar to those governing Domiciliary Care in regard to providing information and seeking client consent to RDNS SA privacy practice. A process is currently under way to provide clients with information about the stringent use of client information under RDNS SA, similar to current Domiciliary Care practice, and to obtain Privacy consent. This consent will be obtained from transferring clients prior to receiving services under RDNS SA. Any clients, including [REDACTED] who are known to have expressed concerns about information sharing in the past will be approached personally by experienced Domiciliary Care clinical staff to explain the process face to face and manage any issues arising as described above. DHS has informed me that a senior Domiciliary Care practitioner will contact [REDACTED] shortly to discuss this in person.

If you have other constituents who have expressed concerns about this process, please invite them to contact our Privacy Officer, Ms Cathy Lock on 8132 6015 or cathy.lock@sa.gov.au.

Yours sincerely



Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

317 / 2018

Encl: Detailed response to questions raised in correspondence.