



Our ref: DHS/20/00394

Hon John Darley 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: postbox@mid-murray.sa.gov.au

Dear Mr Darley

I refer to your application under the *Freedom of Information Act 1991* (the Act), transferred to the Department of Human Services (DHS) from Mid-Murray Council on 9 January 2020 seeking information relating to the Mid Murray Community Passenger Network serviced by the Australian Red Cross.

In particular, you requested information pertaining to:

- The number of delivery services carried out by the service provider including the location of the clients within the Mid Murray Council area.
- All client complaints against the current service provider and the outcomes of the complaints.
- The number of times a transportation service was cancelled by the service provider within 24 hours of a client's scheduled appointment time including the reasons provided for cancellation.
- The number of clients the service provider refused to service including information about the location of those clients and the reasons provided as to why the service was refused.

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

Section 4(5) of the Act specifies that an agency is only obligated to provide access to existing documents or documents that can readily be produced from information held in computer databases. In response to your request, relevant information has been extracted from a DHS database.

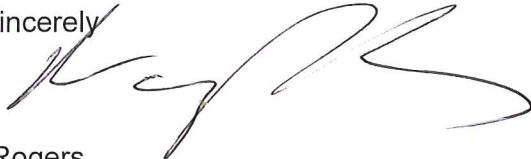
Based on this information, I can advise that for the period 1 July 2018 – 31 December 2019 there were 403 service sessions reported and no client complaints recorded by DHS against the service provider.

DHS does not hold information relating to client location for individual services, cancellations by the service provider or the service provider refusing to service clients.

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

If you have any questions in relation to this matter, please contact 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

A handwritten signature in black ink, appearing to read 'Nancy Rogers', written over the 'Yours sincerely' text.

Nancy Rogers
ACCREDITED FOI OFFICER

13 / 12 / 2020