



**Government  
of South Australia**

**Minister for Human Services**

Our ref: 20MCOR/0028  
Your ref: 8531757

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

Ms Nat Cook  
Member for Hurtle Vale  
PO Box 158  
WOODCROFT SA 5162

Sent by email: shadowhumanservices@parliament.sa.gov.au

Dear Ms Cook,

**Freedom of information application**

I refer to your application under the *Freedom of Information Act 1991* (the Act), received by the Office of the Minister for Human Services on 11 August 20 seeking access to:

*Between 18 March 2020 and 11 August 2020, all documents, noted, briefings, memos, correspondence, reports, emails, Text/WhatsApp messages, directions, instructions, research, including and draft documents, notes, briefings, correspondence, reports, email, Text/WhatsApp messages, directions, instructions, relating to Nat Cook MP, Member for Hurtle Vale and Shadow Minister for Human Services held or received by Minister Lensink's office, not including correspondence already made available to Ms Cook or her office.*

Ten documents have been identified as falling within the scope of your application and I have determined to release nine documents in full and one document is refused in full.

Document 4 contains information that is specifically prepared for parliament and disclosure would infringe the privilege of Parliament. This document is a draft response to a Question on Notice and is protected by Parliamentary privilege. I have therefore determined to exempt this document in full pursuant to clause 17(c) 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](mailto: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

11 / 19 / 2020

### SCHEDULE OF DOCUMENTS – 20MCOR/0028

Freedom of information application from the Nat Cook MP seeking access to Between 18 March 2020 and 11 August 2020, all documents, noted, briefings, memos, correspondence, reports, emails, Text/WhatsApp messages, directions, instructions, research, including and draft documents, notes, briefings, correspondence, reports, email, Text/WhatsApp messages, directions, instructions, relating to Nat Cook MP, Member for Hurtle Vale and Shadow Minister for Human Services held or received by Minister Lensink's office, not including correspondence already made available to Ms Cook or her office.

No	Author	Addressee	Date	Description of document	Determination	Reason
1.	Ministerial Liaison Officer	DHS/SAHA Parliamentary Officer	1 July 2020	Email regarding QON in list form	Released in full	
2.				Email Attachment - Listed Version - QON	Released in full	
3.	Ministerial Liaison Officer	Ministerial Advisers, Chief of Staff to the Minister for Human Services	1 July 2020	Email regarding QON – to notify if any of the info is publicly available	Released in full	
4.	Ministerial Adviser	AGD Senior Ministerial Adviser, Chief of Staff to the minister for Human Services	8 April 2020	Email regarding talking points for question regarding support during COVID-19 pandemic	Refused in full	Exempt – Clause 17(1) – parliamentary privilege
5.	Ministerial Adviser	Minister for Human Services, Chief of Staff to the Minister for Human Services, Ministerial Adviser	30 April 2020	Email advising of a Youth Forum	Released in full	
6.	Chief of Staff to the Minister of Human Services	Ministerial Admin Staff	8 May 2020	Email – letter ready for Minister to sign	Released in full	
7.	Ministerial Adviser	Chief of Staff and Ministerial Advisers	7 May 2020	Email regarding latest version of the letter	Released in full	
8.	Ministerial Adviser	Chief of Staff to the Minister for Human Services	24 April 2020	Email – Adviser bringing correspondence to the CoS attention	Released in full	
9.	Ministerial Admin Staff	Chief of Staff to the Minister for Human Services	7 May 2020	Emailing link to draft response	Released in full	
10.	Ministerial Adviser	Chief of Staff to the Minister for Human Services	5 May 2020	Email – letter template to respond to COVID-19 matters	Released in full	

**From:** [Baggio, Bianca \(DHS\)](#)  
**To:** [Schutz, Matthew \(DHS\)](#); [Sterzl, Grant \(DHS\)](#)  
**Subject:** QONs - Listed Version  
**Date:** Wednesday, 1 July 2020 3:23:00 PM  
**Attachments:** [QONs - Nat Cook.docx](#)  
[image001.png](#)

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Hi Guys

Not sure if this is of any assistance to you but these are the questions in list form

Ta Bee

Bianca Baggio

Ministerial Liaison Officer (Human Services)

**Office of the Hon Michelle Lensink MLC** | Minister for Human Services

Department of Human Services

Telephone: 08 8463 6560



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**Ms Cook will ask the Minister representing the Minister for Human Services - (SAHA)**

- 163** For the period 1 July 2019 to 30 June 2020, what was:
- (a) The total number of households in public housing?
  - (b) The total number of households in community housing?
- 164** For the period 1 July 2019 to 30 June 2020, what was:
- (a) The total number of new households entering public housing?
  - (b) The total number of new households entering community housing?
- 165** For the period 1 July 2019 to 30 June 2020, what was the total number of individual people sleeping rough in the City of Adelaide?
- 166** For the period of 1 July 2019 to 30 June 2020, what was:
- (a) The percentage of the total amount of rough sleepers in the City of Adelaide that were female?
  - (b) The percentage of the total amount of rough sleepers in the City of Adelaide that were male?
  - (c) The percentage of the total amount of rough sleepers in the City of Adelaide that did not specify a gender?
- 167** For the period of 1 July 2019 to 30 June 2020 what was the age demographics of all individual persons sleeping rough in the City of Adelaide?
- 168** For the period 1 July 2019 to 30 June 2020 what was the total number of individuals who sought assistance from specialist homelessness services in South Australia?
- 169** For the period 1 July 2019 to 30 June 2020 what was the percentage of individual females who sought assistance from specialist homelessness services in South Australia?
- 170** For the period 1 July 2019 to 30 June 2020 what was the percentage of individual males who sought assistance from specialist homelessness services in South Australia?
- 171** What is the percentage increase in demand for specialist homelessness services in the last five years?
- 172** What are the top three reasons for people seeking assistance from a specialist homelessness service; and what percentage are they in the total amount?
- 173** Of the tenants within Public Housing, what is the percentage of income sources for those tenants?
- 174** For the period of 1 July 2019 to 30 June 2020, how many houses has the South Australian Housing Authority built?
- 175** For the period of 1 July 2019 to 30 June 2020, how many houses has the South Australian Housing Authority sold?
- 176** At 30 June 2020, what was the total number of people on each South Australian housing waiting list?
- 180** As at 30 June 2020 what was the average time taken to resolve logged maintenance requests to the satisfaction of both the tenant and Housing SA?

**181** As at 30 June 2020 what are the total number of Housing SA properties with outstanding maintenance?

**183** Can the Minister advise:

(a) How many properties have been sold to eligible households through the Affordable Housing Programs in each financial year since its inception?

(b) How many of these households were social housing tenants?

**(DHS)**

**177** As at 31 May 2020, what was the total number of recipients of COVID-19 concessions paid?

**178** What is the total number of FTEs employed in any type of disability service within the Department of Human Services for the years:

(a) 2018/2019?

(b) 2019/2020?

**179** What date was a recommendation for appointment of the Chief Executive of the Department of Human Services received by the Minister from the selection panel?

**182** For the period 1 July 2019 to 30 June 2020 what was the average wait time for each type of child, vulnerable person or other check conducted by the Department for Human Services?

**184** As at 30 June 2020, how many residents are still living at Highgate Park?

**185** For the period 1 July 2019 to 30 June 2020 how many problem gambling interventions were provided and how many people received gambling help services through the Gamblers Rehabilitation Fund?

**From:** [Baggio, Bianca \(DHS\)](#)  
**To:** [Maddeford, Selena \(DHS\)](#); [Darling, Zoe \(DHS\)](#)  
**Cc:** [Hancock, Janette \(DHS\)](#)  
**Subject:** QON"s  
**Date:** Wednesday, 1 July 2020 11:13:00 AM  
**Attachments:** [QONs - Nat Cook.docx](#)  
[image001.png](#)

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Hi Selena and Zoe,

We've been asked 23 QONs per attached. (Black are SAHA and Blue are DHS)

They've all been prepared in Objective and before I send them off to the respective departments, Janette has asked me just to flag these with you to check if any of the info is publicly available and therefore not necessary for me to send to the department to respond to? Can you please let me know by 3pm so that I can send off to the department.

Thanks Bee

Bianca Baggio

Ministerial Liaison Officer (Human Services)

**Office of the Hon Michelle Lensink MLC** | Minister for Human Services

Department of Human Services

Telephone: 08 8463 6560



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**From:** [Darling, Zoe \(DHS\)](#)  
**To:** [Hancock, Janette \(DHS\)](#); [Lensink, Michelle \(DHS\)](#)  
**Cc:** [Booth, Vikki \(DHS\)](#)  
**Subject:** Re: FYI  
**Date:** Thursday, 30 April 2020 11:43:01 AM

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She's doing a Youth Forum next week too: <http://www.natcook.com.au/forums/>

**Zoe Darling**  
Ministerial Adviser

Office of the Hon Michelle Lensink MLC  
**Minister for Human Services**

Tel: 08 8463 6560

Mobile: 0436 628 443

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**From:** Hancock, Janette (DHS)  
**Sent:** Thursday, 30 April 2020 11:12 AM  
**To:** Darling, Zoe (DHS); Lensink, Michelle (DHS)  
**Subject:** FYI

**Media item**

## Full Text

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### Online forum to help provide rent assistance information

Border Watch, Mt Gambier

30 Apr 2020

General News - Page 4 - 182 words - ID 1268385534 - Photo: No - Type:

News Item - Size: 105.00cm<sup>2</sup>

LIMESTONE Coast residents will be able to have their questions answered about changes to laws for people in rental accommodation at an online forum next Wednesday.

The Tenant and COVID-19 Forum, organised by Shadow Human Service Minister Nat Cook, will provide tenants to hear from the UniSA School of Law and the Tenants' Information and Advisory Service.

Labor parliamentarian Clare Scriven welcomed the opportunity for regional residents to be involved.

"As a result of COVID-19, there have been many changes to the rights of renters," she said.

"This forum will be delivered online, which means that local people can hear from legal experts and tenancy specialists and ask questions directly.

"I encourage people who are renting privately or in public housing to register to join in."  
The forum will look at the recent legislation passed to protect both public and private renters, address common myths and give tenants an opportunity to ask questions of the experts.



Interested individuals are requested to visit [natcook.com](http://natcook.com).

[au/forums](#) to register for the free forum.

It will be held on May 6 from 1pm to 2pm.

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This section (everything between the 'noframes' tags) will only be displayed if the users' browser doesn't support frames. You can provide a link to a non-frames version of the website here. Feel free to use HTML tags within this section.

[Top of Form](#)

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[Bottom of Form](#)

**Hancock, Janette (DHS)**

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**From:** Hancock, Janette (DHS)  
**Sent:** Friday, 8 May 2020 3:59 PM  
**To:** Rossi, Pina (DHS)  
**Subject:** NC letter

Hi Pina  
The Nat Cook letter can now be printed for the Minister to sign

Cheers  
Janette


Sent from my iPhone

## Hancock, Janette (DHS)

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**From:** Booth, Vikki (DHS)  
**Sent:** Thursday, 7 May 2020 5:02 PM  
**To:** Hancock, Janette (DHS)  
**Cc:** Darling, Zoe (DHS); Maddeford, Selena (DHS)  
**Subject:** 20 GOVERNMENT - MHS - NAT COOK MP - COVID19 (qA1232509)  
**Attachments:** 20 GOVERNMENT - MHS - NAT COOK MP - COVID19.obr

Hi all,

You will find the latest version of the letter in here. We have all now contributed. Over to you JH. 

Cheers,  
Vikki

Booth, Vikki - VIKBOO has sent you a link to "20 GOVERNMENT - MHS - NAT COOK MP - COVID19" (qA1232509) from Objective.

Open in Navigator  
Double click on the attachment

Open in Your Browser  
<https://edrms.dfc.sa.gov.au/id:qA1232509>

## Hancock, Janette (DHS)

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**From:** Booth, Vikki (DHS)  
**Sent:** Friday, 24 April 2020 12:04 PM  
**To:** Hancock, Janette (DHS)  
**Subject:** FW: 20MHS/0431 - Letter from Nat Cook MP regarding Restaurants and Food for Vulnerable People  
**Attachments:** 20MHS\_0431 - Response from DHS - Letter from Nat Cook MP regarding Restaurants and Food for Vulnerable People.obr

Hi Janette,

Highlighting this one to your attention. Has been noted by MLO and Adviser.

Cheers,  
Vikki  
Vikki Booth  
Ministerial Adviser  
**Office of the Hon Michelle Lensink MLC**  
**Minister for Human Services**  
Department of Human Services  
Tel: 08 846 36542  
Mob: 0448 984 987  
Email: [vikki.booth@sa.gov.au](mailto:vikki.booth@sa.gov.au)



**Government of South Australia**  
**Department of Human Services**

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**From:** Rossi, Pina (DHS) <Pina.Rossi@sa.gov.au>  
**Sent:** Thursday, 23 April 2020 1:25 PM  
**To:** Baggio, Bianca (DHS) <Bianca.Baggio@sa.gov.au>  
**Cc:** Booth, Vikki (DHS) <Vikki.Booth@sa.gov.au>  
**Subject:** 20MHS/0431 - Letter from Nat Cook MP regarding Restaurants and Food for Vulnerable People

Hi Bee

File has been returned from DHS. Updated tracking.


Thanks

Pina Rossi  
Receptionist/Administration Officer  
**Office of the Hon Michelle Lensink MLC | Minister for Human Services**

## Hancock, Janette (DHS)

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**From:** Rossi, Pina (DHS)  
**Sent:** Thursday, 7 May 2020 10:28 AM  
**To:** Hancock, Janette (DHS)  
**Subject:** draft response to Nat Cook MP regarding the COVID-19 pandemic matters raised across MHS MDIS MHA (A23659135)  
**Attachments:** draft response to Nat Cook MP regarding the COVID-19 pandemic matters raised across MHS MDIS MHA.obr

Here it is 

Rossi, Pina - PINROS has sent you a link to "draft response to Nat Cook MP regarding the COVID-19 pandemic matters raised across MHS MDIS MHA" (A23659135) from Objective.

Open in Navigator  
Double click on the attachment

Open in Your Browser  
Latest: <https://edrms.dfc.sa.gov.au/id:A23659135/document/versions/latest>  
Published: <https://edrms.dfc.sa.gov.au/id:A23659135/document/versions/published>

## Hancock, Janette (DHS)

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**From:** Maddeford, Selena (DHS)  
**Sent:** Tuesday, 5 May 2020 2:39 PM  
**To:** Hancock, Janette (DHS)  
**Subject:** FW: As requested; Letter template to respond to COVID-19 matters raised by Nat Cook MP  
**Attachments:** draft response to Nat Cook MP regarding the COVID-19 pandemic matters raised across MHS MDIS MHA.obr