



Government of  
South Australia



human  
services

Department of Human Services  
**Join our team!**

# Acknowledgement of Country

We acknowledge and respect Aboriginal peoples as the state's first peoples and nations, and recognise them as traditional owners and occupants of land and waters in South Australia.

Further, we acknowledge that the spiritual, social, cultural and economic practices of Aboriginal peoples come from their traditional lands and waters, that they maintain their cultural and heritage beliefs, languages and laws which are of ongoing importance, and that they have made and continue to make a unique and irreplaceable contribution to the state.







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# Message from the Chief Executive

Welcome to the Department of Human Services, or as we are often known, DHS.

I'm Sandy Pitcher, Chief Executive, and I am proud to lead a department that's invested in helping all South Australians thrive.

We strive to put the 'human' in human services – and this is what makes our work at the department important, challenging, but so very rewarding.

Our priority is to support the South Australian community in delivering programs and services that will ultimately improve their safety, well-being and quality of life.

We're responsible for commissioning human services across the not-for-profit sector, and investing in the community through grants and funding.

We provide core services in areas including:

- youth justice
- disability support
- cost of living concessions and rebates
- employment-related screening
- family safety and support.

We also lead important government reforms, including disability inclusion, intensive family support services and women's equality and safety.

Our services at DHS span South Australia, from Kaurna Country in the state's capital of Adelaide to the many regional and remote communities that make up our great state.

And while the work we do for our communities is exceptional, it goes without saying that some of the most important people we invest in are our staff.

As an employee of DHS, your voice and the lived experience you bring to the table is valued – that way, we can ensure many perspectives are considered in the design and delivery of our policies and programs to best serve our community.

Diversity is something we're very proud of here, as it's what we draw strength from – allowing us to become an even stronger organisation that quickly and effectively responds to the needs of people, statewide.

Together, we can help South Australians to thrive, face challenges and take part in a fair and just society – and this is what drives me every day to lead such an incredible team.

Are you ready to join me on the journey?

**Sandy Pitcher**  
Chief Executive



# What we do and how

## Priority 1

### **Increasing inclusion, independence and shared decision-making for all**

Our partnerships through policy, programs and services strengthen communities and enable South Australians to actively participate in community life.

## Priority 2

### **Supporting our community when it matters most**

Our programs and services are strength-based and ensure South Australians are safe, empowered and connected in their communities.

## Priority 3

### **Delivering modern services for our communities**

Our services reflect the changing needs of South Australians, and are focused on supporting positive and lasting outcomes.

## Keys to our success

**DHS is committed to amplifying the voices of the people  
and communities who we support and serve.**



# How we live diversity and inclusion

DHS strives to improve the lives of people of all ages, cultures, disabilities, ethnicities, faiths, gender identities, sex characteristics and sexual orientations.

We are committed to making our services and workplaces safe and inclusive for all people to ensure the full diversity of the communities we serve are represented in the strategies we lead.

We celebrate the many strengths and skills of people living with disability and/or neurodivergence in our workplace and acknowledge our role to ensure a supportive work environment that enables them to thrive. We are committed to making reasonable adjustments to provide a positive, barrier-free recruitment process.

We are proud that DHS fosters a diverse and inclusive workplace culture, and as part of that ongoing commitment, our employee-led networks provide voluntary spaces for employees to come together with peers who have similar lived experiences to connect, share ideas, and contribute to a culture of inclusion.

## Our established group networks include:



Culturally and linguistically diverse (CALD) employee-led network



Disability employee-led network



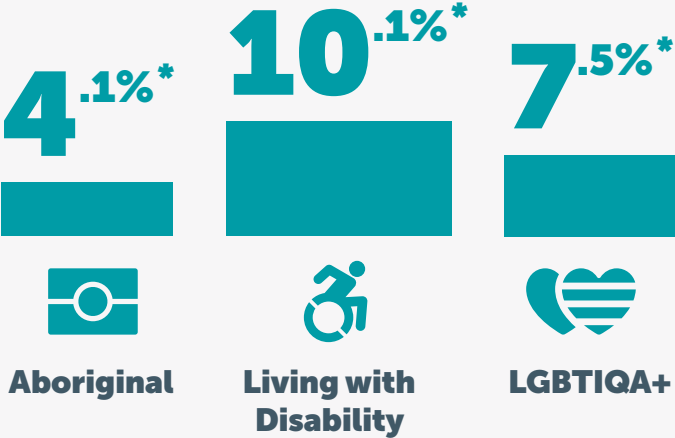
LGBTIQ+ employee-led network



Nunga Network Aboriginal employee-led network



# Our workforce at a glance



*\*(People Matter Employee Survey, 2024)*



# Closing the Gap

DHS acknowledges the ongoing strength and resilience of Aboriginal peoples in sustaining the world's oldest living culture. Closing the Gap is a key priority for DHS, underpinned by the belief that when Aboriginal peoples have a genuine say in the design and delivery of policies, programs and services that affect them, better life outcomes are achieved.

Closing the Gap requires DHS to structurally change the way it works with Aboriginal peoples to be culturally safe and responsive to their needs, including through the organisations we fund and the employment we offer.

In response to the [National Agreement on Closing the Gap](#), DHS has developed a Closing the Gap Framework and Policy to assist and guide the department's day-to-day work to achieve the changes required.

# Reconciliation

Reconciliation, at its heart, is about strengthening relationships between Aboriginal peoples and non-Aboriginal peoples, for the benefit of all Australians. True reconciliation requires truth-telling, including acknowledging the historical and ongoing impacts of colonisation characterised by devastating land dispossession, violence, and racism.

DHS' [Reconciliation Action Plan 2022–24](#) (RAP) provides the department with a structured approach to advance reconciliation. This includes commitments to deeply listening, building cultural intelligence, celebrating diversity and having the humility to recognise and value different ways of being and doing. Our RAP is a vital tool to achieve an equitable Australia in alignment with the regulatory body, Reconciliation Australia.

Reconciliation is an ongoing journey that reminds us that while generations of Australians have fought hard for meaningful change, future gains are likely to take just as much, if not more, effort.

In a just, equitable and reconciled Australia, Aboriginal children will have the same life chances and choices as non-Aboriginal children, and the length and quality of a person's life will not be determined by their cultural heritage.

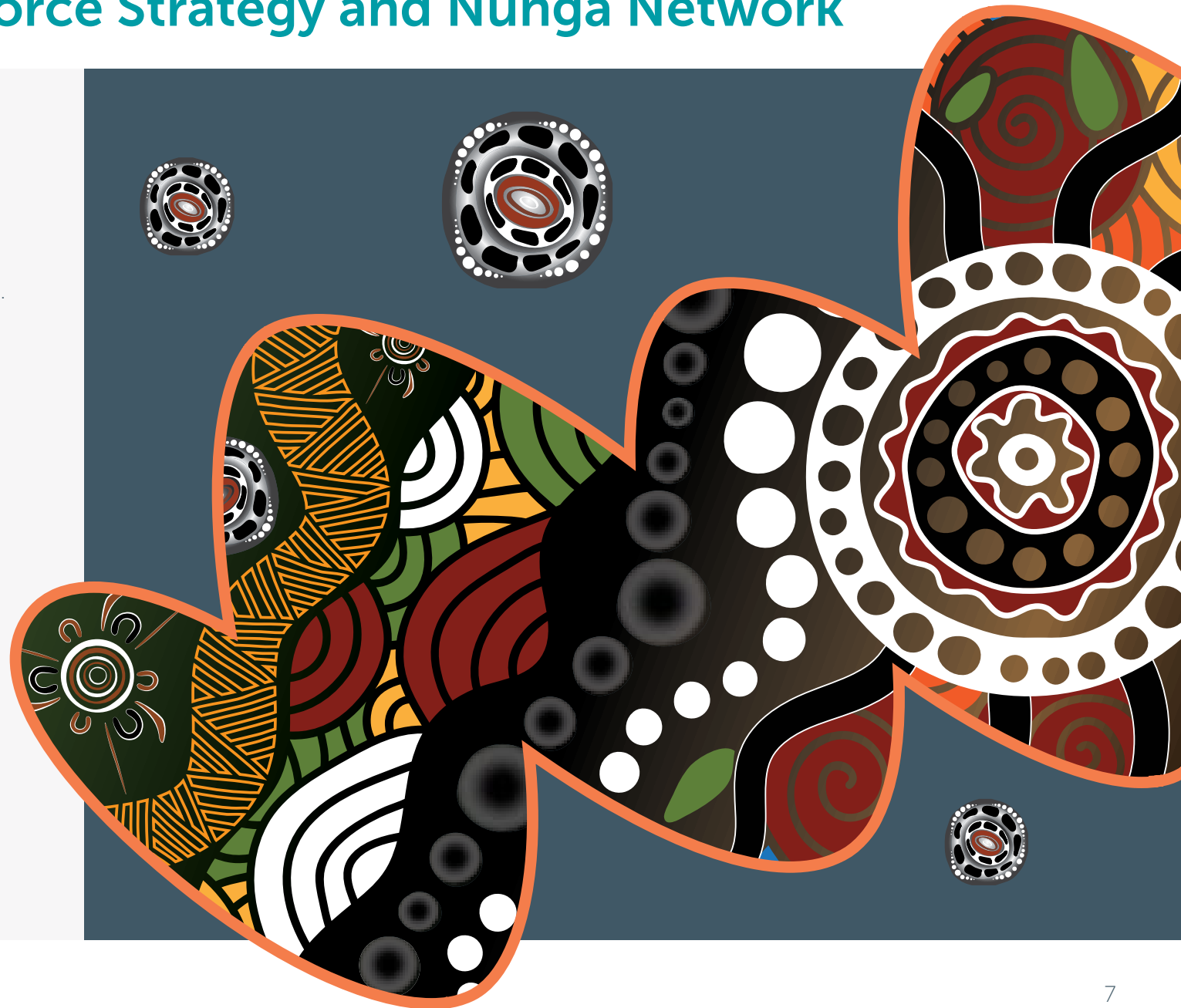




# Aboriginal Workforce Strategy and Nunga Network

DHS, through its Aboriginal Workforce Strategy, is committed to employing more Aboriginal staff, retaining and upskilling current Aboriginal staff, and creating a culturally safe and responsive working environment to make our department an employer of choice for Aboriginal peoples.

The Principal Aboriginal Workforce Consultant, in our People and Culture Division, plays a key role in supporting Aboriginal staff across DHS and their managers to achieve the Strategy's outcomes. This includes leading the DHS Nunga Network to help our Aboriginal workforce staff feel connected and share information in real-time.



# Our services



Aboriginal Peoples



Ageing



Carers



Child and Family Support



Community Connections



Concessions



Disability Reform



Disability Services



Exceptional Needs



Gambling Harm



Grants



Homelessness



Interpreting and Translating



LGBTIQ+



NGO and Sector Support



Remote and Regional



Screening Checks



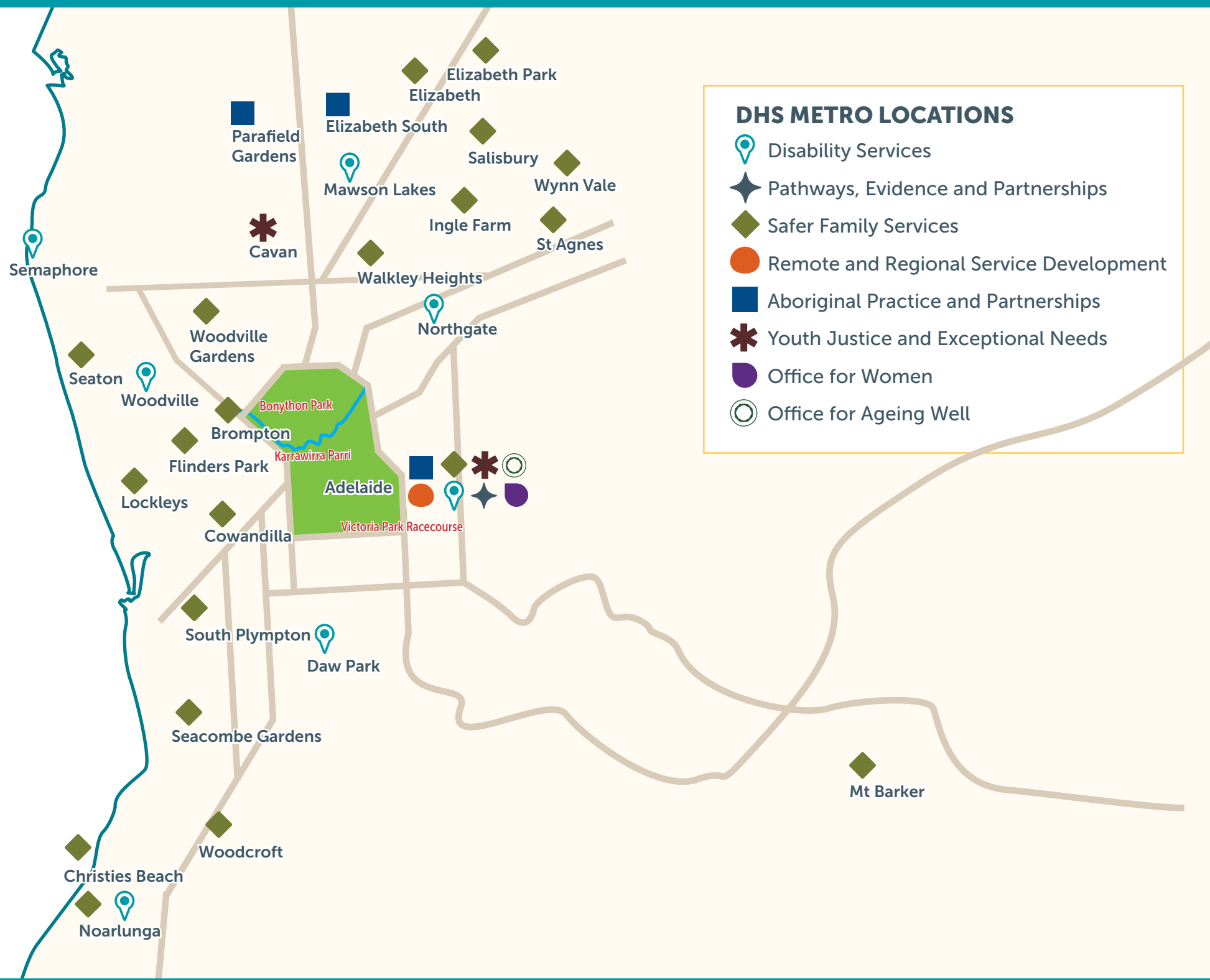
Women's Services



Youth



Youth Justice






Western Australia

Northern Territory

## DHS NORTHERN SA LOCATIONS

-  Disability Services
-  Safer Family Services
-  Remote and Regional Service Development
-  Youth Justice and Exceptional Needs

Pipalyatjara

Amata

Pukatja

Umuwa

Fregon

Indulkana

Mimili

APY Lands

Andamooka

Roxby Downs

Ceduna

Pt Augusta

Whyalla

Pt Pirie

Clare

Kadina

Gawler

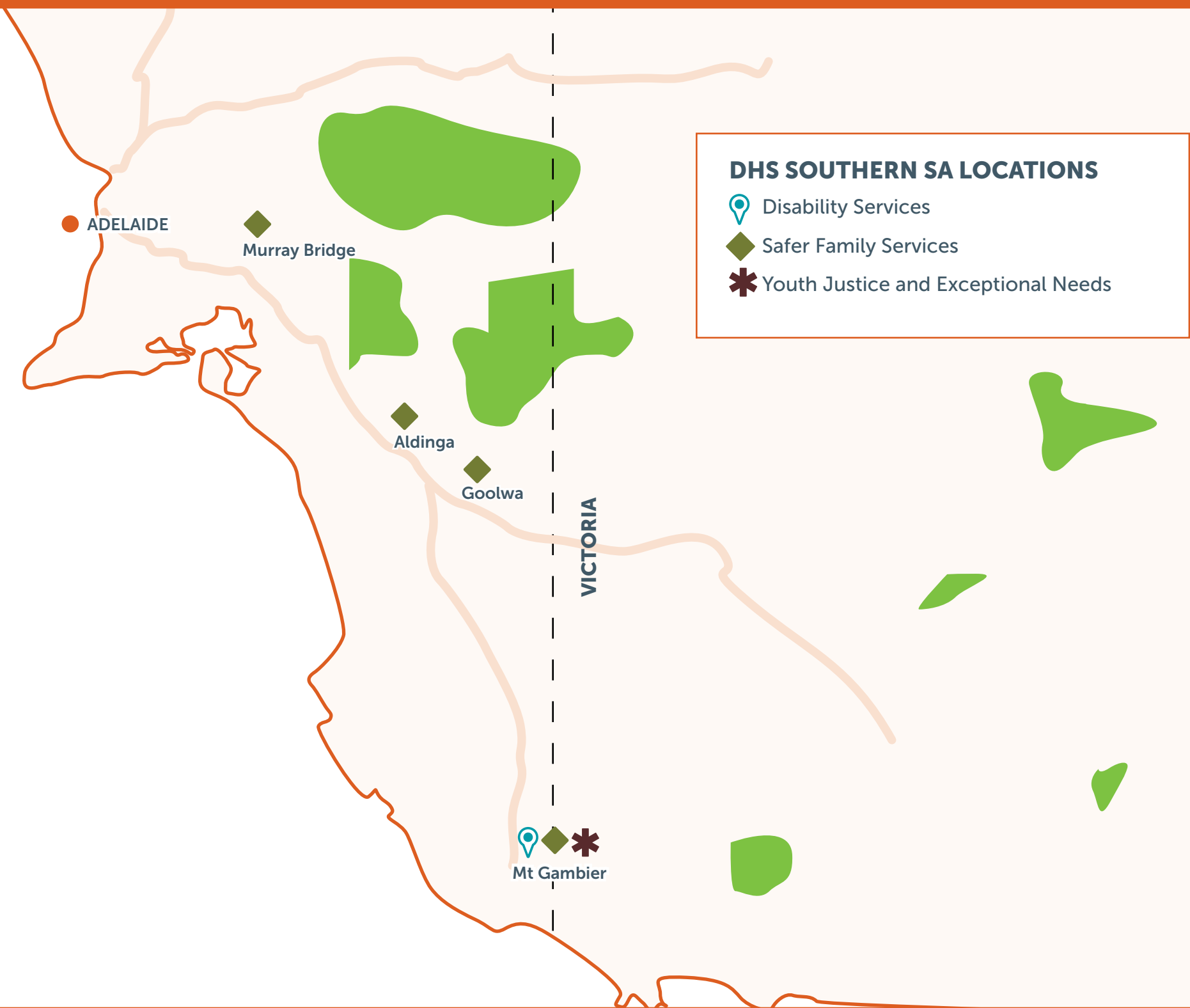
Evanston

ADELAIDE

Pt Lincoln

Moonta

Renmark



# Work perks



## Flexible working

Depending on your role, you may be able to work flexibly. This offers an alternative approach to getting work done by varying the hours worked and the location of working. Such arrangements are designed to promote balance between work, personal commitments and individual needs.



## Salary sacrifice

Reduce your taxable income with salary packaging. Available to full-time, part-time and casual employees of the South Australian Government, salary packaging allows employees to pay for certain expenses with money set aside from pre-tax salaries.



## Personal development and learning

DHS is committed to building the capability, performance and continuous growth of its workforce. We offer a variety of avenues for learning and professional development, including mandatory training, short courses and online programs.



## Your wellbeing

We are continually focussed on providing supports to enhance your wellbeing. Some of our offerings include an annual flu vaccination program, Employee Assistance Program, health corporate partnership offers, Red Cross blood drive team and many more activities built around safety and wellbeing throughout each year.



## Superannuation

Super SA is a dedicated fund for SA public sector employees. With Triple S, you can contribute much more to your super each year. Unlike most super funds with a \$27,500 annual contribution cap, Triple S members have a lifetime cap but no annual cap. You can also select your own super fund.



## Health and fitness

Fitness Passport is a discounted workplace health and fitness program available to employees and their families that provides unlimited access to a number of fitness facilities for a fraction of the price of a regular gym membership.



## Staff testimonials

“What I love most about my job is seeing the real actions that we take to help kids, especially those most vulnerable in our communities.

**Rosa Lindon**

Senior Project and Policy Officer  
Kurlana Tapa Youth Justice Centre

“I feel that none of what we can do, we can do alone. So, we've got a very strong sense of collaboration.

**Charlie Murray**

Manager, Evidence and Implementation  
Early Intervention Research Directorate

“I've found purpose in supporting centre operations and I'm proud to contribute to operational efficiencies that keep young people in custody, safe and secure.

**Jody Perrin**

Senior Administration Officer  
Kurlana Tapa Youth Justice Centre

“I travel the length and breadth of the APY lands visiting communities and individuals, and plain and simply I just like helping. I like helping other people and it gives me great satisfaction, and it gives me a purpose.

**Geoffrey Pryor**

Project Manager, APY Lands

“There is great sense of purpose and fulfillment working in Disability Services as one gets the opportunity to create significant, positive change in the lives of some of the most vulnerable people in South Australia.

**Tanvir Kanwar**

Team Leader  
Disability Services

“As an Aboriginal employee of DHS, I feel like I'm part of the team, not just an Aboriginal worker, and that makes me feel really comfortable coming to work, and you know it gives me a proud moment.

**Rehanna Coulthard**

Aboriginal Pathways Practitioner  
Safer Family Services

# Thank you.



## More information

[Work with us | DHS](#)

[DHS Organisational Chart](#)

## Social media

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