



**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
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Our ref: 19MCOR/0042/0045
Your ref: 7280018/7280039

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 15 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 Morphett, Stephen Patterson 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 Morphett, Stephen Patterson 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.

Seven documents have been identified as falling within the scope of your application and I have determined to release seven documents in part.

Documents 1-7 contain personal information in relation to a third party 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

21 / 5 / 2019

SCHEDULE OF DOCUMENTS – 19MCOR/0042

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 the Member for Morphett, Stephen Patterson MP.*

No	Author	Addressee	Date	Description of document	Determination	Reason
1.	Stephen Patterson MP – Member for Morphett	Minister for Human Services	14/12/2018	Letter on behalf of a constituent regarding the Housing SA property at Plympton Park which was damaged by fire	Released in Part	Exempt – Clause 6(1) – personal affairs
2.	Minister for Human Services	Stephen Patterson MP – Member for Morphett	08/03/2019	Minister Signed Response – constituents concern regarding a Housing SA property at Plympton Park which was damaged by fire	Released in Part	Exempt – Clause 6(1) – personal affairs
3.	Stephen Patterson MP – Member for Morphett	Minister for Human Services	22/03/219	Letter on behalf of a constituent regarding difficulties there are facing with the link between the Federal and State Human Services departments in relation to information sharing	Released in Part	Exempt – Clause 6(1) – personal affairs
4.	Stephen Patterson MP – Member for Morphett	Minister for Human Services	03/08/2018	Letter on behalf of a constituent regarding concerns with their child's participation in the National Disability Insurance Scheme, specifically within the Early Childhood Early Intervention category	Released in Part	Exempt – Clause 6(1) – personal affairs
5.	Minister for Human Services	Stephen Patterson MP – Member for Morphett	24/10/2018	Minister Signed Response – constituent concern regarding their child's participation in the National Disability Insurance Scheme	Released in Part	Exempt – Clause 6(1) – personal affairs
6.	Stephen Patterson MP – Member for Morphett	Minister for Human Services	10/10/2018	Letter on behalf of a constituent regarding the choice of approved suppliers and alert systems within the Personal Alerts SA Scheme	Released in Part	Exempt – Clause 6(1) – personal affairs
7.	Minister for Human Services	Stephen Patterson MP – Member for Morphett	14/11/2018	Minister Signed Response – constituent query regarding the Personal Alert Systems Rebate Scheme (PARS)	Released in Part	Exempt – Clause 6(1) – personal affairs



Document 1

14th December 2018

The Hon. Michele Lensink MLC
Minister for Human Services
By email: DHSMinisterforHumanServices@sa.gov.au

Dear Minister,

RE: Housing SA property on [REDACTED]

I write on behalf of my constituent [REDACTED] who is concerned about the recent fire at [REDACTED] and the associated repairs/demolition.

[REDACTED] has expressed his concerns over the previous tenants of this property and the damage to the said property.

It would be appreciated if a response could be provided to [REDACTED] as to Housing SA's future plans for this house. Relating to whether it is intended to be knocked down and rebuilt or renovated etc., as the building in its current state is an eyesore for the neighbourhood.

Yours sincerely

STEPHEN PATTERSON MP
Member for Morphett

CC: [REDACTED]



08 8294 6711



morphett@parliament.sa.gov.au



4 Byron Street Glenelg SA 5045



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[/stephenpattersonmorphett](https://www.facebook.com/stephenpattersonmorphett)



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18MHA/0372

Mr Stephen Patterson MP
Member for Morphett
4 Byron Street
GLENELG SA 5045

Dear Mr Patterson *Stephen*

Thank you for your letter on behalf of your constituent, Mr [REDACTED]
regarding the Housing SA (HSA) property at [REDACTED]
[REDACTED] which was damaged by fire.

I have been advised by HSA that the property is currently undergoing an engineering assessment to determine whether any part of the structure can be salvaged. The property was determined to be unsafe, with the roof trusses damaged in the fire and resulting structural damage. This has caused the assessment process to be delayed.

The assessment is anticipated to be completed soon, with a decision regarding demolition or partial rebuild of the existing structure to be made by the end of March 2019.

I am happy to advise no-one was injured in the fire.

I trust this information assists you in responding to your constituent and ask that you thank [REDACTED] for his concern.

Yours sincerely

Michelle Lensink

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

8 / 3 / 2019





Document 3

22nd March 2019

The Hon Michelle Lensink MLC
Minister for Human Services
Via Email: DHSMinisterforHumanServices@sa.gov.au

Dear Minister

Re: Federal and State Human Services

I recently met [REDACTED] at a listening post in my electorate and was informed of some of the difficulties he has faced with the link between the Federal and State Human Services departments in relation to information sharing.

[REDACTED] has informed me of the issues he has faced with his energy concession, which seem to have stemmed from an update in his details which was not forwarded automatically on from the Federal department to the State.

Please find attached [REDACTED] correspondence which further explains the issue.

I respectfully request that [REDACTED] situation be investigated.

Thank you for your consideration of this request and I look forward to your reply.

Yours sincerely

STEPHEN PATTERSON MP
Member for Morphett



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18MDIS/0662

Mr Stephen Patterson MP
Member for Morphett
4 Byron Street
GLENELG SA 5045

Dear Mr Patterson *Stephen,*

Thank you for your letter on behalf of [REDACTED] regarding concerns with his [REDACTED] participation in the National Disability Insurance Scheme (NDIS).

While the NDIS is the responsibility of the Federal Government, my office is able to make enquiries on behalf of South Australian participants. My office has contacted the National Disability Insurance Agency (NDIA), who have informed that [REDACTED] NDIS planning meeting is yet to be scheduled and they are unable to inform when it will take place. The NDIA also informed my office that they have received a high level of participant requests seeking access to the NDIS and are working hard to progress plans as quickly as possible.

[REDACTED] also contacted my office on 19 September 2018 regarding this matter, and as such I have prepared a direct response to his email based on advice provided by the NDIA to my office. I have copied you into this response.

Thank you again for bringing this matter to my attention.

Yours sincerely

Michelle Lensink

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

24/10 /2018





STEPHEN PATTERSON MP

MEMBER FOR MORPHETT



Document 5

The Hon. Michelle Lensink MLC
Minister for Human Services

3rd August 2018

Dear Minister

NDIS- Early Childhood Early Intervention

I write on behalf of [REDACTED] regarding concerns with [REDACTED] participation in the National Disability Insurance Scheme, specifically within the Early Childhood Early Intervention (ECEI) category. [REDACTED].

[REDACTED] advises that his [REDACTED] has an appointment for a dual diagnosis assessment on 1 September 2018. He is currently within the mainstream childcare sector of [REDACTED]. [REDACTED] wishes for [REDACTED] to attend an intervention program at the centre (following an autism diagnosis).

[REDACTED] has addressed the Operational Guidelines-Planning from the NDIS website which outlines the protocol for the prioritisation of participants in urgent circumstances and believes that [REDACTED] falls within this category as he is [REDACTED]. As you are already aware if a participant falls under this category they should be seen within six weeks to meet the criteria. These six weeks have lapsed as [REDACTED] and his wife have been in contact with the National Disability Insurance Agency since mid-June this year.

[REDACTED] wishes for a planning meeting for [REDACTED] assessment to occur as early as reasonably possible as [REDACTED] participation in the [REDACTED] autism intervention program is dependent upon the NDIS subsidy.

I respectfully request that consideration be given to this matter by the Minister for Human Services.

Thank you for your consideration of this request and I look forward to your prompt reply.

Yours sincerely

STEPHEN PATTERSON MP
Member for Morphett



08 8294 6711



morphett@parliament.sa.gov.au



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STEPHEN PATTERSON MP

MEMBER FOR MORPHETT

Document 6

10 October 2018

The Hon. Michelle Lensink MLC
Minister for Human Services
By email: DHSMinisterforHumanServices@sa.gov.au

Dear Minister,

RE: Personal Alerts SA Scheme

I write on behalf of my constituent [REDACTED] in relation to the choice of approved suppliers and alert systems within the Personal Alerts SA Scheme.

[REDACTED] has been informed that his application for a rebate under this scheme has been approved for 'Purchase and Monitoring'. He understands that he must select something from the list of approved suppliers however he has found an alternative product that he believes better meets his needs. The product, *LiveLife Mobile alarm LLA001*, is listed in an article by Choice Magazine which he describes as a very credible and independent reviewer of products. A copy of this article has been included for your reference.

The two main features that *LiveLife Mobile alarm LLA001* has which he believes none of the approved products have are:

1. It works both inside and outside the home (where the approved alarms work in the home only)
2. It has fall detection meaning the alarm will trigger if he falls and is unconscious and cannot press the button himself (where the approved alarms only trigger if someone presses them)

[REDACTED] understands his choice may be more expensive than the rebate however he is very happy to pay the difference if it means he has a product that meets his specific needs.

[REDACTED] has informed me he is still active and travels via public transports and therefore an alarm that works outside of his home is essential. He has been told that a product not on the approved list is completely off limits, but he has not been explained why this is so. Furthermore, since receiving a letter approving his application he reads that if he had purchased something already he is able to get a refund. This has left him more confused about why he cannot purchase his preferred alarm and be refunded the rebate difference.



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18MHS/0855

Mr Stephen Patterson MP
Member for Morphett
4 Byron Street
GLENELG SA 5045

/ Stephen,
Dear Mr Patterson

Thank you for your letter on behalf of your constituent [REDACTED]
regarding the Personal Alert Systems Rebate Scheme (PARS).

All personal alert systems approved by PARS must meet a number of eligibility criteria, including the Australian Standard for Personal Response Systems, AS4607-1999, to maximise client safety. The Standard specifies the minimum performance, design, and operational requirements for telecommunications-based personal response systems and mandates that compliant alarms include a central monitoring facility.

The LiveLife Mobile Alarm is an auto-dialler which means it does not meet the requirements of AS4607-1999. Auto-dialler systems, like the LiveLife Mobile Alarm, call a selection of pre-programmed contact numbers and unlike a monitored system, there is no guarantee that an auto-dialler call will be answered. Further to this, the LiveLife Mobile Alarm requires the pendant to be regularly recharged, posing a risk that the alert system may not work properly, or at all if the wearer does not charge the system. This is unlike approved PARS alert systems, which are monitored and do not require regular re-charging.

It is acknowledged that the LiveLife Mobile Alarm has some useful features. Alert systems with GPS features are being considered for PARS inclusion in the future, whilst ensuring that the wearer of the alert system is guaranteed an appropriate response in an emergency.

It is important for [REDACTED] to note that purchase rebates will only be paid for applicants who obtain approval before purchasing an approved system from a PARS recognised supplier. ConcessionsSA are reviewing the letters relating to PARS to ensure clarity for customers.

[REDACTED] has also requested assistance in choosing an alert system which will best suit his needs. The Independent Living Centre (ILC) can provide independent advice on choosing an alert system and can be contacted on 8266 5260 or 1300 885 886.




██████████ also raised concerns regarding his interactions with the PARS team. We value the feedback of our customers so that we continue to improve our level of customer service.

The timeframe for ██████████ approval has been extended until 11 December 2018 so that he has additional time to find an approved alert system that meets his needs.

I trust that this information addresses ██████████ concerns.

Yours sincerely



Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

14/11 / 2018