



**Government
of South Australia**

Minister for Human Services

Our ref: 20MCOR/0029

Your ref: 8531772

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 2020 seeking access to:

Between 1 May 2020 and 12 August 2020, all documents (including but not limited to physical, electronic or written briefs, internal discussion papers, minutes, emails, diary entries and any other correspondence) between the Minister and her office and Ms Kelly Vincent.

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

Document 1 contains information which has been removed as it is not relevant to your request.

Document 9 contains the mobile phone number of a departmental employee and I consider that the release of this information would be an unreasonable disclosure of information related to the employees' 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



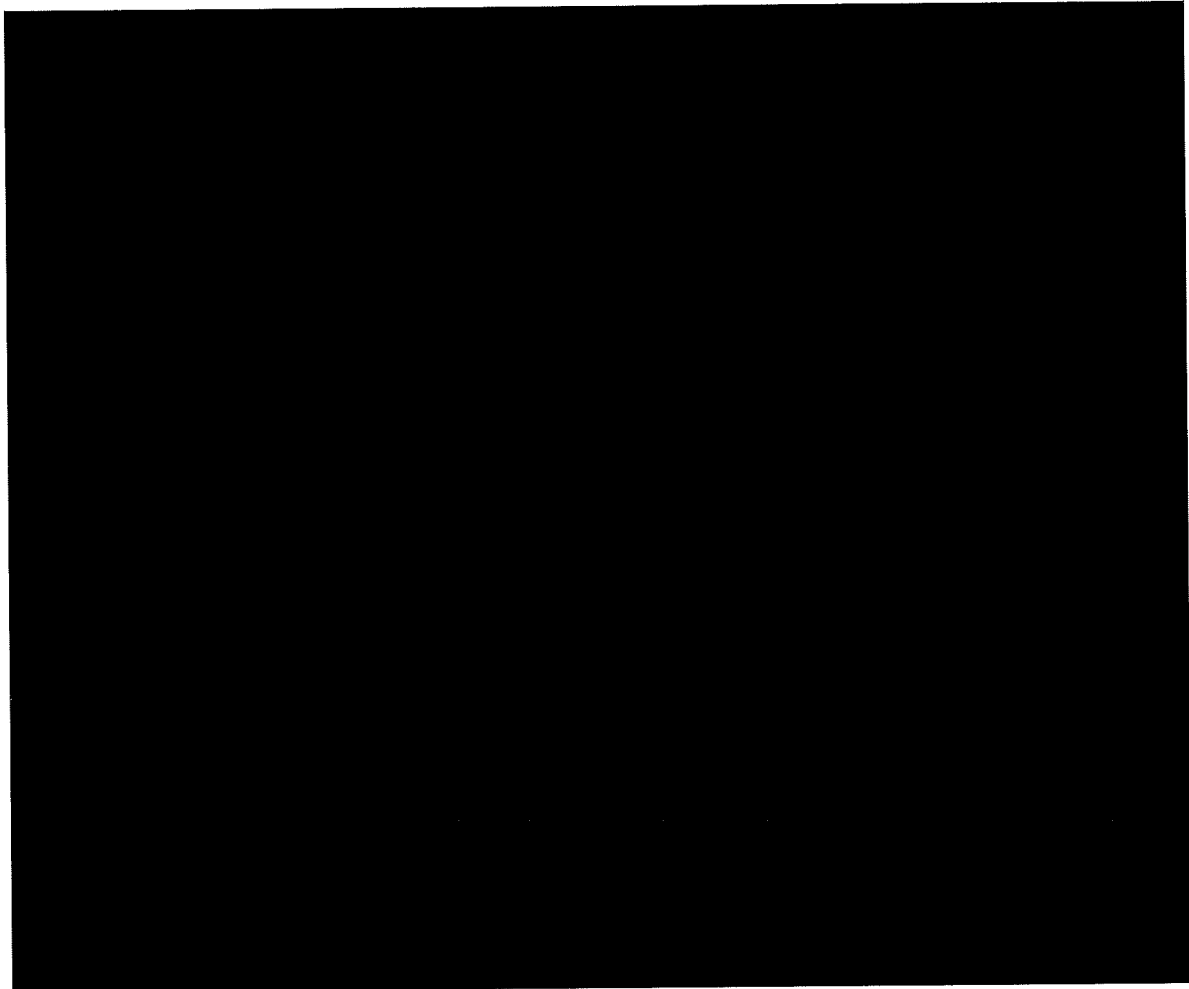
Amanda Hockings
ACCREDITED FOI OFFICER

11 / 9 / 2020

SCHEDULE OF DOCUMENTS – 20MCOR/0029

Freedom of information application from the Nat Cook MP seeking access to Between 1 May 2020 and 12 August 2020, all documents (including but not limited to physical, electronic or written briefs, internal discussion papers, minutes, emails, diary entries and any other correspondence) between the Minister and her office and Ms Kelly Vincent.

No	Author	Addressee	Date	Description of document	Determination	Reason
1.	Kelly Vincent	Minister for Human Services	30 June 2020	Invoice from Kelly Vincent	Released in part	Out of scope information removed
2.	Minister for Human Services	Dr David Caudrey and Kelly Vincent	4 August 2020	Email Correspondence from Hon Michelle Lensink MLC	Released in full	
3.	Minister for Human Services	Kelly Vincent, A/CE DHS, Dr David Caudrey, Ministerial Staff	16 June 2020	Email Correspondence from the Minister for Human Services	Released in full	
4.	Minister for Human Services	Kelly Vincent	3 June 2020	Email Correspondence from Hon Michelle Lensink MLC	Released in full	
5.	Minister for Human Services	Kelly Vincent	3 June 2020	Minister Signed letter to Kelly Vincent	Released in full	
6.	Minister for Human Services	Dr David Caudrey and Kelly Vincent	16 June 2020	Email Correspondence from Hon Michelle Lensink	Released in full	
7.	Minister for Human Services	Dr David Caudrey and Kelly Vincent	16 June 2020	Minister Signed Letter to Co-Chairs Safeguarding Taskforce regarding Interim Report	Released in full	
8.	Minister for Human Services	Kelly Vincent	31 July 20 15 June 20	Diary Entries	Released in full	
9.	Kelly Vincent	Minister for Human Services, A/CE DHS, Dr David Caudrey, Ministerial Staff	16 June 2020	Email Correspondence from Kelly Vincent	Released in part	Exempt – Clause 6(1) personal affairs
10.	Kelly Vincent	Minister for Human Services and Media Adviser to the Minister for Human Services	17 June 2020	Email Correspondence from Kelly Vincent	Released in full	



From: Kelly Vincent <connect@e.connect.intuit.com>
Sent: Tuesday, June 30, 2020 2:08:02 PM
To: Lensink, Michelle <Michelle.Lensink@parliament.sa.gov.au>
Subject: Invoice from Kelly Vincent

Hey Department of Human Services,

You can find your invoice details below. Your business is appreciated.

Thanks,
Kelly Vincent
INVOICE #100

TO
Department of Human Services
Michelle.lensink@parliament.sa.gov.au

\$1,457.92

PAYMENT DUE 30 Jul, 2020

[View Invoice](#)

From: Rossi, Pina (DHS) on behalf of DHS:Minister for Human Services
To: Caudrey, David (AGD); "kellyleahvincent@gmail.com"
Subject: Correspondence from Hon Michelle Lensink MLC
Date: Tuesday, 4 August 2020 1:53:00 PM
Attachments: 20MDIS_0390 - Minister Signed Letter to Dr David Caudrey and Ms Kelly Vincent.pdf
image001.png

Good afternoon Dr Caudrey and Ms Vincent,
Please find attached correspondence from the Hon Steven Marshall MP, Premier, and
the Hon. Michelle Lensink MLC, Minister for Human Services.

Kind regards,

Correspondence Team

Minister for Human Services

Department of Human Services



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Hancock, Janette (DHS)

From: Lensink, Michelle <Michelle.Lensink@parliament.sa.gov.au>
Sent: Tuesday, 16 June 2020 5:46 PM
To: Kelly Vincent; Stokes, Katrina (DPC); Maddeford, Selena (DHS); Boswell, Lois (DHS); Hancock, Janette (DHS)
Cc: Caudrey, David (AGD)
Subject: RE: Notes from today

Thank you Kelly - all good suggestions.

Thank you for picking up on the terminology. I do note that Carers SA have made a similar point, so I will try to use the correct term in future.

Yes to your second point. In this portfolio there can be a lot of focus on the crisis end at the expense of prevention/capacity building (DFV and homelessness also readily come to mind).

Outcomes - yes. Happy to take advice from Lois and David as our senior public servants?

I'm sure we can do this, even though the numbers are funded under the Feds' domain. I have in my ever-growing file some details about the numbers. We may just need David and Lois to touch base with the QSGC?

Yes re next steps. I'm sure that can be done through the DHS website, Lois?

Easy English - again, Lois is this something that DHS can do?

-----Original Message-----

From: Kelly Vincent <kellyleahvincent@gmail.com>
Sent: Tuesday, 16 June 2020 3:50 PM
To: Katrina.Stokes@sa.gov.au; Lensink, Michelle <Michelle.Lensink@parliament.sa.gov.au>
Cc: Caudrey, David (AGD) <David.Caudrey@sa.gov.au>
Subject: Notes from today

Dear Kat and Michelle,

Thank you so much for today.

I have a few thoughts (personal, not necessarily those of the rest of the TF).

- Be careful of the word "caseworker". For paid workers, most people seem to prefer "support worker". "Carer" usually refers to a family member.

- I think one way to deal with the issue of the focus on the report not dealing with Ann Marie Smith directly is to argue that it is important to prevent people from getting into this situation in the first place. Corrective measures are important yes, but overly focussing on there to the neglect of others could end up leading to more AMss.

- How do you see the tracking of the outcomes from the report being tracked? Given the degree of interest I can see some benefit in there being publicly available information on how things are tracking, but I don't know how realistic this may be. I am not sure who would do this tracking, either. TF members may be keen but then if we're tracking the outcomes of our own report, there's a conflict?

- I think now might be a good time to get some info out there about how to report abuse and neglect, e.g. the abuse and neglect hotline. I am happy to develop some social media info/graphics on this.
- Similarly, it would be good to get some info out hon how to contribute to the next version of the report.
- in terms of developing an Easy English version of the final report, what resources/money to we have for this? It would be good to get someone onboard soon as this may take time.

Thanks,

Kel

The information in this e-mail may be confidential and/or legally privileged. If you are not the intended recipient, access to it is unauthorised and any disclosure, copying, distribution or action taken or omitted to be taken in reliance on it is prohibited and may be unlawful.

From: Rossi, Pina (DHS) on behalf of DHS:Minister for Human Services
To: "kellyleahvincent@gmail.com"
Subject: Safeguarding Task Force
Date: Wednesday, 3 June 2020 1:58:00 PM
Attachments: 20MDIS_0252 - Safeguarding Task Force -Terms of Reference#7.pdf
image001.png
20MDIS_0252 - Letter to Kelly Vincent.pdf

Dear Ms Vincent,

Please find attached correspondence from the Minister for Human Services regarding your membership on the Task Force and Terms of Reference.

Kind Regards,

Correspondence Team

Minister for Human Services

Department of Human Services

cid:image003.png@01D3C28B.7E417CA0



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20MDIS/0252

Ms Kelly Vincent
Disability Rights Advocate
Co-Chair Safeguarding Taskforce

Email: kellyleahvincent@gmail.com

Dear Ms Vincent

I would like to thank you again for agreeing to be a member of the Safeguarding Taskforce.

As I expressed at the taskforce's first meeting on 27 May, it is imperative that we find ways to strengthen the existing safeguards for South Australians living with disability. Your presence on the taskforce will help ensure we find timely and tangible solutions to some very complex issues.

I have received a copy of the Terms of Reference from yourself and Dr Caudrey that were considered at your first meeting and since agreed to by the Taskforce. As you are aware, the public are very interested in the work of the taskforce and as such I am pleased to inform you that the Terms of Reference will be made public on 3 June 2020. A copy of the final Terms of Reference has been attached to this letter.

I am also pleased to confirm you will receive sitting fees of \$64.50 per hour for the meetings of the Taskforce. The Department of Human Services will contact you separately regarding arrangements for payment.

I look forward to receiving the Taskforce's interim report on 15 June 2020 and final report on 31 July 2020.

Again, thank you for your commitment and contribution to the Taskforce over the next 2 months. Together we will close the gaps in oversight and safeguarding for people in South Australia who are living with a disability or who have a loved one with a disability.

Yours sincerely

A handwritten signature in black ink that reads "Michelle Lensink".

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

316 / 2020

Encl Safeguarding Task Force – Terms of Reference





Safeguarding Task Force Terms of Reference

Purpose

The Safeguarding Task Force, is a taskforce to examine the current gaps in oversight and safeguarding for people living with disability in South Australia.

The Task Force is co-chaired by Disability Advocate Dr David Caudrey and Disability Rights Advocate Kelly Vincent. Membership will include people with lived experience of disability, family members, a service provider as well as relevant government agencies, including the acting Principal Community Visitor Anne Gale.

The Task Force will consider gaps in safeguarding arrangement for people with disabilities in South Australia arising from the policies and practices of:

- the National Disability Insurance Agency
- the NDIS Quality and Safeguards Commission
- State Government instrumentalities.

The Task Force seeks to consider the gaps from a developmental, preventative and reactive perspective.

The Task Force will provide written reports including recommendations to the State Government regarding areas that need to be addressed urgently in order to safeguard South Australian citizens with disability.

Methodology

- Brief Task Force members prior to the first scheduled meeting.
- Seek information and advice from Task Force members, their networks and from other people who contribute to the Task Force deliberations
- Collate all information received and identify themes for rectifying policy and procedures for safeguarding
- Prepare and submit an interim report with urgent recommendations by 15 June 2020
- Prepare and submit a final report with full recommendations by 31 July 2020.

Membership

The Safeguarding Task Force is comprised of:

- David Caudrey, Disability Advocate (Co-chair)
- Kelly Vincent, Disability Rights Advocate (Co-chair)
- Sam Paor, Founder and Director, The Growing Space
- Trevor Harrison, Disability Advocate
- Jacky Chant, Disability Advocate
- Karen Rogers, Project Lead, Our Voice
- Marj Ellis, Chief Executive Officer, Lighthouse Disability
- Richard Bruggemann, Authorising Officer, Attorney-General's Department
- Anne Gale, Public Advocate and Acting Principal Community Visitor
- Adam Kilvert, Executive Director, Attorney-General's Department
- Cassie Mason, Director, Office for Ageing Well, SA Health
- Lois Boswell, Acting Chief Executive Department of Human Services.

Meeting Frequency

The meetings will be held via Microsoft Teams on:

- Wednesday 27 May 2020 at 4:30 pm
- Wednesday 10 June 2020 at 4:30pm
- Wednesday 15 July 2020 at 4:30pm.

Agenda and Papers

The Safeguarding Task Force agenda, with attached meeting papers, will be distributed at least 5 days prior to each scheduled meeting.

Minutes and Actions

The minutes of each Safeguarding Task Force meeting will be prepared by the Secretariat which will comprise Diane Holty and Sandra Wallis from the Office of the Public Advocate.

Minutes will be circulated in draft to each member of the task force prior to the next meeting and approved at that meeting subject to any modifications deemed necessary.

Reporting

The Co-chairs are required to provide a preliminary report to Cabinet by 15 June 2020 and a final report to Cabinet by 31 July 2020. A draft of the preliminary report will be prepared for the task force meeting on 10 June 2020 and a draft of the final report on 15 July 2020.

Approval

David Caudrey	Kelly Vincent
Disability Advocate	Disability Rights Advocate

From: Rossi, Pina (DHS) on behalf of [DHS:Minister for Human Services](#)
To: [Caudrey, David \(AGD\); "kellyleahvincent@gmail.com"](#)
Subject: Correspondence from Hon Michelle Lensink MLC
Date: Tuesday, 16 June 2020 12:48:00 PM
Attachments: [20MDIS_0279 - Minister Signed Letter to Co-Chairs Safeguarding Taskforce regarding Interim Report.pdf](#)
[image001.png](#)

Good afternoon

Please find attached correspondence from the Hon. Michelle Lensink MLC, Minister for Human Services.

Kind regards

Correspondence Team

Minister for Human Services

Department of Human Services

cid:image003.png@01D3C28B.7E417CA0



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GPO Box 2832
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Fax 08 8463 4480

20MDIS/0279

Dr David Caudrey
South Australian Disability Advocate
Co-chair, Disability Safeguarding Task Force
Email: David.Caudrey@sa.gov.au

Ms Kelly Vincent
Co-chair, Disability Safeguarding Task Force
Email: kellyleahvincent@gmail.com

Dear Dr Caudrey and Ms Vincent

I would like to acknowledge receipt of the Safeguarding Taskforce's Interim Report.

I can advise that the Marshall Liberal Government supports in-principle all the recommendations made by the Taskforce, acknowledging that revisions may be made by the Taskforce following further deliberation and consultation over the coming weeks.

As this matter is of significant importance to the people of South Australia, the Interim Report will be made public and published on the Department for Human Services website on Tuesday 16 June 2020.

I will also be providing a copy to the Federal Minister for NDIS, Hon Stuart Robert MP, as well as NDIS Commissioner, Mr Graeme Head, and expressing the state government's intentions to push for change in safeguarding for people living with disability.

I would like to take this opportunity to commend the diligent work of all Members on the Taskforce in developing the Interim Report as a matter of priority. It is essential that the safeguarding gaps in South Australia are identified and addressed promptly to prevent such a tragedy happening again.

I look forward to receiving the Taskforce's final report on 31 July 2020.

Yours sincerely

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

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

16 / 6 / 2020



Caruso, Stacey (DHS)

Subject: Safeguarding Task Force Briefing
Location: Microsoft Teams Meeting

Start: Fri 31/07/2020 11:45 AM
End: Fri 31/07/2020 12:30 PM

Recurrence: (none)

Meeting Status: Accepted

Organizer: Caruso, Stacey (DHS)
Required Attendees: Lensink, Michelle (DHS); Hancock, Janette (DHS); Rachid, Nadine (DHS); Caudrey, David (AGD); kelly.vincent@outlook.com
Optional Attendees: Kelly Vincent

OnlineMeetingConflink: conf:sip:Stacey.Caruso@sa.gov.au;gruu;opaque=app:conf:focus:id:teams:2:0!19:meeting_YTYyZmQyNWMTYmJjNy00ZWRjLTljNDUtY2ExZTZiYmMzODQ3-thread.v2!b845c24ac23e4fe198063c930123948f!bda528f7-fca9-432f-bc98-bd7e90d40906

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SchedulingServiceUpdateUrl: https://scheduler.teams.microsoft.com/teams/bda528f7-fca9-432f-bc98-bd7e90d40906/b845c24a-c23e-4fe1-9806-3c930123948f/19_meeting_YTYyZmQyNWMTYmJjNy00ZWRjLTljNDUtY2ExZTZiYmMzODQ3@thread.v2/0

SkypeTeamsMeetingUrl: https://teams.microsoft.com/l/meetup-join/19%3ameeting_YTYyZmQyNWMTYmJjNy00ZWRjLTljNDUtY2ExZTZiYmMzODQ3%40thread.v2/0?context=%7b%22Tid%22%3a%22bda528f7-fca9-432f-bc98-bd7e90d40906%22%2c%22Oid%22%3a%22b845c24a-c23e-4fe1-9806-3c930123948f%22%7d

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Join Microsoft Teams MeetingLearn more about Teams | Meeting options

Caruso, Stacey (DHS)

Subject: Safeguarding Taskforce Briefing
Location: Optional Microsoft Teams Meeting, Level 12, 1 King William Street, Adelaide

Start: Mon 15/06/2020 3:30 PM
End: Mon 15/06/2020 4:00 PM

Recurrence: (none)

Meeting Status: Accepted

Organizer: Hockings, Amanda (DHS)
Required Attendees: Caudrey, David (AGD); Kelly.Vincent@outlook.com.au; Lensink, Michelle (DHS)
Optional Attendees: Hancock, Janette (DHS)

OnlineMeetingConfLink: [conf:sip:Amanda.Hockings2@sa.gov.au;gruu;opaque=app:conf:focus:id:teams:2:0!19:meeting_ZWQzMThkOTAtNDFiYy00YjdhLTgzMWEtMjM4ZWZhMmlzMzkz-thread.v2!3d6e3747caac421889f49a5e9435c8ba!bda528f7-fca9-432f-bc98-bd7e90d40906](https://teams.microsoft.com/join/19:meeting_ZWQzMThkOTAtNDFiYy00YjdhLTgzMWEtMjM4ZWZhMmlzMzkz-thread.v2!3d6e3747caac421889f49a5e9435c8ba!bda528f7-fca9-432f-bc98-bd7e90d40906)

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Attendance can be in person at the Ministers office or via the link below. Please call the main office when you arrive in the foyer for access to Level 12. 8463 6560

Join Microsoft Teams Meeting

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Lensink, Michelle

From: Kelly Vincent <kellyleahvincent@gmail.com>
Sent: Wednesday, 17 June 2020 3:38 PM
To: Boswell, Lois (DHS)
Cc: Lensink, Michelle; Katrina.Stokes@sa.gov.au; Maddeford, Selena (DHS); Hancock, Janette (DHS); Caudrey, David (AGD); Brandon, Ksharmra (DHS)
Subject: Re: Notes from today

Thanks, Lois.

I have made contact today with Amber Venner, a native Auslan signer and professional interpreter to insure about her ability to help us produce an Auslan video outlining the report. I'll let you all know what I hear back.

Regarding Easy English, I have previously worked with Cathy Basterfield of Access Easy English and she is English but she is not SA based. I would suggest: <https://twowaystreet.com.au>

Thanks,

Kelly

On 16 Jun 2020, at 6:16 pm, Boswell, Lois (DHS) <Lois.Boswell@sa.gov.au> wrote:

Thanks Minister and Kelly

I will get on to ideas about tracking and campaign tomorrow and come back to you Kelly

In terms of a plain English version I'm happy to fund that

Could you please let me know if you have someone who could be available with the skills to do this. Our new Director of Disability Inclusion, Ksharmra Brandon, might be able to help with organising this.

Regards
Lois

Lois Boswell
Acting Chief Executive
Department of Human Services
Riverside Centre, North Tce, Adelaide
Ph: (08) 841 54306 Mob : [REDACTED] lois.boswell@sa.gov.au

Sent from my iPhone

On 16 Jun 2020, at 5:46 pm, Lensink, Michelle
<Michelle.Lensink@parliament.sa.gov.au> wrote:

Thank you Kelly - all good suggestions.

Thank you for picking up on the terminology. I do note that Carers SA have

made a similar point, so I will try to use the correct term in future.

Yes to your second point. In this portfolio there can be a lot of focus on the crisis end at the expense of prevention/capacity building (DFV and homelessness also readily come to mind).

Outcomes - yes. Happy to take advice from Lois and David as our senior public servants?

I'm sure we can do this, even though the numbers are funded under the Feds' domain. I have in my ever-growing file some details about the numbers. We may just need David and Lois to touch base with the QSGC?

Yes re next steps. I'm sure that can be done through the DHS website, Lois?

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-----Original Message-----

From: Kelly Vincent <kellyleahvincent@gmail.com>

Sent: Tuesday, 16 June 2020 3:50 PM

To: Katrina.Stokes@sa.gov.au; Lensink, Michelle

<Michelle.Lensink@parliament.sa.gov.au>

Cc: Caudrey, David (AGD) <David.Caudrey@sa.gov.au>

Subject: Notes from today

Dear Kat and Michelle,

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I have a few thoughts (personal, not necessarily those of the rest of the TF).

- Be careful of the word "caseworker". For paid workers, most people seem to prefer "support worker". "Carer" usually refers to a family member.

- I think one way to deal with the issue of the focus on the report not dealing with Ann Marie Smith directly is to argue that it is important to prevent people from getting into this situation in the first place. Corrective measures are important yes, but overly focussing on there to the neglect of others could end up leading to more AMss.

- How do you see the tracking of the outcomes from the report being tracked? Given the degree of interest I can see some benefit in there being publicly available information on how things are tracking, but I don't know how realistic this may be. I am not sure who would do this tracking, either. TF members may be keen but then if we're tracking the outcomes of our own report, there's a conflict?

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- Similarly, it would be good to get some info out on how to contribute to the next version of the report.

- in terms of developing an Easy English version of the final report, what resources/money to we have for this? It would be good to get someone onboard soon as this may take time.

Thanks,

Kel

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Lensink, Michelle

From: Kelly Vincent <kellyleahvincent@gmail.com>
Sent: Wednesday, 17 June 2020 5:47 PM
To: Lensink, Michelle; Katrina.Stokes@sa.gov.au
Subject: Draft comments

Did the Shadow Minister get consent of the family to discuss this matter in the Parliament? Did he consider the mental health impact of the family being brought into the media spotlight? Until he can prove that he has the consent of the family, I will not proliferate the grief of this family by continuing to discuss it, and I would ask all Members and Members of the media to do the same. I would ask you to consider the ethics of this behaviour. We do not have the right to claim ownership of this tragedy, or to trade in other people's pain.