



**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: MCOR/0028
Your ref: 6980101

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 29 June 2018 seeking access to:

Since 17 March 2018, copies of any and all documents including but not limited to physical, electronic, or written briefs, minutes, emails, diary entries and any other correspondence) regarding Disability Supported Accommodation.

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.

Sixty-three documents have been located that fall within the scope of your application, and I have determined that 28 documents to be released in full, 13 documents are refused in full and 22 documents to be released in part. Section 20(4) of the Act provides that if it is practicable to give access to a copy of a document with exempt matter deleted, and it appears that the applicant would wish to be given such a copy, the agency must give access to a copy of the document to this limited extent.

Released in part

Documents 6-11, 21, 22, 27, 29, 30, 32, 36, 39-42, 44 and 45 contain the personal details of a third party, the release of which I consider to be an unreasonable

disclosure of personal information. I have therefore determined this information to be exempt pursuant to clause 6(1) of Schedule 1 of the Act.

Under clause 10(1) of Schedule 1 to the Act, information is exempt from disclosure if it would be privileged from production on the ground of legal professional privilege. Documents 22, 30, and 40 contain matter that would be subject to legal professional privilege and I have therefore determined those sections to be exempt pursuant to clause 10(1).

Documents 42, 49 and 56 contain information which, if released, would disclose details concerning a deliberation or decision of Cabinet. I have therefore determined this information exempt pursuant to clause 1(1)(e) of Schedule 1 to the Act.

Information has been removed from document 37 that does not relate to the scope of your application.

Refused in full

Document 16 is a set of speaking notes that have been specifically prepared for the use of a Minister in relation to a matter submitted to Cabinet. I have therefore determined the document to be exempt pursuant to clause 1(1)(f) of Schedule 1 to the Act.

The release of documents 19, 31, 55 and 57 would disclose details concerning a deliberation or decision of Cabinet. I have therefore determined the documents exempt pursuant to clause 1(1)(e) of Schedule 1 to the Act.

Document 38, an attachment to document 36, contains no information related to your information and is therefore out of scope.

Documents 20, 59 and 63 were specifically prepared for submission to Cabinet. I have therefore determined to refuse access to these documents in full pursuant to clause 1(1)(a) of Schedule 1 to the Act.

Documents 58, 60 and 61 consist of parts of documents which were prepared for Cabinet, information that I have determined exempt pursuant to clause 1(1)(c) of Schedule 1 to the Act.

Document 62 is a briefing note prepared specifically for use in Parliament, the disclosure of which would infringe the privilege of Parliament. I have therefore determined to exempt the document in full pursuant to clause 17(c) of Schedule 1 to the Act.

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 disagree with publication, you will need to advise the Office Manager within two weeks of the date of this determination.

Yours sincerely



Amanda Hockings
ACCREDITED FOI OFFICER

24 /12 /2018

SCHEDULE OF DOCUMENTS –A19162975

Freedom of information application from Nat Cook MP seeking access to *Since 17 March 2018, copies of any and all documents (including but not limited to physical, electronic, or written briefs, minutes, emails, diary entries and any other correspondence) regarding Disability Supported Accommodation.*

No	Author	Addressee	Date	Description of document	Determination	Reason
1.	Rachael Hamilton	Selena Maddeford	11/05/2018	Email	Released in Full	
2.	Department of Human Services	Minister for Human Services	24/04/2018	Briefing- 18TDHS/258	Released in Full	
3.	Department of Human Services	Minister for Human Services		18TDHS/258 – Attachment 1	Released in Full	
4.	Department of Human Services	Minister for Human Services		18TDHS/258 – Attachment 2	Released in Full	
5.	Department of Human Services	Minister for Human Services	12/06/2018	Briefing – Future direction for SCA	Released in Full	
6.	Minister for Human Services	Ms Judy Curran		Draft Response letter	Released in Part	Exempt – Clause 6(1) personal affairs
7.	Minister for Human Services	Susan Campbell		Draft Response letter	Released in Part	Exempt – Clause 6(1) personal affairs
8.	Minister for Human Services	Christine Locher		Draft Response letter	Released in Part	Exempt – Clause 6(1) personal affairs
9.	Minister for Human Services	Anne Burgess		Draft Response letter	Released in Part	Exempt – Clause 6(1) personal affairs
10.	Minister for Human Services	Juliet Brown		Draft Response letter	Released in Part	Exempt – Clause 6(1) personal affairs
11.	Minister for Human Services	Joseph Ullianich		Draft Response letter	Released in part	Exempt – Clause 6(1) – personal affairs
12.	Minister for Human Services	Simon Blewett		Draft Response letter	Released in Full	
13.	Minister for Human Services	David Di Troia – SA Secretary United Voice		Draft Response letter	Released in Full	
14.	Minister for Human Services	Nev Kitchin – General Secretary – PSA		Draft Response letter	Released in Full	
15.	CE Tony Harrison			Attachment 10 Email message	Released in Full	

SCHEDULE OF DOCUMENTS –A19162975

No	Author	Addressee	Date	Description of document	Determination	Reason
16.				Cabinet Speaking notes	Refused in full	Exempt clause 1(1)(f) – Cabinet documents
17.	Department of Human Services	Minister for Human Services		Briefing – SCA Services Charter Tabling in Parliament	Released in Full	
18.	Department of Human Services	Charter (2017-2018)		Charter	Released in Full	
19.	Department of Human Services	Minister for Human Services		Briefing- Timetable to transfer SCA to the Non-Government Sector Options	Refused in Full	Exempt Clause 1(1)(e) – disclosing deliberations or decisions of Cabinet
20.	Department of Human Services			Cabinet Sensitive - Attachment 1	Refused in Full	Exempt Clause – 1(1)(a) – document prepared specifically for Cabinet
21.	Anna Bartsch	Katrina Stokes	26/06/2018	Email – responses for In Daily	Released in Part	Exempt – Clause 6(1) personal affairs
22.	Anna Bartsch	Katrina Stokes	26/06/2018	Email – Media Release Attachment	Released in part	Exempt – Clause 10(1) – legal professional privilege, Clause 6(1) – personal affairs
23.				Attachment to 22 – Key Messages	Released in Full	
24.				Attachment to 22 – Media Release	Released in Full	
25.				Attachment to 22 – Fact Sheet	Released in Full	
26.				Attachment to 22 - Timeline	Released in Full	
27.	Anna Bartsch	Katrina Stokes	25/06/2018	Email - SCA	Released in Part	Exempt – Clause 6(1) personal affairs
28.	Anna Bartsch	Katrina Stokes	21/06/2018	Email – SCA key messages and run sheet	Released in Full	

SCHEDULE OF DOCUMENTS –A19162975

No	Author	Addressee	Date	Description of document	Determination	Reason
29.	Tony Harrison	Nancy Rogers, Lois Boswell, Janette Hancock	12/06/2018	Email – staff message re SCA	Released in Part	Exempt – Clause 6(1) personal affairs
30.	Lois Boswell	Nancy Rogers, Tony Harrison, Janette Hancock	12/06/2018	Email – staff message re SCA	Released in Part	Exempt – Clause 10(1) – legal professional privilege, Clause 6(1) – personal affairs
31.	Mandy Higgins	Janette Hancock	21/06/2018	Email – DHSCS18013	Refused in Full	Exempt - Clause 1(1)(e)
32.	Minister for Human Services	Lois Boswell, Janette Hancock, Selena Maddeford, Joe Young	26/06/2018	Email – Accommodation Services slideshow presentation	Released in Part	Exempt – Clause 6(1) personal affairs
33.				Attachment 1 – to 32	Released in Full	
34.				Attachment 2 – to 32	Released in Full	
35.	Selena Maddeford	Janette Hancock	9/07/2018	Supported Accommodation – Maher FB	Released in full	
36.	Nancy Rogers	Lois Boswell, Tony Harrison, Janette Hancock	12/06/2018	Email – Staff message	Released in Part	Exempt – Clause 6(1) personal affairs
37.				Attachment 1 to 36	Released in Part	Out of Scope
38.				Attachment 2 to 36	Refused in Full	Out of Scope
39.	Joe Young	Janette Hancock	28/06/2018	Email – SCA Client Letter	Released in Part	Exempt – Clause 6(1) personal affairs
40.	Joe Young	Janette Hancock	26/06/2018	Email – staff messages	Released in Part	Exempt – Clause 10(1) – legal professional privilege, Clause 6(1) – personal affairs
41.	Joe Young	Janette Hancock	08/06/2018	Email – SCA Communication	Released in Part	Exempt – Clause 6(1) personal affairs

SCHEDULE OF DOCUMENTS –A19162975

No	Author	Addressee	Date	Description of document	Determination	Reason
42.	Joe Young	Janette Hancock	04/06/2018	Email – Communication regarding the public corporation	Released in Part	Exempt – Clause 1(1)(e) – disclosing deliberations or decisions of Cabinet and Clause 6(1) - personal affairs
43.	Janette Hancock	Nancy Rogers	03/07/2018	Email – SCA update of phone calls to clients	Released in Full	
44.	Janette Hancock	Joe Young	12/06/2018	Email – Letters	Released in Part	Exempt – Clause 6(1) personal affairs
45.	Janette Hancock	Joe Young	08/06/2018	Email – Sensitive SCA Communications	Released in Part	Exempt – Clause 6(1) personal affairs
46.	Minister for Human Services	United Voice – David Di Troia	22/06/2018	Letter	Released in full	
47.	Department of Human Services	Minister for Human Services		Speaking notes	Released in full	
48.	Minister for Human Services	PSA – Nev Kitchin	26/06/2018	Letter	Released in full	
49.				Key lines for meeting	Released in part	Exempt – Clause 1(1)(e) – disclosing deliberations or decisions of
50.	Department of Human Services	Minister for Human Services	26/06/2018	Email – Changes to disability services	Released in full	
51.			26/06/2018	In Daily Article	Released in full	
52.			27/06/2018	In Daily Article	Released in full	
53.				Staff update presentation	Released in full	
54.	Department of Human Services			Draft running sheet	Released in full	
55.	Department of Human Services		06/06/2018	Communications plan	Refused in full	Exempt – Clause 1(1)(e) – Cabinet deliberations
56.	Department of Human Services		11/04/2018	Meeting agenda	Released in Part	Exempt – Clause 1(1)(e) – Cabinet deliberations

SCHEDULE OF DOCUMENTS –A19162975

No	Author	Addressee	Date	Description of document	Determination	Reason
57.	Department of Human Services	Minister for Human Services	24/04/2108	Meeting paper	Refused in full	Exempt – Clause 1(1)(e) – Cabinet deliberations
58.				Cabinet document	Refused in full	Clause 1(1)(c) – – part of Cabinet document
59.				Cabinet note	Refused in full	Clause 1(1)(a) – document specifically prepared for Cabinet
60.				Cabinet document	Refused in full	Clause 1(1)(c) – part of Cabinet document
61.				Cabinet document	Refused in full	Clause 1(1)(c) – part of Cabinet document
62.				Parliamentary Briefing Note	Refused in full	Clause 17(c) – Parliamentary privilege
63.				Cabinet Submission	Refused in full	Clause 1(1)(a) – document prepared specifically for Cabinet

From: [Hamilton, Rachael \(DHS\)](#)
To: [Maddeford, Selena \(DHS\)](#)
Cc: [DHS:Minister for Human Services](#)
Subject: FW: Meeting request - Jackie Howard, CE, SCA
Date: Friday, 11 May 2018 11:04:18 AM
Attachments: [image001.png](#)

Selena – sending this through to you as an FYI

Corro team – can you guys please index, as usual

Thanks

Rach

From: Dow, Rachel (DHS)
Sent: Friday, 11 May 2018 10:43 AM
To: Hamilton, Rachael (DHS) <Rachael.Hamilton@sa.gov.au>
Subject: Meeting request - Jackie Howard, CE, SCA

Good morning Rachael

I would like to request a monthly meeting be set up between the Minister and Jackie Howard, the Chief Executive of Supported Community Accommodation Services.

Are you able to assist in setting this up?

Many thanks in advance

Rachel

Rachel Dow | Chief Strategy Officer
NDIS Reform
Department of Human Services

Plaza Level, Riverside Building, North Terrace, Adelaide
T: (08) 841 54126 | E: Rachel.Dow2@sa.gov.au

Act for a sustainable future: only print if needed

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18TDHS/258

**Government of South Australia**

Department of Human Services

TO MINISTER FOR HUMAN SERVICES**RE: SPECIALIST DISABILITY ACCOMMODATION AND THE NDIS**

Decision/action required by:...../...../.....

Reason:.....

Recommendation	Response
1. To NOTE this briefing regarding Specialist Disability Accommodation under the National Disability Insurance Scheme (NDIS).	Approved / Not Approved / Noted

Comments:	<p style="text-align: center;">-----</p> <p style="text-align: center;">Hon Michelle Lensink MLC / / 2018</p>
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KEY POINTS

- Following discussions with departmental officials, you have requested background information on Specialist Disability Accommodation (SDA).
- SDA is a type of recurrent National Disability Insurance Scheme (NDIS) funding for the capital costs of buildings and property management in supported accommodation.
- Supported accommodation comes in many forms but, for NDIS purposes, it refers to homes in which participants receive constant or near-constant care.
- It is important to note that SDA is separate to the funding of personal support services (often referred to as SIL – Supported Independent Living) in supported accommodation.
- It is also important to note that there are other housing-related supports available under the NDIS that will be referenced, but not explained in detail, in this briefing.
- This briefing provides: an overview and history of supported accommodation (Attachment 1); history of SDA; key SDA documents (further detail in Attachment 2); SDA market snapshot; eligibility and payment rates for SDA; and issues/risks.
- At the next Disability Reform Council (DRC) meeting, it is expected that Ministers will be asked to approve the Terms of Reference for a review of the SDA Framework. A separate brief on this specific matter will be provided along with DRC papers.

DISCUSSION

History of SDA

Under pre-NDIS models of supported accommodation, states and territories funded support services that were delivered by a mixture of government and non-government agencies. Noting that many support models involve 24-hour care, annual costs vary from approximately \$100,000 per person in a five-person group home, up to \$1 million per person for those who must live alone and require around-the-clock support. Resident fees are between 75% and 80% of the Disability Support Pension plus 100% of any Commonwealth Rent Assistance.

Under traditional models, the land and buildings for the accommodation itself did not have a recurrent funding stream. One-off upfront costs were most often met by government, philanthropic or disability-focused organisations with ongoing costs then met by a mixture of resident fees and government funding as described above. Prior to the NDIS, various jurisdictions had started to move toward individualised funding for disability services but this had not extended to portable funding to pay for accommodation-specific costs.

The term 'Specialist Disability Accommodation' (SDA) was not formally introduced until 2015 but the Productivity Commission (PC) referred to 'user cost of capital' in its 2011 report that was precursor to the NDIS. The PC noted that most people with disability could access mainstream housing and pay costs from their regular income but a small number of people would require substantially more expensive housing as a direct result of their disability. The 'user cost of capital payment', later renamed SDA, was intended to bridge this gap.

When combined with rent from residents, SDA is intended to cover the full lifetime cost of accommodation including: land, design, planning, finance, construction, rates, taxes, property management, vacancy management, maintenance, upgrades and modifications.

Shortly after the launch of NDIS trials in July 2013, the former Chief Executive of the National Disability Insurance Agency (NDIA) announced that approximately \$700 million per annum was expected to be available for SDA at full scheme out of total NDIS expenditure of approximately \$22 billion per annum. This was consistent with earlier work by the PC in its 2011 report that estimated supported accommodation costs would average approximately \$200,000 per person per year – of which an average of approximately \$25,000 would be required for an accommodation subsidy. It was further estimated that approximately 6% of NDIS participants (around 28,000 Australians) would be eligible for this support.

Whilst 'user cost of capital', later renamed SDA, was discussed as early as 2011, the first policy documents were not published until late 2015. Existing South Australian residents of supported accommodation began to transition to the NDIS in November 2017 although the inclusion of SDA in plans and associated payments to providers is progressing slowly.

Key SDA documents

A significant number of SDA documents have been published, including: *Disability Care and Support Report*; *SDA Framework*; *SDA Position Paper*; *SDA Decision Paper*; *SDA Operational Guidelines*; *NDIS Terms of Business with SDA Addendum*; *SDA Guide to Suitability*; *SDA Price Guide*; and the *SDA Rules*. See Attachment 2 for more information.

Consistent with a commitment in the SDA Framework that it would be reviewed in its third year of operation, it is expected that DRC will be presented with draft Terms of Reference at its next meeting and that a review will be conducted in mid-2018. There are ongoing concerns about consistency between various SDA documents, significant information gaps and the interrelationship between SDA and other NDIS supports such as SIL.

Eligibility and payment rates for SDA

SDA legislation and policy state that SDA may be approved for people with "extreme functional impairments" or "very high support needs". Further conditions exist including the need to demonstrate value for money and a determination that the support should not be delivered by another system such as social housing.

Whilst existing residents of supported accommodation will transition to the NDIS with SDA in their plans, this is locked to their home at the time of transition. Those who wish to move, or access supported accommodation for the first time, must undergo a full NDIS planning process. Participants may request funding for a support coordinator who can help them to explore their housing options, including SDA, but this may take an extended period.

Very few people nationally, and no known South Australians, have been approved for SDA beyond transitional residents. As such, it is difficult to guess who will be eligible for SDA and much will depend on NDIS planning processes and any appeals against these decisions.

As noted above, it has been estimated that around 6% of NDIS participants will get SDA funding – approximately 28,000 Australians including around 2,000 South Australians. A recent study by the Summer Foundation and SGS Economics, Specialist Disability Accommodation: Market Insights estimated that the need for SDA may be as high as 50,000 people nationally but the Commonwealth has not responded to this report at this time.

The SDA Price Guide outlines annual subsidies that range from \$4,500 to \$107,000 per person. There are thousands of price points for SDA but the key price drivers are: type of home (eg. apartment, villa); design standard (Livable Housing Australia silver or platinum with various additions); number of residents; whether it is a new or existing home; and the need for onsite overnight assistance. SDA payments are linked to a participant's plan but are paid directly to a provider – who may be the participant themselves if they own their own home. For a payment to be made: the provider must be registered; the property must be enrolled; and the participant must be approved and living in the home.

SDA market snapshot

Patterns of ownership, management and support delivery vary across Australia with South Australia having a relatively decentralised market. Locally, of the approximately 500 to 600 locations that are likely to be recognised as SDA, the government owns less than a third; conducts property and tenancy management in approximately 5%; and delivers between 30% and 40% of the support services. Jurisdictional differences in disability and/or residential tenancies legislation are also driving different local approaches.

Since the publication of the first SDA prices in mid-2016, various local providers have been developing new homes that align with NDIS policies. These include:

- 100 new homes for people with disability that are being built by the South Australian Housing Trust under the '1,000 homes in 1,000 days' initiative;
- 27 homes being delivered by Access 2 Place between early 2018 and early 2019;
- 20 new apartments being delivered by Uniting Communities; and
- Other ongoing capital projects by organisations such as Minda.

Noting that payments are not made just because a property complies with relevant design standards, providers are now keenly waiting to see how quickly the NDIS assesses requests for SDA to be included in participant plans. Delays to this process, as observed in other jurisdictions, mean that providers are either having to hold properties vacant or take on residents in the hope that an SDA approval is forthcoming in the future. If it is not, there is the risk that a resident may need to move home so that a provider can recoup their investment.

Key issues and risks

Uncertainty – New SDA documents continue to be published whilst previous policy questions remain unanswered and a review of the SDA Framework is about to commence. As such, the biggest single risk is uncertainty around both policy settings and price levels. Noting that other NDIS services require investment decisions, SDA requires major capital investment up to two years before any revenue is generated and higher risks increase the cost of capital.

Speed/consistency of NDIS assessments – Noting that there are no known local cases of individuals successfully navigating new NDIS assessments for SDA, reports from other jurisdictions indicate a high level of inconsistency between plans for people with similar needs and delays of up to twelve months for assessments to be completed. The speed of assessments is also causing concern amongst state-based agencies such as corrections and health that need accommodation options to be in place for people exiting institutions.

Non-SDA NDIS participants – Noting that we are in the very early stages of the SDA market, it is estimated that 94% of NDIS participants will not get SDA. This will include people with very high support needs and who need housing assistance but for whom the NDIA does not approve SDA. This may increase demand for social housing and other housing assistance.

First-mover advantage/disadvantage – Different providers are taking opposing views around whether they need to move now and not miss limited market opportunities versus waiting until there is clear evidence of how the NDIS will assess SDA in participant plans.

New players – The high level of some subsidies (more than \$100,000 per annum) has attracted the attention of new investors and providers. Whilst this is encouraging, many have limited experience managing complex accommodation arrangements for people with significant disabilities. As such, new market entrants may not be fully allowing for costs and responsibilities that differ from standard property management.

BUDGET

Are there financial implications

No

MEDIA/SENSITIVE:

No

Housing SA			
Director	Katherine Hawkins/...../..... <i>signature</i>	
Executive Director	Phil Fagan-Schmidt/...../..... <i>signature</i>	
Deputy Chief Executive	Lois Boswell/...../..... <i>signature</i>	
Chief Executive	Tony Harrison/...../..... <i>signature</i>	1/5/18 <i>date</i>

Attachments:

1. Supported Accommodation – Overview and History
2. Key SDA documents

Contact Officer:	Michael Hicks, Principal Project Manager 8207 0144 / michael.hicks2@sa.gov.au
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

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BUDGET

Are there financial implications No

MEDIA/SENSITIVE: No

Housing SA			
Director	Katherine Hawkins	 signature	23/4/18 date
Executive Director	Phil Fagan-Schmidt	 signature	24/4/18 date
Chief Executive	Tony Harrison signature date

Attachments:

1. Supported Accommodation – Overview and History
2. Key SDA documents

Contact Officer:	Michael Hicks, Principal Project Manager 8207 0144 / michael.hicks2@sa.gov.au
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Supported Accommodation Overview and History

Whilst not a legal or technical term, supported accommodation generally refers to a home in which residents receive constant or near-constant care associated with disability. In South Australia, approximately 2,000 people live in supported accommodation across 500 to 600 locations. Homes vary from institutional settings such as Highgate (the former Julia Farr Centre) to community-based group homes and individual accommodation. Between 1,600 and 1,700 of the approximately 2,000 supported accommodation residents are expected to transition to the NDIS, noting that the remainder may not meet NDIS eligibility criteria.

For historical context, there was no welfare system nor special support/accommodation options when South Australia was proclaimed in 1836. The *Maintenance Act 1843* required families to support members who could not support themselves, noting that Commonwealth age and invalid pensions were not introduced until 1909 and 1910 respectively.

A number of institutions were founded in South Australia between 1846 and 1898, including:

- Adelaide Lunatic Asylum (since closed) and Parkside Lunatic Asylum (later Glenside) for people with mental health conditions and some with profound intellectual disability;
- Destitute Asylum (since closed) for people with no form of financial support;
- Blind, Deaf and Dumb Asylum (later Townsend House) for children with hearing and vision impairments;
- Home for Incurables (later Julia Farr/Highgate) for people with significant physical disabilities and incurable diseases; and
- Home for Weak-minded Children (later Minda) for children, and later adults as well, with intellectual disabilities.

Large institutions remained the primary focus of supported accommodation for around a century with the last of these, the Strathmont Centre, opening in 1971 with capacity for approximately 600 residents primarily with intellectual disabilities. Around the same time, Highgate had capacity for approximately 800 residents and Glenside had capacity for a further 700 (although it reached a peak occupancy of almost 1,800 in 1958). Since the 1970s, and particularly since the 1990s, institutions have tended to close and more community-based accommodation has been developed. Under the NDIS, the focus of supported accommodation is on homes with between one and five residents.

It is important to note that the “supported accommodation” as described above does not include other forms accommodation in which support may be provided such as: retirement villages and aged care; acute and forensic mental health facilities; Supported Residential Facilities (SRFs); or private homes with intermittent services linked to disability, health and ageing. These forms of accommodation, and the supports delivered therein, are not expected to be deemed SDA under the NDIS.

18TDHS/258 – Attachment 2 – Key SDA document summary

Disability Care and Support Report – Productivity Commission (August 2011)

- Key document that was the precursor to the NDIS.
- More than 1,000 pages including recommendations regarding the establishment, costs and management of the NDIS.
- Referred to 'user cost of capital' housing funding that was later renamed SDA.

SDA Framework – Disability Reform Council / COAG (November 2015)

- Agreed by Ministers, the SDA Pricing and Payments Framework outlined a broad approach but did not specify any prices or payments.
- All subsequent SDA policy documents have flowed from this.
- Subject to a review that is expected to be conducted in mid-2018.

SDA Position Paper – NDIA (April 2016)

- Provided first design standards for SDA-related homes.
- Publication followed by 14-day consultation period that led to SDA Decision Paper.
- Uncertain as to whether statements of policy/direction may be relied upon even when not contradicted by later documents.

SDA Decision Paper – NDIA (June 2016)

- Provided the first pricing and made a number of changes in direction compared to the SDA Position Paper.
- Still considered a statement of policy by the NDIA and referenced by officials but refers to several key matters that have not been progressed by the NDIA (eg. registers to connect SDA providers and people with SDA approvals).

SDA Operational Guidelines – NDIA (updated periodically)

- Provides guidance to the public and NDIA employees about the application of legislation and policy related to SDA.
- Has not been updated in more than a year and does not refer to SDA-specific legislative instruments.

NDIS Terms of Business with SDA Addendum – NDIA (updated periodically)

- Sets out key requirements for providers and matters such as accommodation agreements with residents and maximum rent/board charges in SDA.

SDA Guide to Suitability – States/Territories (updated periodically)

- List of State/Territory legislation and policy that may need to be followed by SDA providers.

SDA Price Guide – NDIA (updated periodically)

- Provides pricing for 'existing' and 'new' SDA and describes the building type, design standard, location loadings and other factors that determine price.
- Prices adjusted annually with full review every five years.

SDA Rules – Commonwealth Minister for Social Services (March 2017)

- Legislative instrument from which authority to assess and pay for SDA is derived.

New SDA legislative instruments associated with the NDIS Quality and Safeguards Commission are currently being circulated for consultation and/or formal agreement. Operational documents such as provider registration, property enrolment (and annual attestations of suitability) and individual planning documents are not referenced here.

18TDHS/734



Government of South Australia

Department of Human Services


TO MINISTER FOR HUMAN SERVICES

RE: CORRESPONDENCE REGARDING FUTURE DIRECTION FOR SUPPORTED
COMMUNITY ACCOMMODATION SERVICES

Decision/action required by: 7 / 6 / 2018

Reason: Formal notification of the decision to dissolve the public corporation to key
stakeholders, in line with communications plan

Recommendation	Response
1. That you approve and sign the attached draft correspondence to United Voice and the Public Services Association of South Australia.	Approved / Not Approved / Noted
2. That you approve and sign the attached draft correspondence to Supported Community Accommodation Services Board members.	Approved / Not Approved / Noted

Comments:	
.....	 Hon Michelle Lensink MLC 12/6/2018

KEY POINTS

- The attached draft letters to the members of the Supported Community Accommodation Services (SCA) Board formally notifies them that there is no longer a role for the public corporation and that they will be removed from the Board as of 30 June 2018.
- The attached draft letters to United Voice and the Public Services Association of South Australia (PSA) notifies them that there will not be a role for the public corporation in the transfer of Supported Community Accommodation Services to the non-government sector.

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Page 1

DISCUSSION

As part of the *Our First 100 Days* election communication, the State Government committed to establishing a timetable to transfer all State disability services to the non-government sector, including SCA. As SCA will ultimately be transferred to the non-government sector, there is no longer a role for the public corporation.

Written notification to remove members from the SCA Board is required under regulation (8)(2)(f) of the *Public Corporations (Supported Community Accommodation Services) Regulations 2017*. The draft letters to the Board members (Attachments 1 to 7) thank the Board members for their contribution to SCA and confirm they are removed from the Board as of 30 June 2018.

The draft letters to United Voice and the PSA (Attachments 8 and 9) inform them that there is no longer a role for the public corporation, but reassures them that the department is committed to consultation with employees on how SCA will be transferred to the non-government sector.

The attached draft letters are part of a broader communications plan to inform relevant stakeholders that there is no longer a role for the public corporation.

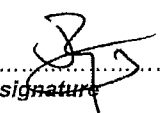
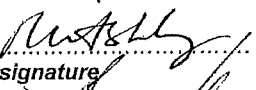
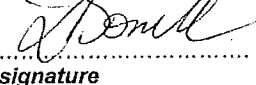
BUDGET

Are there financial implications No

MEDIA/SENSITIVE: Yes

The State Government's decision to transfer Supported Community Accommodation Services to the non-government sector is likely to be publically opposed by United Voice, the employee association that represents the direct care employees within the service.

Communication with employee associations regarding the State Government's commitment to transfer this service to the non-government sector, and what this means for employees, has not yet occurred.

Division	NDIS Reform and Strategy		
Director	Joe Young	 signature	7.6.18
Executive Director	Nick Ashley	 signature	7.6.18
Deputy Chief Executive	Lois Boswell	 signature	7.6.18

ATTACHMENTS

1. Draft letter to Ms Judy Curran (Chair)
2. Draft letter to Ms Susan Campbell
3. Draft letter to Ms Christine Locher
4. Draft letter to Ms Anne Burgess

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5. Draft letter to Ms Juliet Brown
6. Draft letter to Mr Joe Ullianich
7. Draft letter to Mr Simon Blewett
8. Draft letter to Mr David Di Troia, SA Secretary, United Voice
9. Draft letter to Mr Nev Kitchin, General Secretary, Public Service Association of SA
10. Draft email from CE to staff

Contact Officer: Joe Young, Director Strategy and Reform (08) 820 70418, joe.young@sa.gov.au
--

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**Government
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Minister for Human Services

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Adelaide SA 5001
DX 115
Tel 08 8463 6560
Fax 08 8463 4480

18TDHS/734

Ms Judy Curran
[REDACTED]

Dear Ms Curran

The South Australian Government has committed to transferring all State disability services to the non-government sector, including Supported Community Accommodation Services.

After weighing up a number of considerations, I have decided that the future transfer of this service to the non-government sector will not involve the public corporation. This decision does not reflect the professionalism, skills and experience that the Board brought to the service, which are valued and were welcomed by all departmental staff during a difficult period of change. The Board provided an outstanding level of leadership and vision in a short space of time.

As a result of this decision, the role of the public corporation will conclude on 30 June 2018. This letter is to notify you of your removal from the Supported Community Accommodation Services Board under regulation (8)(2)(f) of the of the *Public Corporations (Supported Community Accommodation Services) Regulations 2017* on 30 June 2018.

I would like to personally thank you for your continued professionalism throughout, your commitment to South Australians with disability and their families, and wish you all the best for the future.

Yours sincerely

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

/ / 2018





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18TDHS/734

Ms Susan Campbell
[REDACTED]

Dear Ms Campbell

The South Australian Government has committed to transferring all State disability services to the non-government sector, including Supported Community Accommodation Services.

After weighing up a number of considerations, I have decided that the future transfer of this service to the non-government sector will not involve the public corporation. This decision does not reflect the professionalism, skills and experience that the Board brought to the service, which are valued and were welcomed by all departmental staff during a difficult period of change. The Board provided an outstanding level of leadership and vision in a short space of time.

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I would like to personally thank you for your continued professionalism throughout, your commitment to South Australians with disability and their families, and wish you all the best for the future.

Yours sincerely

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

/ / 2018





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18TDHS/734

Ms Christine Locher
[REDACTED]

Dear Ms Locher

The South Australian Government has committed to transferring all State disability services to the non-government sector, including Supported Community Accommodation Services.

After weighing up a number of considerations, I have decided that the future transfer of this service to the non-government sector will not involve the public corporation. This decision does not reflect the professionalism, skills and experience that the Board brought to the service, which are valued and were welcomed by all departmental staff during a difficult period of change. The Board provided an outstanding level of leadership and vision in a short space of time.

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I would like to personally thank you for your continued professionalism throughout, your commitment to South Australians with disability and their families, and wish you all the best for the future.

Yours sincerely

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

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18TDHS/734

Ms Anne Burgess
[REDACTED]

Dear Ms Burgess

The South Australian Government has committed to transferring all State disability services to the non-government sector, including Supported Community Accommodation Services.

After weighing up a number of considerations, I have decided that the future transfer of this service to the non-government sector will not involve the public corporation. This decision does not reflect the professionalism, skills and experience that the Board brought to the service, which are valued and were welcomed by all departmental staff during a difficult period of change. The Board provided an outstanding level of leadership and vision in a short space of time.

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I would like to personally thank you for your continued professionalism throughout, your commitment to South Australians with disability and their families, and wish you all the best for the future.

Yours sincerely

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

/ / 2018





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18TDHS/734

Ms Juliet Brown



Dear Ms Brown

The South Australian Government has committed to transferring all State disability services to the non-government sector, including Supported Community Accommodation Services.

After weighing up a number of considerations, I have decided that the future transfer of this service to the non-government sector will not involve the public corporation. This decision does not reflect the professionalism, skills and experience that the Board brought to the service, which are valued and were welcomed by all departmental staff during a difficult period of change. The Board provided an outstanding level of leadership and vision in a short space of time.

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I would like to personally thank you for your continued professionalism throughout, your commitment to South Australians with disability and their families, and wish you all the best for the future.

Yours sincerely

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

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18TDHS/734

Mr Joseph Ullianich
[REDACTED]

Dear Mr Ullianich

The South Australian Government has committed to transferring all State disability services to the non-government sector, including Supported Community Accommodation Services.

After weighing up a number of considerations, I have decided that the future transfer of this service to the non-government sector will not involve the public corporation. This decision does not reflect the professionalism, skills and experience that the Board brought to the service, which are valued and were welcomed by all departmental staff during a difficult period of change. The Board provided an outstanding level of leadership and vision in a short space of time.

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Yours sincerely

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

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18TDHS/734

Mr Simon Blewett
Selby Street Chambers
28 Selby Street
ADELAIDE SA 5000

Dear Mr Blewett

The South Australian Government has committed to transferring all State disability services to the non-government sector, including Supported Community Accommodation Services.

After weighing up a number of considerations, I have decided that the future transfer of this service to the non-government sector will not involve the public corporation. This decision does not reflect the professionalism, skills and experience that the Board brought to the service, which are valued and were welcomed by all departmental staff during a difficult period of change. The Board provided an outstanding level of leadership and vision in a short space of time.

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Yours sincerely

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

/ / 2018





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18TDHS/734

Mr David Di Troia
SA Secretary
United Voice
Level 1, 101 Henley Beach Road
MILE END SA. 5031

Dear Mr Di Troia

The South Australian Government, as part of its *Our First 100 Days* communication, committed to establishing a timetable to transfer all State disability services to the non-government sector, including Supported Community Accommodation.

As the Department of Human Services (DHS) has been changing the way it delivers its disability and domiciliary care services in response to the National Disability Insurance Scheme (NDIS) and the Commonwealth Aged Care reforms, a timetable has already been established to transfer most of the State's disability services (e.g. Child and Youth Services, Adult Therapy Services (ASSIST)) to the non-government sector.

For Supported Community Accommodation, a timeframe has not yet been decided. I would like to assure you that changes to Supported Community Accommodation will not occur until DHS has consulted with employees and other key stakeholders. In particular, DHS is committed to consulting with you and employees on how the State Government's policy commitment can be implemented to ensure continuity in quality services for clients and maximum support for affected employees.

As the South Australian Government has committed to transferring this service to the non-government sector, this means the public corporation is no longer needed. Enclosed for your information is a copy of the bulletin that went out to employees.

Until consultation on the transfer can start, it is business as usual for Supported Community Accommodation. The hard work that employees have been doing to prepare clients and the service for transition to the NDIS has been recognised and appreciated.

I would like to reiterate that DHS remains committed to genuine consultation with you and your members, and your ongoing support of the employees who support South Australians with disability is appreciated.

Yours sincerely



Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

/ / 2018

Encl Staff Bulletin



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18TDHS/734

Mr Nev Kitchin
General Secretary
Public Service Association
122 Pirie Street
ADELAIDE SA 5000

Dear Mr Kitchin

The South Australian Government, as part of its *Our First 100 Days* communication, committed to establishing a timetable to transfer all State disability services to the non-government sector, including Supported Community Accommodation.

As the Department of Human Services (DHS) has been changing the way it delivers its disability and domiciliary care services in response to the National Disability Insurance Scheme (NDIS) and the Commonwealth Aged Care reforms, a timetable has already been established to transfer most of the State's disability services (e.g. Child and Youth Services, Adult Therapy Services (ASSIST)) to the non-government sector.

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Until consultation on the transfer can start, it is business as usual for Supported Community Accommodation. The hard work that employees have been doing to prepare clients and the service for transition to the NDIS has been recognised and appreciated.

I would like to reiterate that DHS remains committed to genuine consultation with you and your members, and your ongoing support of the employees who support South Australians with disability is appreciated.

Yours sincerely



Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

/ / 2018

Encl Staff Bulletin

During the election, the new SA Government committed to preparing a timetable for transferring all State Government disability services to non-government management.

This means that Supported Community Accommodation will no longer stay in government, but ultimately be transferred to non-government management, in the line with the department's other disability services under the NDIS.

Although this new direction for Supported Community Accommodation means there are still many elements to be worked through, we now know that the Public Corporation will no longer be needed.

I want to take this opportunity to recognise the CEO, Jackie Howard, for her hard work, the Board members and all the staff who have been focused on setting up the Public Corporation, alongside preparing the service for the NDIS.

Your work to date will not be wasted, as many of the same considerations will be important to planning the transfer of the service to non-government management including:

- continuity of quality service for people with disability and appropriate supports for their families and guardians
- supporting stability and maintaining important relationships in people's lives while giving them the best chance to maximise the opportunities created by the NDIS.

While this is a change in direction for our department, it is in line with the NDIS vision that people with disability have choice and control over their supports, including the service providers who work in their homes.

I can assure you that, as vital staff, you and your employee associations will be consulted on how to best transfer clients and services to new management, and that any changes will be made gradually and sensitively. I ask all staff in Supported Community Accommodation to reassure the people with disability they support that it is services as usual in their homes and that they will be consulted on how the future transfer to new management will happen.

It is business as usual for the service, and Ms Lynn Young will continue to be the Executive Director.

As part of the SA Government's First 100 Days election commitment we will have a timeframe for this transfer to non-government management soon, but we don't have more information at this time.

While this direction was announced during the election campaign, I acknowledge it may come as a surprise to some of you. As ever, I urge you talk through any concerns with your manager. While we don't have more information for you at this stage, we take supporting our staff seriously and I will update you as soon as I can.

Kind regards

Tony Harrison, CE



Government of South Australia


~~Department of Human Services~~

TO MINISTER FOR HUMAN SERVICES

**RE: SUPPORTED COMMUNITY ACCOMMODATION SERVICES CHARTER –
TABLING IN PARLIAMENT**

Decision/action required by: 06/06/2018

Reason: Deadline for tabling in Parliament

Recommendation	Response
<p>1. That you arrange for the attached Charter for Supported Community Accommodation Services to be laid before both Houses of Parliament, in line with legislative requirements.</p>	<p>Approved <u>/</u> Not Approved / Noted</p>
Comments:	
<p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p> <p>.....</p>	<p></p> <p>Hon Michelle Lensink MLC</p> <p>2018</p> <p>12/6/</p>

KEY POINTS

- The attached Charter for Supported Community Accommodation Services (SCA) must be laid before both Houses of Parliament within twelve sitting days of the Charter coming into force, in accordance with regulation 15(7) of the *Public Corporations (Supported Community Accommodation Services) Regulations 2017* (the Regulations).

DISCUSSION

SCA was established to continue to deliver supported independent living services efficiently and sustainably under the National Disability Insurance Scheme. As part of the establishment of SCA, a Charter was developed as per regulation 15 of the Regulations.

In February 2018, the attached Charter for SCA was endorsed and signed by the then Minister for Disabilities, Hon Katrina Hildyard MP, the then Treasurer, Hon Tom Koutsantonis MP and the SCA Board Chair, Ms Judy Curran.

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In accordance with regulation 15(7) of the Regulations, the corporation's Minister must cause a copy of the Charter to be laid before both Houses of Parliament within twelve sitting days of the Charter coming into force.

This timeframe requires the Charter to be tabled in both Houses of Parliament by 6 June 2018.


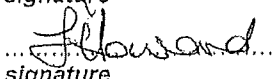
BUDGET

Are there financial implications No

Is there a budget impact No

Is there an FTE impact No

MEDIA/SENSITIVE: No

Division			
Director, Strategy and Reform (DHS)	Joe Young	 signature	9.15.18.
Chief Executive, SCA	Jackie Howard	 signature	14.15.18. date

ATTACHMENTS

1. SCA Charter

Contact Officer:	Rachel Dow, Chief Strategy Officer 841 54126, rachel.dow2@sa.gov.au
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CHARTER (2017-18)

SUPPORTED COMMUNITY ACCOMMODATION SERVICES

1. Purpose

- 1.1. The purpose of this Charter is to set out the strategic objectives, operational arrangements and financial requirements for Supported Community Accommodation Services (SCA), as determined by the Government of South Australia.
- 1.2. This Charter has been approved by the Minister for Disabilities and the Treasurer pursuant to regulation 15 of the *Public Corporations (Supported Community Accommodation Services) Regulations 2017* (the Regulations), following consultation with SCA.
- 1.3. This Charter should be read together with the annual Performance Statement, prepared by the Minister for Disabilities pursuant to regulation 16 of the Regulations. The Performance Statement sets performance targets for SCA to pursue in the coming financial year.
- 1.4. SCA will review this Charter annually and submit any proposed variations to the Minister and Treasurer for approval by 30 June each year.
- 1.5. The Minister for Disabilities and the Treasurer may amend the Charter at any time pursuant to sub-regulation 15(5) of the Regulations.

2. Governance context

- 2.1. This Charter should be read together with the following:

- *Public Corporations Act 1993* (SA)
- *Public Corporations (Supported Community Accommodation Services) Regulations 2017*
- *Public Finance and Audit Act 1987* (SA)
- *Public Sector Act 2009* (SA)
- *Public Sector (Honesty and Accountability) Act 1995* (SA)
- *Code of Ethics for the South Australian Public Sector* (July 2015)
- *National Disability and Insurance Scheme Act 2013* (Cth)
- Any other applicable legislation or government policy, including the Treasurer's Instructions.

3. Interpretation

- 3.1. Expressions used in this Charter have the same meanings as in the *Public Corporations Act 1993* (SA) and the Regulations.

4. SCA's strategic objectives

- 4.1. To design and provide safe, quality services for people with disability under the National Disability Insurance Scheme (NDIS) that are flexible, person-centred and support people with disability to achieve their goals and aspirations and live their lives how they choose.
- 4.2. To implement organisational reform so that the service can operate sustainably on a cost-recovery basis under the NDIS before 30 June 2023, or an earlier date required under Commonwealth and State Government agreements.
- 4.3. To operate transparently and accountably to support an efficient and effective disability market under the NDIS in South Australia.
- 4.4. To undertake its functions and exercise its powers in line with the Government's vision and direction and relevant policies and governance frameworks.

5. Governance arrangements

- 5.1. Regulation 6 of the Regulations establishes a board of directors as the governing body of SCA and provides that anything done by the board in the administration of SCA's affairs will be binding.
- 5.2. The board will conduct its proceedings in line with regulation 11 of the Regulations.
- 5.3. The board must ensure that appropriate strategic and business plans are established, consistent with this Charter, and there are appropriate structures and systems to monitor performance and take corrective action when necessary.

6. Nature and scope of operations

- 6.1. The functions of SCA are set out under regulation 14 of the Regulations.
- 6.2. SCA will undertake activities relating to the provision of supported independent living services and other classes of supports as a registered provider under the NDIS as set out in paragraph 14(1)(a) of the Regulations.
- 6.3. SCA will also undertake activities relating to the provision of specialist disability services in conjunction with the Commonwealth Continuity of Support Programme as set out in paragraph 14(1)(b) of the Regulations.
- 6.4. SCA may undertake other activities conferred on it by the Minister to support the implementation of the NDIS in South Australia. In particular, the Minister may require SCA to be a provider of last resort under the NDIS.
- 6.5. The performance of SCA's functions pursuant to regulation 14 of the Regulations may require SCA to undertake non-commercial operations. SCA must perform its non-commercial operations in an efficient and effective manner.

7. Board responsibilities

- 7.1. The Board through the Chair is responsible to the Minister for:

- 7.1.1. Sound management and stewardship of SCA on behalf of the Government and in accordance with the law;
- 7.1.2. Setting and approving plans for resource allocation, strategic direction and performance objectives for SCA; and
- 7.1.3. Ensuring SCA implements practices that maximise the capacity of people with disability to achieve their goals and live their lives how they choose and reflect the Government's vision and direction for people with disability.

8. Operational matters

Transition to operating on a cost recovery basis

- 8.1. SCA will operate on a cost-recovery basis from 1 July 2018, but will receive subsidisation, which will incrementally decrease over a period of up to five years, as agreed between the State and Commonwealth Governments as part of the Bilateral Agreement.

Principles of competitive neutrality

- 8.2. SCA has adopted a public corporation structure to offset any net competitive advantage it has due to it being a government owned entity. This structure replicates as closely as feasible the commercial objectives, incentives and sanctions of a non-government organisation.
- 8.3. The principles of competitive neutrality, as required under Part 4 of the *Government Business Enterprises (Competition) Act 1996* (SA), will apply to the functions and activities of SCA.

Engagement with clients and families

- 8.4. SCA in performing its legislated functions as set out in regulation 14 of the Regulations will ensure genuine engagement with clients and families on relevant matters.

Engagement with relevant employee associations

- 8.5. SCA in performing its legislated functions as set out in regulation 14 of the Regulations will, in line with relevant industrial instruments, have genuine discussions with relevant employee associations about possible changes to governance arrangements and workforce structures to reach agreement before changes are implemented.

Investment Activities

- 8.6. The nature and scope of investment activities will be limited to the investment of spare funds with the South Australian Government Financing Authority (SAFA) or such other financial institutions, and on such terms, as the Treasurer approves.

Operations and Transactions outside the State

- 8.7. SCA, in performing its legislated functions as set out in regulation 14 of the Regulations, will not undertake commercial or non-commercial activities outside of South Australia.

Subsidiaries, Associated and Allied Organisations

- 8.8. SCA currently has no subsidiaries and will not establish a subsidiary organisation without the Treasurer's prior approval.
- 8.9. SCA must not, without the approval of the Treasurer, establish a trust scheme or a partnership or other scheme of arrangement for sharing of profits or joint venture with another person or undertake any operations or transactions pursuant to such a scheme or arrangement.

Dividend and tax equivalent payments

- 8.10. SCA will comply with Government policies and relevant Treasurer's Instructions on dividend and tax equivalent payments.
- 8.11. Pursuant to regulation 24 of the Regulations, SCA will, before the end of each financial year, after consultation with the Minister, recommend by writing to the Treasurer that SCA pay a specified dividend, or not pay any dividend, for that financial year, as SCA considers appropriate.
- 8.12. All rates, taxes, duties and imposts for which SCA would otherwise be liable if it were not a State owned entity will apply to SCA. Any exemptions from rates, taxes, duties and imposts applied to non-commercial operations of SCA or associated community service obligation payments, as determined under regulation 14 of the Regulations, will be determined by Cabinet or the Treasurer on a case-by-case basis.

9. Financial Standards and reporting

Performance Targets

- 9.1. SCA will prepare a performance statement for transition during 2017-18, setting out the various performance targets SCA is to attain, in consultation with the Minister and Treasurer and for the approval of the Minister.
- 9.2. The performance statement for 2018-19 will include the percentage of its operations SCA will fund from operating revenue received from the NDIS or the Commonwealth Continuity of Support programme.
- 9.3. The Minister and the Treasurer will assess the Board's performance as against SCA's performance statement and in line with the Charter.

Reports on operations

- 9.4. SCA shall provide the following reports to the Minister and/or the Treasurer:
- 9.4.1. Quarterly Report on SCA's financial position and its performance against the performance statement. The form of the report will be determined between SCA and the Department of Treasury and Finance;

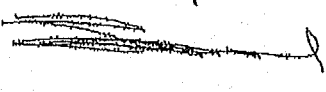
- 9.4.2. Annual Report within 3 months after the end of each financial year will include;
- 9.4.3. compliance with the National Quality and Safeguarding Framework, including the number of serious complaints and incidents reported and managed;
- 9.4.4. any other information that is requested at any time by the Minister or the Treasurer; and
- 9.4.5. financial, budget or performance information that in the opinion of the Board should be provided.

Form and contents of accounts and financial statements

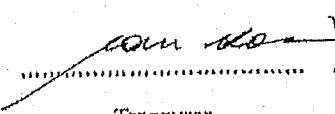
- 9.5. SCA will maintain proper financial and accounting processes, practice and systems, and prepare financial statements in accordance with applicable Australian Accounting Standards, generally accepted accounting principles and practices, and all relevant Government policies including Treasurer's Instructions (unless specifically exempted) issued under the *Public Finance and Audit Act 1987*.
- 9.6. SCA will maintain separate accounts and records for its commercial activities and non-commercial activities.
- 9.7. SCA will establish and maintain effective records of all asset acquisitions and disposals and establish and maintain effective internal auditing of its operations through the establishment of an audit committee in accordance with appropriate standards and practices.

10. Date of operation

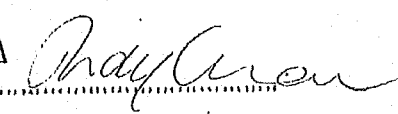
- 10.1. This Charter comes into operation upon signing by the Minister and the Treasurer, and is binding on SCA.


Minister for Disabilities

15/2/2018


Treasurer

16/2/2018


Chairperson

1/2/2018

Hancock, Janette (DHS)

From: Bartsch, Anna (DHS)
Sent: Tuesday, 26 June 2018 3:49 PM
To: Stokes, Katrina (DPC)
Cc: Hancock, Janette (DHS); Boswell, Lois (DHS); Young, Joe (DHS)
Subject: responses for InDaily

Importance: High

Hi Katrina, please see below recommended responses from us...

- *Why is it the Government's policy to transition supported community accommodation to the non-government sector when a government corporation was already established?*

We believe in the principle that people with disability should have choice in the services they receive – this aligns with the guiding principles of the NDIS.

By supporting clients to enter the NDIS marketplace and gradually withdrawing state-run services, we are giving people the opportunity to have a new level of control over their service options (noting that housing arrangements are not directly affected).

Although a public corporation had been set up by the previous government, it was still in the establishment phase and did not yet have any operational control, so deciding not to proceed with it has had no direct impact on clients or employees.

- *Has the Government informed residents and their families of the change of supported community accommodation to the NGO sector?*

Communication began as soon as the government had an agreed direction coming out of Cabinet on Monday (see next question).

We have commenced calls to clients, guardians and families, staff forums, union and sector meetings and are part way through sending letters to all stakeholders (as of Tuesday afternoon).

The consultation we will run over the coming months will inform how changes will occur.

The intention that the state government would eventually withdraw from the delivery of supported accommodation services was made clear in the lead up to the state election.

- *Greens MLC and the PSA say the Government has failed to properly inform residents and their families of the changes as even though it was stated in the Liberals' First 100 days policy document, it is unlikely that these families had the time to read through the Liberals' entire policy platform before the election. How do you respond to this?*

The government wanted to have an agreed set of principles ahead of going out to consultation about how changes might roll out, and this was approved by Cabinet on Monday this week.

These are the principles:

- Continuity in quality client services and supporting client choice
- Retention of skilled and experienced employees in the disability sector
- Growth of the local South Australian non-government sector

We also needed to consider various factors around how any potential changes might impact clients and employees.

- *Will the Government be making their timetable outlining when disability sector services will transition to the non-government sector publicly available? If so when?*

Consultation on the changes to Supported Community Accommodation will occur through the remainder of 2018, and this will inform the detailed timeline for change beginning in early 2019.

KATRINA - YOU HAVE THE SCA TIMELINE THAT HAS GONE TO STAFF; I WILL SEND YOU A TIMELINE THAT COVERS ALL SERVICE AREAS (BROADLY) BY THIS EVE OR EARLY TMR MORN)

- *When will the Government start consulting with stakeholders including PSA about supported community accommodation moving to the non-government sector?*

We will be having ongoing discussion with all stakeholders, including the PSA and other relevant employee associations, throughout the consultation and change process.

(CAN PROVIDE THINGS LIKE CE EMAIL TO STAFF, TO SECTOR, LETTERS TO CLIENTS, STAFF FACT SHEET ETC FOR TRANSPARENCY IF YOU LIKE)

Anna Bartsch

Manager, NDIS Communications and Engagement

Department of Human Services

T: (08)8207 0878 | M: [REDACTED] | E: anna.bartsch@sa.gov.au

24 hour media line (08) 8413 9049

Join the DHS Disability Engagement Register

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Hancock, Janette (DHS)

From: Bartsch, Anna (DHS)
Sent: Tuesday, 26 June 2018 9:32 AM
To: Stokes, Katrina (DPC)
Cc: Hancock, Janette (DHS); Young, Joe (DHS)
Subject: media release
Attachments: Michelle Lensink release.docx; MESSAGES.docx; TIMELINE.pdf; Managers Fact Sheet.pdf

Hi Katrina

As discussed, [REDACTED]

A few other bits and pieces in case they're handy too!

Cheers

Anna

Anna Bartsch
Manager, NDIS Communications and Engagement
Department of Human Services
T: (08)8207 0878 | M: [REDACTED] | E: anna.bartsch@sa.gov.au
24 hour media line (08) 8413 9049

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Hon Michelle Lensink MLC Minister for Human Services

EMBARGOED 27 June 2018

Marshall Government delivers yet another 100-day commitment

The Marshall Government has delivered on its 100-day commitment that all current State disability clients will receive their services from the non-government sector under the National Disability Insurance Scheme (NDIS).

Yesterday, the State Government began discussions with clients, guardians, families, employees and unions about the future of Supported Community Accommodation (group homes).

The service is the last government-operated disability service to begin consultation on how to transition clients to the non-government sector.

Currently, clients who use this service live in supported houses that are state-run. The change means that, for the first time, people with disability will be empowered to select the service providers who manage and work in their homes.

"I would like to stress there will be no immediate changes for residents or staff – it is services as usual for now," said Minister for Human Services Michelle Lensink.

"The change process will take time to shape and will occur gradually over the coming years.

"The State Government wants to ensure a smooth transition of services for clients.

"We will be commencing a comprehensive consultation period with clients, guardians and families, employees, unions and NGO providers to decide how the move will be planned and rolled out.

"Unlike the Labor Government's dismal track record with a complete lack of consultation in the past, the Liberal Government is committed to genuinely consult with everyone required to get direct feedback and advice on the needs of clients and employees.

"Importantly, the changes will empower people with a disability and their families to make choices and decisions about their lives – and a provider."

RECOMMEND – INSERT QUOTES FROM NGO SECTOR

Employees will be thoroughly consulted on the changes and how to achieve the best possible outcomes, with the aim of retaining skilled and experienced staff in the sector.

Stakeholders will also be invited to share their insights on how the State Government can effectively assist clients and families.

Contact: Katrina Stokes [REDACTED]

Supported Community Accommodation – Key Messages

Overall high-level messages

- In the lead up to the state election, the government publicised its commitment to provide “a timetable... for all State disability services to be transferred to the NGO sector, including group homes”.
- To achieve this, the State Government is expected to gradually withdraw from Supported Community Accommodation (SCA) service provision, expected to begin in early 2019, as current state clients begin to receive services from the NGO sector.
- The transition of clients will occur gradually with the intention that, within this term of government, all clients will be receiving their NDIS services from the non-government sector.
- Decisions on just how the changes will occur are yet to be finalised – details will be designed following an extensive period of consultation with clients, families and guardians, employees, unions and the sector.
- There will be no immediate changes for residents and staff – it is services as usual for now.
- Following the consultation period, it is intended that clients will be able to stay in their current homes if they want to, and they will be supported to choose a new provider.
- It is also intended that employees and clients will be able continue to working together under a new provider if they choose to.
- Consultation on the design of the change process will take place between now and the end of the year, and will include consultation on the timing to help develop a more detailed transition schedule.
- This update follows recent advice from the Minister for Human Services that the Public Corporation, established to manage government accommodation services, will not be required.

Guiding Principles

The consultation on the change process will be focussed on achieving the best possible outcomes according to these three guiding principles:

1. Continuity in quality client services and supporting client choice

2. Retention of skilled and experienced employees in the disability sector
3. Growth of the local South Australian non-government sector

Consultation

- The State Government will consult with clients and their families and guardians, employees, unions and NGO providers about how the changes will occur.
- The consultation is a genuine attempt to get direct feedback and advice on the needs of clients and employees.
- The intended change was included in the government's policy plans during the election campaign, but there are a lot of options about how this change could be rolled out.
- As part of the consultation, we would like to talk to people about ways we can support them to best exercise the core NDIS principles of choice and control.
- The intention is to support clients and families to find out more about the different organisations who could provide their services.
- The consultation will ask people who currently share a group home how we can help them make decisions as a household, if they want to still live together.
- We also want to talk about the best ways to retain skilled and experienced employees in the disability sector.
- If residents and families want to keep their household together, and keep working with particular employees, we will consult with NGOs, employees and unions about how we can try and make that happen.
- While we want to give people clarity as soon as possible, we also understand the significance of this change and will allow enough time to consult with people properly.
- We aim to have a complete timetable about how the changes will roll out by early next year, following consultation.
- We will however continue to consult with all parties throughout the coming months and years, making sure we are responding to any concerns, taking into account feedback and adjusting the process if and where we need to.

Consultation considerations

- The consultation will consider how to assist clients, guardians and families to choose a new service provider in the non-government sector, and how the change will roll out.

The feedback we receive will guide the change strategy. Some of the things to consider include:

- Options around how households, clusters of homes or the whole service could move to the NGO sector
- How clients, guardians and families will be supported to exercise choice and control and what this means within the NDIS framework
- How employees will be supported through the change, with the aim of retaining them in the sector
- How existing NGOs will be engaged and what the increase in demand means for them
- How NGOs and unions could work together to get the best outcome for employees and clients
- How we will work with the NDIA and what parameters exist under the NDIS
- A realistic timeline for change

Changes to State Government funded accommodation services

- Current government services will not change right away and clients and employees will not need to do anything differently immediately.
- Our priority is to maintain stability and continued quality services for people with a disability and their families and guardians.
- Employees will continue to give clients the best possible support, and there will be ongoing consultation with them.
- It is important to know that this will be a gradual change.

- The State Government will continue to provide clients' care and support until they have moved to an NGO.
- We are committed to ongoing consultation and working together to manage the changes in the best possible way.

Timelines

- It is expected that the State Government will withdraw from providing SCA services gradually over the coming years, beginning in early 2019 and being completed within this term of government.
- A gradual timeline will be developed following the consultation period, and we will provide a schedule which outlines the priorities once the consultation and planning analysis is finalised.
- Over the coming months, there will be regular meetings and individual discussions, and people are invited to provide feedback.
- The general timeframes for the next six months are illustrated on the attached timeline document.

MEDIA RELEASE



Government of
South Australia

Hon Michelle Lensink MLC Minister for Human Services

Wednesday 27 June 2018

Marshall Government delivers yet another 100-day commitment

The Marshall Government has delivered on its 100-day commitment that all current State disability clients will receive their services from the non-government sector under the National Disability Insurance Scheme (NDIS).

Yesterday, the State Government began discussions with clients, guardians, families, employees and unions about the future of Supported Community Accommodation (group homes).

The service is the last government-operated disability service to begin consultation on how to transition clients to the non-government sector.

Currently, clients who use this service live in supported houses that are state-run. The change means that, for the first time, people with disabilities, their families and guardians will be empowered to select the service providers who manage and work in the client's homes.

"I would like to stress there will be no immediate changes for residents or staff – it is services as usual for now," said Minister for Human Services Michelle Lensink.

"The change process will take time to shape and will occur gradually over the coming years.

"The State Government wants to ensure a smooth transition of services for clients.

"We will be commencing a comprehensive consultation period with clients, guardians and families, employees, unions and NGO providers to decide how the move will be planned and rolled out.

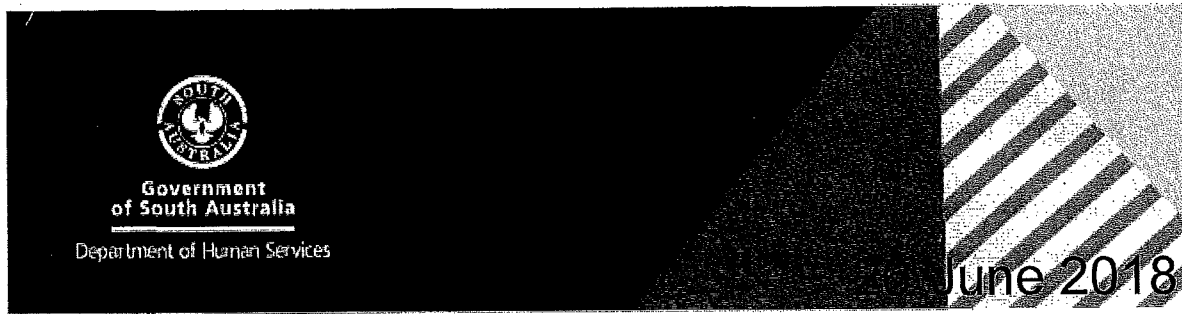
"Unlike the Labor Government's dismal track record with a complete lack of consultation in the past, the Liberal Government is committed to genuinely consult with everyone required to get direct feedback and advice on the needs of clients and employees.

"Importantly, the changes will empower people with a disability and their families to make choices and decisions about their lives – and a provider."

Employees will be thoroughly consulted on the changes and how to achieve the best possible outcomes, with the aim of retaining skilled and experienced staff in the sector.

Stakeholders will also be invited to share their insights on how the State Government can effectively assist clients and families.

Contact: Katrina Stokes 0481 903 371



Fact Sheet for Managers

Changes to Disability, Accommodation and Equipment Services

As you know, the department's services have been changing in response to the National Disability Insurance Scheme (NDIS).

Some of the changes have been about adapting to the NDIS, and some have been a part of the SA Government's response to the NDIS.

In the lead up to the state election, the government publicised its commitment to provide "a timetable...for all State disability services to be transferred to the NGO sector, including group homes."

Decisions on just how supported community accommodation clients will transition to are yet to be finalised – details will be designed following an extensive period of consultation with clients, families, and guardians, employees, unions and the sector.

We also have a timeframe for the start of the transfer of Domiciliary Equipment Services to the non-government sector.

We recognise that, as a manager, you are affected on two fronts: as an employee going through the change process, and as a manager with responsibility to your staff.

More information

We will continue to talk with you at meetings, via emails and to make information available online. In the interim you can ask questions in a number of ways:

- speak with your manager
- visit the intranet (**Future Direction page**) for information online
- join the conversation on the **staff discussion board**
- email dhsfuturesdirection@sa.gov.au if you have a query you would like to ask more privately
- call the Change Management Team directly on (08) 8352 9898.

Unions and employees will be consulted throughout this process. You are welcome to contact your union directly to discuss how the changes may impact you.

Support for you

Please remember you can always speak to your manager and that the **Employee Assistance Program (EAP)** is available to all employees. EAP can be contacted on 8352 9898 or after hours on 0418 883 855.

Media: Direct all media inquiries to the department's 24-hour media line on 8413 9049.

Unions: Please direct any queries from the union to the Change Management Team on (08) 82070147

What does it mean for me as a manager (supporting your staff)

It is important to understand and communicate that:

- changes will not happen right away – for the immediate future it will be services as usual
- the department will work with you and your staff throughout the change process
- you and your staff will be supported to either remain in government or to work for any new service providers, wherever possible
- if people choose to look for alternative employment within government, they will be supported with case management to connect to job opportunities or training.

What is going on elsewhere in the department?

Service area

Supported Community Accommodation

What is happening

In the lead up to the state election, the government publicised its commitment to provide "a timetable...for all State disability services to be transferred to the NGO sector, including group homes."

Decisions on just how supported community accommodation clients will transition to are yet to be finalised – details will be designed following an extensive period of consultation with clients, families, guardians, employees, unions and the sector.

The transition of supported community accommodation client services to the NGO sector will be guided by three core principles:

1. Continuity in quality client services and supporting client choice
2. Retention of skilled and experienced employees in the disability sector
3. Growth of the local South Australian non-government sector

What this means for staff

There will be no immediate changes for clients or employees – it is services as usual for now.

Current services will not change right away and clients and employees do not need to do anything differently immediately.

The intended change was included in the government's plans during the election campaign, but there are a lot of options about how this change could be rolled out.

Consultation on the design of the transition will take place between now and the end of the year, and will include consultation on the timing to help develop a more detailed transition schedule.

Once the transition begins, it is intended that clients will be able to stay in their current homes if they want to, and they will be supported to choose a new provider.

Service area

DES

What is happening

We will start a process to find new management for Domiciliary Equipment Service (DES) like we are currently going through for Domiciliary Care and ASSIST. We expect it to start transition around the middle of next year.

Timeframes may be adjusted depending on the response from the market.

We will work closely with you, your unions and any future employer to keep you employed in the equipment industry.

Employees who take up the opportunity to remain with the service and move to new management will take their existing terms and conditions under their Enterprise Agreement and Award with them.

We will be talking to employee associations on the best way to support you in general though these changes, and when it is time to look at the offer of future non-government service providers we will consult with you in line with the obligations under your Enterprise Agreement.

What this means for staff

There will be no immediate changes for you or clients – it is services as usual for now.

Our focus remains continuity of services for people who rely on our equipment and home modification services.

Existing employment arrangements, including existing contracts, will continue as they are for now.

When changes happen, ongoing employees will be supported wherever possible to stay with DES and its customers as it transitions or to look for other opportunities within government.

If employees are permanent, their permanency will follow them with any transfer to a new, non-government employer.

If you choose to look for alternative employment within government, you will be supported with case management to connect to job opportunities or training. This will include priority access to vacancies across the SA Public Sector before they are advertised.

Domiciliary Care

Domiciliary Care services will transfer to not for profit Royal District Nursing Service (RDNS) by end of June 2018.

This transfer does not include any of the in home care services provided by Country Health or the Aged Care Assessment Programme that is delivered by SA Health

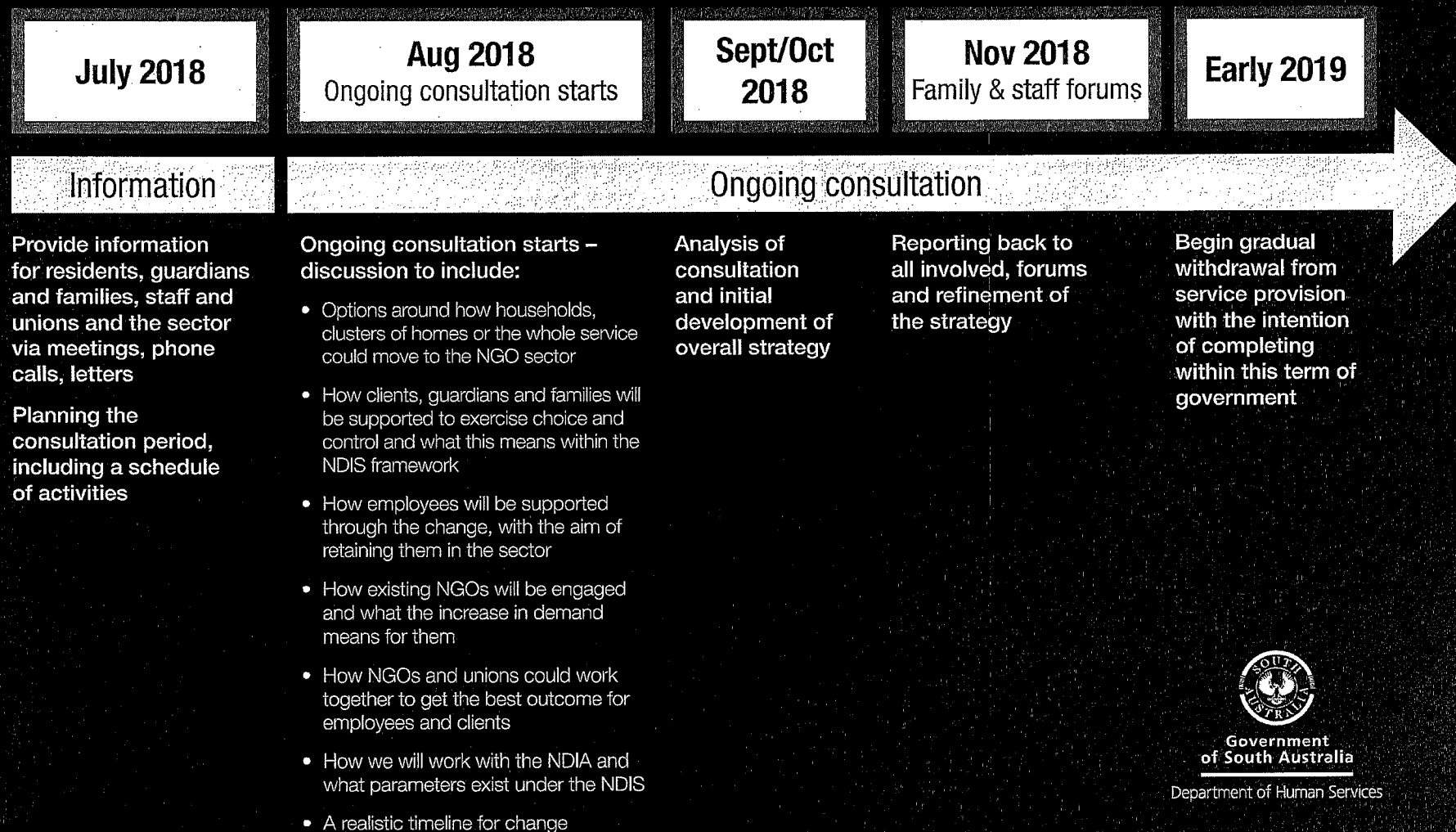
89% of staff chose to move to the new provider. They were able to take their employee entitlements with them and were provided with a \$15,000 payment to encourage them to stay in the sector, remain with the service to ensure continuity of care for clients. A recent survey by RDNS found that of staff transferring,

- 80% agreed that they are personally motivated to transfer to RDNS
- 94% understand the reason for the transfer and
- 70% agreed that they were look forward to a new environment

Staff who have decided to stay in Government are being supported to look for other roles in government.

Service area	What is happening	What this means for staff
Child & Youth Services	<p>Child and Youth Services will transfer to the newly established, not for profit CYS Mutual. This transfer is intended for 1 September 2018.</p>	<p>94% of Child Youth Services employees took up their offer to join the Mutual.</p> <p>They will be able to take their employee entitlements with them and the ongoing DHS staff will be provided with a \$15,000 payment to encourage them to remain with the service to ensure continuity of care for clients. Staff who have decided to stay in Government are being supported to look for other roles in government.</p>
ASSIST therapy services	<p>The process of transferring ASSIST Therapy Services to the non-government sector is underway. The expression of interest (EOI) closed on 24 May. Submissions are being considered by an evaluation panel made up of representatives of DHS and the Department of Treasury and Finance.</p> <p>The panel will make a recommendation about a new provider, and DHS will seek Cabinet approval at an appropriate time in the process.</p> <p>Subject to negotiations and approvals, we are aiming to announce the new provider mid-year and the transition of services to non-government management by the end of 2018.</p> <p>We will continue to provide updates to staff, clients and the non-government sector across the market process and transition.</p> <p>ASSIST continues to operate and work to achieve efficiencies under the NDIS. Services will continue as usual and we will continue to accept new referrals.</p>	<p>There will be no changes to services in the short term.</p> <p>Staff will be supported to either remain in government or to work for any new service providers, wherever possible.</p> <p>Staff who take up an opportunity to remain with the service and move to new management will take their terms and conditions with them. If staff are permanent, their permanency will follow with any transfer to a new non-government employer. Ongoing DHS staff will be entitled to a Sector Retention Payment of \$15,000 if they choose to transfer to the new ASSIST provider.</p> <p>If staff choose to look for alternative employment within government, they will be supported with case management to connect to job opportunities or training. This will include priority access to vacancies across the South Australian Public Sector before they are advertised.</p> <p>Your current employment conditions as set out in your Enterprise Agreement (which is due for renegotiation prior to January 2020), and applicable Awards (including salary, recreation leave, sick leave, maternity leave, long service leave, and continuity of service), will transfer with you if you choose to accept an offer of employment from the new provider.</p>

SCA Indicative Timeline



Government
of South Australia

Department of Human Services

Hancock, Janette (DHS)

From: Bartsch, Anna (DHS)
Sent: Monday, 25 June 2018 7:05 PM
To: Stokes, Katrina (DPC); Hancock, Janette (DHS)
Cc: Boswell, Lois (DHS); Young, Joe (DHS)
Subject: RE: Supported community accommodation

Thanks Katrina.

Looking at the questions, I doubt they are preparing to run a story with or without input from us – I think they need us or it's just a QT regurgitation. I don't mind the idea of giving it to them over the Tiser for a few reasons but I am not sure we can make the 11am deadline on short notice...

Chat in the morning!

From: Stokes, Katrina (DPC)
Sent: Monday, 25 June 2018 6:53 PM
To: Bartsch, Anna (DHS); Hancock, Janette (DHS)
Subject: Fwd: Supported community accommodation

See below - there's lots of questions there, some of which are answered in the release though. However, her deadline is 11am Tuesday.

Speak tomorrow morning!

Sent from my iPhone

Begin forwarded message:

From: "Charter, Greg (DPC)" <Greg.Charter@sa.gov.au>
Date: 25 June 2018 at 3:54:32 pm ACST
To: "Stokes, Katrina (DPC)" <Katrina.Stokes@sa.gov.au>
Subject: FW: Supported community accommodation

From: Stephanie Richards | Solstice Media [<mailto:srichards@solsticemedia.com.au>]
Sent: Monday, 25 June 2018 3:33 PM
To: Charter, Greg (DPC) <Greg.Charter@sa.gov.au>
Subject: Supported community accommodation

Hi Greg,

Here are the questions I would like to direct to Minister Lensink regarding supported community accommodation:

- Why is it the Government's policy to transition supported community accommodation to the non-government sector when a government corporation was already established?
- Has the Government informed residents and their families of the change of supported community accommodation to the NGO sector?

- Greens MLC and the PSA say the Government has failed to properly inform residents and their families of the changes as even though it was stated in the Liberals' First 100 days policy document, it is unlikely that these families had the time to read through the Liberals' entire policy platform before the election. How do you respond to this?
- Will the Government be making their timetable outlining when disability sector services will transition to the non-government sector publicly available? If so when?
- When will the Government start consulting with stakeholders including PSA about supported community accommodation moving to the non-government sector?

Looking at a 11am deadline tomorrow morning.

Kind regards,

Steph Richards | Journalist

Solstice Media

Level 3, 169 Pirie Street Adelaide SA 5000

M [REDACTED] | T 08 8224 1605

E srichards@solsticemedia.com.au | W www.solsticemedia.com.au | www.indaily.com.au

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Hancock, Janette (DHS)

From: Bartsch, Anna (DHS)
Sent: Thursday, 21 June 2018 8:06 AM
To: Stokes, Katrina (DPC)
Cc: Hancock, Janette (DHS)
Subject: Re: SCA key messages and run sheet

Terrific, thanks Katrina!

Sent from my iPhone

On 21 Jun 2018, at 7:56 am, Stokes, Katrina (DPC) <Katrina.Stokes@sa.gov.au> wrote:

Morning Anna and Janette,

Thanks very much for getting this one done so quickly.

I have asked our media head here regarding the timing of this release, I'll keep you informed but we may keep it until Monday for InDaily still.

Will keep you posted, in the meantime, I'll start drafting a release.

Katrina

From: Bartsch, Anna (DHS)
Sent: Wednesday, 20 June 2018 8:20 PM
To: Hancock, Janette (DHS) <Janette.Hancock@sa.gov.au>; Stokes, Katrina (DPC) <Katrina.Stokes@sa.gov.au>
Cc: Young, Joe (DHS) <Joe.Young@sa.gov.au>; Schubert, Taryn (DHS) <Taryn.Schubert2@sa.gov.au>; Kinloch, Clare (DHS) <Clare.Kinloch@sa.gov.au>; Saim, Nishu (DHS) <Nishu.Saim@sa.gov.au>
Subject: SCA key messages and run sheet

Hi Janette and Katrina

Please see updated draft key messages attached as discussed, noting these amendments:

- removal of four year time frame to keep options a bit more open
- lifting the focus on choice and control higher
- toning down assumption that many clients will want to stay with current staff (balanced with reassurance for those who do)

- I also thought we should probably note the one household = one provider fact

The run sheet is still very much a work in progress and will need to be adjusted depending on your media approach, as we are conscious of that timing in relation to staff, union, client and family comms.

If you're planning to give this to InDaily on Fri, is that with an embargo til Monday lunchtime?

We'll have a fact sheet ready to go tomorrow too (I hope!) which you could also provide with the media release if you would like to.

We do have some ideas about where public/media commentary and questioning might go based on background context so very happy to chat more tomorrow if that is helpful.

Cheers

Anna

Hancock, Janette (DHS)

From: Harrison, Tony (DHS)
Sent: Tuesday, 12 June 2018 12:46 PM
To: Rogers, Nancy (DHS); Boswell, Lois (DHS); Hancock, Janette (DHS)
Cc: Littleton, Richard (DHS)
Subject: RE: Staff message re: SCA and Housing Authority for final approval

Nancy, fine tks

Tony Harrison
Chief Executive
Department of Human Services

From: Rogers, Nancy (DHS)
Sent: Tuesday, 12 June 2018 12:33 PM
To: Boswell, Lois (DHS) <Lois.Boswell@sa.gov.au>; Harrison, Tony (DHS) <Tony.Harrison@sa.gov.au>; Hancock, Janette (DHS) <Janette.Hancock@sa.gov.au>
Cc: Littleton, Richard (DHS) <Richard.Littleton@sa.gov.au>
Subject: FW: Staff message re: SCA and Housing Authority for final approval
Importance: High

Final version for approval – scheduled to go out at 3pm. Please rapidly advise if any changes required.

Nancy Rogers
Director, Office of the Chief Executive
Department of Human Services

Phone 841 38125
Mobile [REDACTED]

From: Littleton, Richard (DHS)
Sent: Tuesday, 12 June 2018 12:31 PM
To: Rogers, Nancy (DHS) <Nancy.Rogers@sa.gov.au>
Cc: Young, Joe (DHS) <Joe.Young@sa.gov.au>; Turley, Claire (DHS) <Claire.Turley@sa.gov.au>; Baghurst, Ashlee (DHS) <Ashlee.Baghurst2@sa.gov.au>
Subject: Staff message re: SCA and Housing Authority for final approval

Hi Nancy

As discussed, pls progress this version of the message for CE, DCE and Minister's Office approval together with the FAQs.

Thanks
Richard

Richard Littleton
Director
Communications and Engagement

Department of Human Services
Riverside Centre, North Terrace, Adelaide SA 5000

T: (08) 8413 8175

M: [REDACTED]

Media line: (08) 8413 9049



/ HumanServicesSA



/ HumanServicesSA



/ HumanServicesSA

DHS Reconciliation Committee Co-chair



I acknowledge the land I work on is the traditional lands of the Kaurna people and I respect their spiritual relationship with their country. I also acknowledge the Kaurna people as the custodians of the Adelaide region and that their cultural heritage and cultural beliefs are still as important to the living Kaurna people today.

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Hancock, Janette (DHS)

From: Boswell, Lois (DHS)
Sent: Tuesday, 12 June 2018 12:58 PM
To: Rogers, Nancy (DHS); Harrison, Tony (DHS); Hancock, Janette (DHS)
Cc: Littleton, Richard (DHS); White, Sarah (DHS); Young, Joe (DHS)
Subject: RE: Staff message re: SCA and Housing Authority for final approval

Clause 10(1) - Legal professional privilege

Ms Lois Boswell LLB MAppSci GAICD

Deputy Chief Executive

Department of Human Services | Government of South Australia

Level 8 Riverside Centre, North Terrace, Adelaide SA 5000 | GPO Box 292, Adelaide SA 5001

Ph: (08) 841 54306 Mob: **Clause 6(1)** lois.boswell@sa.gov.au



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Sent: Tuesday, 12 June 2018 12:55 PM

To: Rogers, Nancy (DHS) <Nancy.Rogers@sa.gov.au>; Harrison, Tony (DHS) <Tony.Harrison@sa.gov.au>; Hancock, Janette (DHS) <Janette.Hancock@sa.gov.au>

Cc: Littleton, Richard (DHS) <Richard.Littleton@sa.gov.au>; White, Sarah (DHS) <Sarah.White2@sa.gov.au>; Young, Joe (DHS) <Joe.Young@sa.gov.au>

Subject: RE: Staff message re: SCA and Housing Authority for final approval

Please see proposed changes from me -

Clause 10(1) - Legal professional privilege

Ms Lois Boswell LLB MAppSci GAICD

Deputy Chief Executive

Department of Human Services | Government of South Australia

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T: (08) 8413 8175
M: [REDACTED] Clause 6(1)
Media line: (08) 8413 9049



/ HumanServicesSA



/ HumanServicesSA



/ HumanServicesSA

DHS Reconciliation Committee Co-chair



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Hancock, Janette (DHS)

From: Lensink, Michelle <Michelle.Lensink@parliament.sa.gov.au>
Sent: Tuesday, 26 June 2018 5:50 PM
To: Boswell, Lois (DHS); Hancock, Janette (DHS); Maddeford, Selena (DHS); Young, Joe (DHS)
Cc: Lensink, Michelle (DHS)
Subject: FW: Accommodation Services Family Forum slideshow presentation Feb 2018
Attachments: Accommodation Services Family Forum Session[17129].pdf; Accommodation Services Family Forum session back pages[17128].pdf

Importance: High

FYI

From: Gill Fisheries [REDACTED]
Sent: Tuesday, 26 June 2018 11:04 AM
To: Lensink, Michelle <Michelle.Lensink@parliament.sa.gov.au>
Subject: Accommodation Services Family Forum slideshow presentation Feb 2018
Importance: High

Moning Michelle,

FYI as promised, please find attached the Accommodation Services Family Forum Slideshow Presentation February 2018 plus an additional handout that was also received in relation to the Suppoted Accommodation Public Corporation Board.

Kindest Regards
Amanda Wheeler

Sent from Mail for Windows 10

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Disability Services

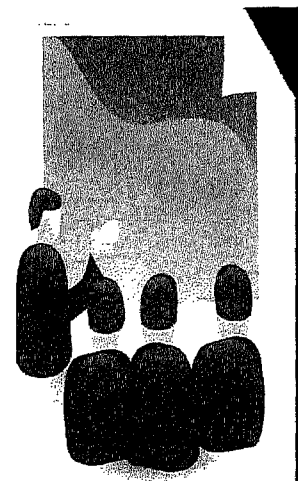
February 2018



Government of South Australia
Department for Communities
and Social Inclusion

Accommodation Services Family Forum Session

PRESENTATION



Claude Bruno, Director Accommodation Services Operations

Disability Services Operations

- It was announced in February last year that supported community accommodation services will be changing to operate on a commercial basis within government under the NDIS.
- Regulations establishing a new public corporation were made in November.
- The public corporation will remain part of State Government, and will be charged with delivering high-quality supported independent living services in our group homes.
- Minister for Disabilities, Katrine Hildyard, has appointed a Board to guide the establishment of the new entity.
- The Board has appointed Jackie Howard as the new Chief Executive Officer starting 13 March 2018.

Transitioning into the NDIS



- Phase 1 and 2 entry into the NDIA was completed on the 2nd February 2018. This means Disability Services will transition 230 clients into the scheme.
- Phase 3 is due to start on the 19th February 2018
- The final phase, phase 4 will likely start in April 2018, which on completion see a further 212 clients enter the scheme from phases 3 and 4. All current supported clients will have then entered the scheme.

NDIS Planning Meetings

Lesson Learnt

- Supported Independent Living and Community Participation
- SIL – Planning meeting focuses on goals outside the home
- Evidence provided by an Allied Professional



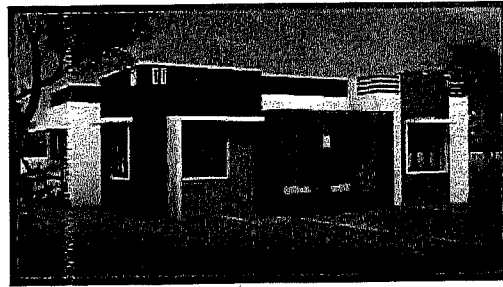
Person Centred Planning



**FOCUS ON THE INDIVIDUAL -
PERSON CENTRED PLANNING**

- The Person Centred Development Team has been working on ensuring all clients within Disability Services have an authentic plan that is in line with NDIS standards.
- Yearly reviews of Person Centred Plans will be undertaken at a team level once all clients have entered the scheme. The Person Centred Development team will coordinate the return of this role to Program Co-ordinators

Specialist Disability Accommodation



- All Australians need a safe, secure and affordable place to live. A good life starts with a decent home, but we know that people with disability face particular challenges in getting access to suitable housing.
- The NDIA wants to encourage innovation in housing, attract new suppliers into the housing market and promote real choice and control for NDIS participants around where they live and whom they live with.
- SDA funding is not for the support services a person will receive while living in their accommodation, this support is funded separately by the NDIS.

Quality Management External Audit Process

- Supported Community Accommodation is preparing for an external audit of services against the new NDIS Practice Standards – This is required for all providers delivering support services under the NDIS National Quality and Safeguarding Framework.
- The intended key benefit of this accreditation process is to strengthen client outcomes as the external audit process will assess how well Supported Community Accommodation supports people, as measured against the new National Disability Insurance Scheme Practice Standards.
- The next step in our preparation is for Disability Services to mentor Managers and staff in the houses, on the process and expectations of an external audit and accreditation process.
- Disability Services will engage with the external auditors to prepare documentation and arrange a schedule for them to visit houses and speak with people and staff.
- This process will enable Disability Services to become an accredited organisation under the NDIS practice standards and therefore be able to continue as a service under the NDIS.

New Supported Accommodation Public Corporation Board Fact Sheet

In February 2017 it was announced that state government supported community accommodation services would become a commercial trading entity to be able to operate under the NDIS. Regulations establishing a new public corporation to do this were made in November.

The public corporation will remain part of State Government and will be charged with delivering high quality supported independent living services in our group homes.

Minister for Disabilities Katrine Hildyard has appointed a Board to guide the establishment of the new entity, and the Board is in the process of appointing a Chief Executive Officer..

Board appointees and biographies:

The new Board will be Chaired by Ms Judy Curran, who finishes last year as Chief Executive of the Can:Do Group. Ms. Curran is a highly credentialed senior leader and has significant business and not-for profit experience in health and disability services.

Board Members Joe Ullianich, Susan Campbell, Simon Blewett, Anne Burgess, Christine Locher and Juliet Brown, bring a mix of skills and experience to the challenge of transitioning to the NDIS.

Ms Judy Curran (Chair) has been Chief Executive of the Can:Do Group since March 2010, a role she will step down from in December 2017. Ms Curran has senior leadership experience in disability services and more than 20 years' experience in the not-for profit sector. She holds a Master of Business Administration, a Bachelor of Business (Marketing) and is a Graduate member of the Australian Institute of Company Directors.

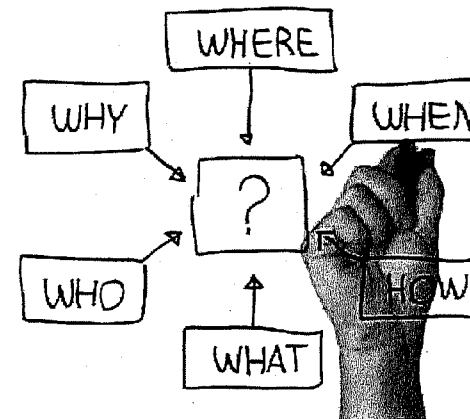
Mr Joe Ullianich was the Executive Director of Financial Services in the Department for Communities and Social Inclusion from 2004 until his retirement in 2012. He is currently the Chair of the State Emergency Relief Fund Committee and was a member of the South Australian Rail Taskforce as the Treasury representative. Mr Ullianich has been a Board member of the Austral Asia Railway Corporation, the South Australian Asset Management Corporation and Southern Group Insurance Corporation and the Lifetime Support Authority. He holds a Bachelor of Economics and is a Certified Practising Accountant.

Ms Susan Campbell was the Chief Executive Officer of Minda Incorporated from January 2008 until January 2010 and has extensive experience in providing strategic leadership and implementing organisational cultural change within the disability and community sectors. Ms Campbell holds a



Topics

1. Accommodation Services Update
2. Accommodation Services and the NDIS
3. Quality and Safeguarding framework



The Board of Directors



- The new Board will be Chaired by Judy Curran, the former Chief Executive of the Can:Do Group. Ms Curran is a highly credentialed leader in the disability sector, and has significant business and not-for profit experience in health and disability services.
- Other Board members are: Joe Ullianich, Susan Campbell, Simon Blewett, Anne Burgess, Christine Locher, and Juliet Brown. They all bring a mix of skills and experience to the challenge of transitioning to the NDIS.

Fee Structure

- DCSI and the new Supported Community Accommodation (SCA) management are reviewing the client fee policy.
- Changes will be required as part of the transition to the NDIS
- Clients and families will be consulted on the draft fee policy
- The earliest that any changes will occur is 1 July 2018

NDIS Plans Received

Disability Services are reviewing all plans received, against the SIL quote
Including:

- Interrogation of Core Supports
- The In-kind vs cash payments
- Liaising with other service providers
- Service agreements with service providers

Transport Funding



1. Mobility Allowance will cease once plan is approved and will form part of the approved plan.
2. You can get transport funding only if you can not take public transport.
3. This money is for transport only
4. This money can not be used to pay your carer or for someone in your family to transport you around. For example, to an activity, like shopping.
5. Funding is provided towards the cost of transport to day options

Continuity of Support - COS



- DCSI is continuing negotiations to transition all CoS clients for Areas 1,2 and 3 as soon as possible and that Area 4 is scheduled for transition 1 April 2018.
- It is not expected that services for clients will need to change or that people will need to move.
- Clients should continue to be able to receive services without disruption to their support arrangements.
- Clients will not need to do anything and will not need to be re-assessed prior to entering the Programme.
- DCSI is working with the Commonwealth to ensure a smooth transfer.




Questions and Thank You

Hancock, Janette (DHS)

From: Maddeford, Selena (DHS)
Sent: Monday, 9 July 2018 4:33 PM
To: Hancock, Janette (DHS)
Subject: Supported accom - Maher FB last week FYI






Kyam Maher MLC





Kyam Maher MLC
@KyamMaherMLC

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Kyam Maher MLC is with Nat Cook and Irene Pnevmatikos.
 July 4 at 9:18 PM · 🌐

There are about 1400 highly skilled workers providing supported community accommodation services for some of the highest needs people living with a disability in our state.

In early 2017 the South Australian Labor Government announced the establishment of a Public Corporation to employ public sector workers and run supported community accommodation services, recognising changes required due to the implementation of the NDIS.

The new South Australian Liberal Government have taken steps to abolish that Public Corporation and transfer all State disability services to the private sector.

Today many of those workers visited Parliament House to talk about the State Liberal Government's proposed privatisation of their jobs.




I took the opportunity to ask the Minister for Human Services about these upcoming changes.

Michelle Lensink could not...

- explain how abolishing the Public Corporation and privatising these jobs would result in better services for people living with a disability ✗
- name a single stakeholder in the disability sector she consulted with prior to making this decision ✗
- confirm workers wouldn't be forced into less secure work, with worse pay and conditions paying jobs with worse conditions ✗

Government ought to have skin in the game when it comes to providing services for our citizens with a disability and if there's an evidence based reason for completely walking away from that, we'd love to hear it.

Thank you to all the workers in the disability sector who do amazing work and also to United Voice South Australia who fight to make sure these workers have jobs they can count on. 🙏🙏🙏

Hancock, Janette (DHS)

From: Rogers, Nancy (DHS)
Sent: Tuesday, 12 June 2018 12:33 PM
To: Boswell, Lois (DHS); Harrison, Tony (DHS); Hancock, Janette (DHS)
Cc: Littleton, Richard (DHS)
Subject: FW: Staff message re: SCA and Housing Authority for final approval
Attachments: 2018-06-08 new Housing Authority (A19052279).docx; Final FAQ's 20180612.docx

Importance: High

Final version for approval – scheduled to go out at 3pm. Please rapidly advise if any changes required.

Nancy Rogers
Director, Office of the Chief Executive
Department of Human Services

Phone 841 38125
Mobile [REDACTED]

From: Littleton, Richard (DHS)
Sent: Tuesday, 12 June 2018 12:31 PM
To: Rogers, Nancy (DHS) <Nancy.Rogers@sa.gov.au>
Cc: Young, Joe (DHS) <Joe.Young@sa.gov.au>; Turley, Claire (DHS) <Claire.Turley@sa.gov.au>; Baghurst, Ashlee (DHS) <Ashlee.Baghurst2@sa.gov.au>
Subject: Staff message re: SCA and Housing Authority for final approval

Hi Nancy

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Thanks
Richard

Richard Littleton
Director
Communications and Engagement

Department of Human Services
Riverside Centre, North Terrace, Adelaide SA 5000

T: (08) 8413 8175
M: [REDACTED]
Media line: (08) 8413 9049



/ HumanServicesSA



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/ HumanServicesSA

DHS Reconciliation Committee Co-chair

Changes to the department in disability and housing

You would be aware the shape of the department is currently changing.

There are government changes for multicultural affairs and housing, while NDIS related reforms continue to move disability services to non-government management.

Going forward, the department will continue to have an important role providing services across a range of vital functions and delivering supports and services that improve the lives of South Australians.

I can provide more information about two significant changes today.

Supported Community Accommodation moving to the non-government sector

The new State Government has committed to move Supported Community Accommodation to the non-government sector, in line with the department's other disability services under the NDIS.

This means a public corporation is no longer needed. I thank its CEO, Jackie Howard, for her hard work, as well as the board members and all the staff who've worked on setting up the corporation.

While we appreciate this is a change in direction for our department, it is in line with the NDIS vision that people with disability have choice and control over their supports, including the service providers who work in their homes.

Please be assured it is business as usual for the service. Lynn Young will continue to be the Executive Director.

Staff and employee associations will be consulted on how to best transfer clients and services to new management. Any changes will be made gradually and sensitively.

Your work will continue to be vital for planning the transfer of the service to the non-government sector including:

- continuity of quality service for people with disability and appropriate supports for their families and guardians
- supporting stability and maintaining important relationships in people's lives while giving them the best chance to maximise the opportunities created by the NDIS.

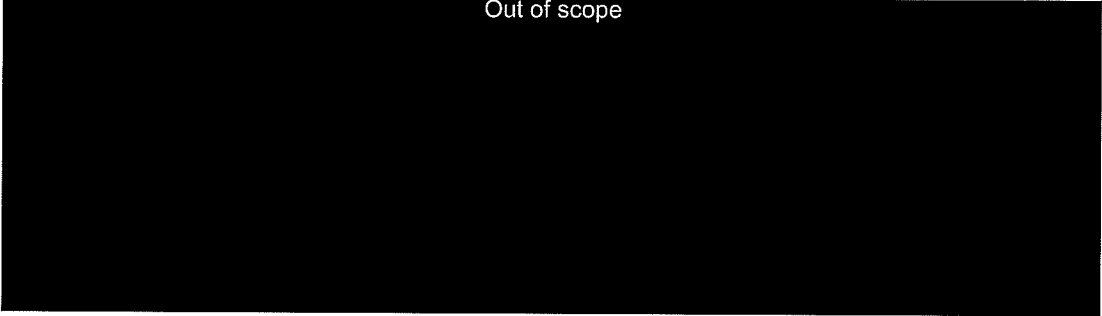
Those of you who support clients, please reassure them support services will continue as usual in their homes and they will be consulted on the future transfer to new arrangements.

We will advise the timing and process for the transfer of Supported Community Accommodation to the non-government sector as soon as possible.

Out of scope



Out of scope



Please speak with your manager if you have any questions or concerns about these changes. Alternatively, the Employee Assistance Program can be contacted on 08 8352 9898.

I am confident all staff will continue to be dedicated and professional, as we transition to these new arrangements.

Tony Harrison
Chief Executive
Department of Human Services

Hancock, Janette (DHS)

From: Young, Joe (DHS)
Sent: Thursday, 28 June 2018 12:20 PM
To: Hancock, Janette (DHS)
Cc: Summers, Kim-Sherie (DHS); Harrison, Tony (DHS); Bartsch, Anna (DHS); Maddeford, Selena (DHS); Young, Lynn (DHS)
Subject: SCA Client Letter
Attachments: FINAL SCA Client Letter.docx
Importance: High

Hi Janette

Please find attached the final draft of the letter to SCA clients for your review. We need to get it to the printers by close of business today to have the print run and sending out on Monday.

Could you please let me know of any changes by 4pm today?

Thanks
Joe

Joe Young
Director, Strategy & Reform
Department of Human Services
Telephone: 08 82070418
Mobile: [REDACTED]
Email: joe.young@sa.gov.au

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Government of South Australia
Department of Human Services

<Business Area>

<Address:>

<Suburb> SA <Postcode>

Telephone: 08 xxxx xxxx

Email: xxxxxx@sa.gov.au

Website: xxxxxx

[Click here to change details](#)

Ref: <Reference No>

<Client Title> <Client First Name> <Client Last Name>

<Client Address1>

<Client Address2>

<Client SUBURB> <Client STATE> <Client Postcode>

Dear <Client Title> <Client Last Name>

I am writing to inform you of future changes to the way group homes (supported accommodation) will be managed in South Australia.

The State Government has made a commitment that all state-run disability services will transition to the non-government sector, and this includes services within group homes.

The government expects to gradually withdraw from supported community accommodation service provision, starting early next year.

It is important to note that there will be no immediate changes – it is services as usual for now.

It is also important to note that we are talking about a transition of services – this decision does not affect your housing tenancy.

It is intended that, if you wish to stay in your current house with the people you currently share your house with, you will be able to do so, but you will also now have choice.

Decisions about how changes will occur will be made in consultation with you and your family or guardian, along with staff, unions and the non-government sector.

We will provide you with support and assistance when it comes to making any choices about a new provider.

I acknowledge that this change comes on top of other changes you are already adjusting to with the introduction of the NDIS.

I would like to assure you that we remain focused on ensuring you continue to receive quality care.

You will receive more information about how to participate in the consultation process soon. The consultation will run between now and the end of the year and will be guided by these principles:

- Continuity in quality client services and supporting client choice
- Retention of skilled and experienced employees in the disability sector
- Growth of the local South Australian non-government sector

I encourage you to be part of this process as your input will help us to develop the best approach to the changes.

If you have questions or would like to provide early feedback, please contact the department at DHSSCAfeedback@sa.gov.au.

You can also contact the regional office you deal with regularly – contact details are attached to this letter.

Regards

Tony Harrison

Chief Executive

Department of Human Services

Hancock, Janette (DHS)

From: Young, Joe (DHS)
Sent: Tuesday, 12 June 2018 1:31 PM
To: Boswell, Lois (DHS); Rogers, Nancy (DHS); Harrison, Tony (DHS); Hancock, Janette (DHS)
Cc: Littleton, Richard (DHS); White, Sarah (DHS)
Subject: RE: Staff message re: SCA and Housing Authority for final approval

Hi Lois

Clause 10(1) - Legal professional privilege

Regards

Joe
 Ph: 08 82070418

From: Boswell, Lois (DHS)
Sent: Tuesday, June 12, 2018 12:55 PM
To: Rogers, Nancy (DHS) <Nancy.Rogers@sa.gov.au>; Harrison, Tony (DHS) <Tony.Harrison@sa.gov.au>; Hancock, Janette (DHS) <Janette.Hancock@sa.gov.au>
Cc: Littleton, Richard (DHS) <Richard.Littleton@sa.gov.au>; White, Sarah (DHS) <Sarah.White2@sa.gov.au>; Young, Joe (DHS) <Joe.Young@sa.gov.au>
Subject: RE: Staff message re: SCA and Housing Authority for final approval

Please see proposed changes from me – Clause 10(1) - Legal professional privilege

Ms Lois Boswell LLB MAppSci GAICD

Deputy Chief Executive

Department of Human Services | Government of South Australia
 Level 8 Riverside Centre, North Terrace, Adelaide SA 5000 | GPO Box 292, Adelaide SA 5001
 Ph: (08) 841 54306 Mob: Clause 6(1) lois.boswell@sa.gov.au



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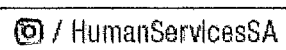
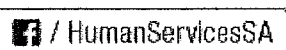
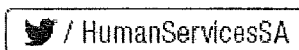
As discussed, pls progress this version of the message for CE, DCE and Minister's Office approval together with the FAQs.

Thanks
Richard

Richard Littleton
Director
Communications and Engagement

Department of Human Services
Riverside Centre, North Terrace, Adelaide SA 5000

T: (08) 8413 8175
M: **Clause 6(1)**
Media line: (08) 8413 9049



DHS Reconciliation Committee Co-chair



I acknowledge the land I work on is the traditional lands of the Kaurna people and I respect their spiritual relationship with their country. I also acknowledge the Kaurna people as the custodians of the Adelaide region and that their cultural heritage and cultural beliefs are still as important to the living Kaurna people today.

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Hancock, Janette (DHS)

From: Young, Joe (DHS)
Sent: Friday, 8 June 2018 11:13 AM
To: Hancock, Janette (DHS)
Cc: Boswell, Lois (DHS); Rogers, Nancy (DHS); Harrison, Tony (DHS); Young, Lynn (DHS)
Subject: Sensitive: SCA Communications

Importance: High

Hi Janette

Lois, Nancy and I discussed with the Minister this morning and have agreed to do the communication regarding the public corporation on Tuesday.

It is proposed that the timeline for the communication on Tuesday is:

- 9.30am – invite sent to SCA management to seek them to attend a management meeting at 3pm
- 2.30pm – Board members letters are emailed to each member
- 3.00pm – Union letters are emailed
- 3.00pm – Management meeting is held at Mawson lakes
- 3.30pm – Staff email is issued

Could you please confirm that you are comfortable with this today sometime so we can be ready to go on Tuesday.

Thanks
Joe

Joe Young
Director, Strategy & Reform
Department of Human Services
Telephone: 08 82070418
Mobile: [REDACTED]
Email: joe.young@sa.gov.au

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Hancock, Janette (DHS)

From: Young, Joe (DHS)
Sent: Monday, 4 June 2018 4:19 PM
To: Hancock, Janette (DHS)
Cc: Boswell, Lois (DHS); Harrison, Tony (DHS)
Subject: Re: Sensitive: SA Cabinet - Communication regarding the public corporation

Hi Janette - will do.

On 4 Jun 2018, at 4:18 pm, Hancock, Janette (DHS) <Janette.Hancock@sa.gov.au> wrote:

Hi Joe

As discussed with Lois, I have asked for a verbal briefing at the CE meeting on Wednesday re: the intention to disseminate communications prior to the original due date

A decision will be made at that meeting re: timing.

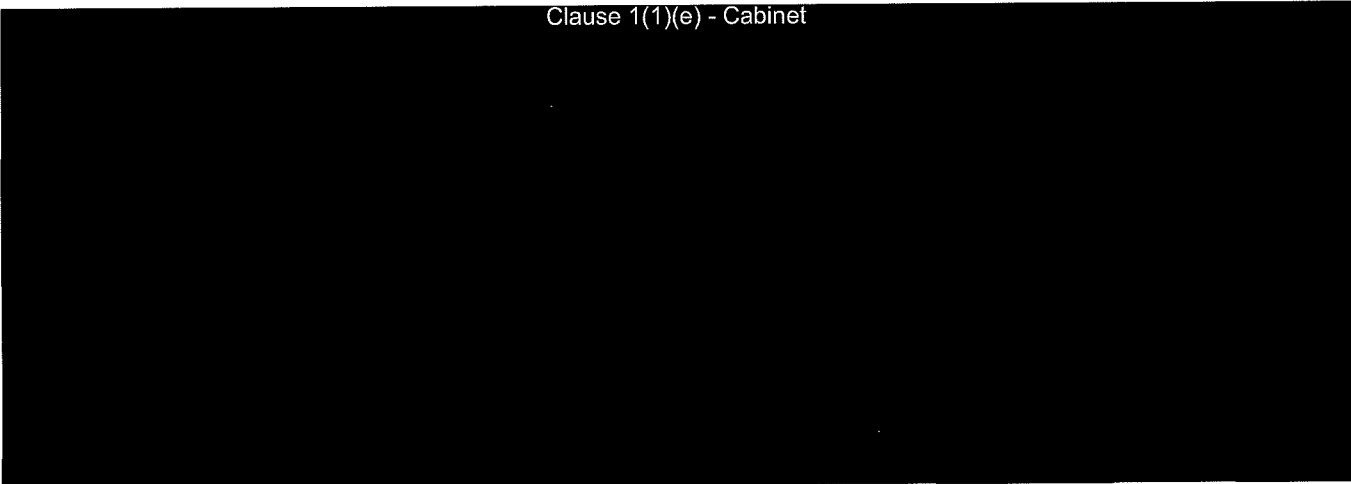
In the meantime, can you please proceed to draft the communication and have it ready prior to Wednesday's meeting.

Kind regards
Janette

From: Young, Joe (DHS)
Sent: Monday, 4 June 2018 10:10 AM
To: Hancock, Janette (DHS) <Janette.Hancock@sa.gov.au>
Cc: Boswell, Lois (DHS) <Lois.Boswell@sa.gov.au>; Harrison, Tony (DHS) <Tony.Harrison@sa.gov.au>
Subject: Sensitive: SA Cabinet - Communication regarding the public corporation
Importance: High

Hi Janette

Clause 1(1)(e) - Cabinet



Regards
Joe

Joe Young
Director, Strategy & Reform
Department of Human Services
Telephone: 08 82070418
Mobile: **Clause 6(1)**
Email: joe.young@sa.gov.au

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Hancock, Janette (DHS)

From: Hancock, Janette (DHS)
Sent: Tuesday, 3 July 2018 8:26 AM
To: Rogers, Nancy (DHS)
Subject: RE: SCA - Update on phone calls to clients

Thanks Nancy

From: Rogers, Nancy (DHS)
Sent: Tuesday, 3 July 2018 8:25 AM
To: Hancock, Janette (DHS) <Janette.Hancock@sa.gov.au>; Maddeford, Selena (DHS) <Selena.Maddeford@sa.gov.au>
Cc: Chee, Karen (DHS) <karen.chee@sa.gov.au>; Myers, Greg (DHS) <Greg.Myers@sa.gov.au>
Subject: Fwd: SCA - Update on phone calls to clients

Joe has asked me to forward to you. We will update PBN with latest figures for parliament today

Sent from my iPhone

Begin forwarded message:

From: "Edwards, Jasmine (DHS)" <Jasmine.Edwards2@sa.gov.au>
Date: 2 July 2018 at 5:25:58 pm ACST
To: "Rogers, Nancy (DHS)" <Nancy.Rogers@sa.gov.au>
Cc: "McGeachie, Michelle (DHS)" <Michelle.McGeachie3@sa.gov.au>, "Young, Joe (DHS)" <Joe.Young@sa.gov.au>, "Martin, Andrew (DHS)" <Andrew.Martin5@sa.gov.au>
Subject: SCA - Update on phone calls to clients

Hi Nancy,

As an update on the calls to Supported Community Accommodation (SCA) clients, the remaining 65 calls continue to be worked through. These calls were divided between SCA and the Program Management Office (PMO) and Community Services.

33 calls were allocated to the PMO and Community Services. Calls were made to the 33 clients or guardians, 25 of those contacted successfully and 8 have not yet been reached, 1 of these due to the phone being disconnected. The remaining 7 will be followed up in the morning.

The 32 calls allocated within SCA have been worked through this afternoon and will continue to be followed up across the evening. At this time we have been advised most of the 32 calls have been worked through, where contact has not been made these continue to be followed up.

An update will be provided with confirmed counts from SCA by 10am tomorrow morning.

Kind regards,
 Jasmine

Jasmine Edwards
 Program Manager, Project Management Office

NDIS Reform Division, Department of Human Services
 Phone: (08) 8415 4386 | Email: jasmine.edwards2@sa.gov.au

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Hancock, Janette (DHS)

From: Hancock, Janette (DHS)
Sent: Tuesday, 12 June 2018 4:29 PM
To: Young, Joe (DHS)
Subject: RE: Letters

Hi Joe

We will get one of our staff to bring the letters over in the morning. Can you please organise for them to be posted.

Kind regards
Janette

From: Young, Joe (DHS)
Sent: Tuesday, 12 June 2018 3:48 PM
To: Hancock, Janette (DHS) <Janette.Hancock@sa.gov.au>
Subject: RE: Letters
Importance: High

Thanks – I can confirm that all letters have been emailed. If you would like to put them in the post please find attached the CE update that has just been sent to staff as the attachment to the union letters.

Regards

Joe
Ph: 08 82070418

From: Hancock, Janette (DHS)
Sent: Tuesday, June 12, 2018 3:21 PM
To: Young, Joe (DHS) <Joe.Young@sa.gov.au>
Subject: RE: Letters

Hi Joe

Please find letters attached

Regards
Janette

From: Young, Joe (DHS)
Sent: Tuesday, 12 June 2018 2:57 PM
To: Hancock, Janette (DHS) <Janette.Hancock@sa.gov.au>
Cc: Boswell, Lois (DHS) <Lois.Boswell@sa.gov.au>
Subject: Letters
Importance: High

Hi Janette

Please find link to final letters for printing and signing https://sagov-my.sharepoint.com/:f/q/personal/joe_young_sa_gov_au/EiwsCA1l0WhHhxM2x7qmbIB_7JKB6Fo65yvj1Fke7qilA?e=Qc1auK

Please use UV letter 2 as the first version is locked and I can't replace.

Thanks
Joe

Joe Young
Director, Strategy & Reform
Department of Human Services
Telephone: 08 82070418
Mobile: [REDACTED]
Email: joe.young@sa.gov.au

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Hancock, Janette (DHS)

From: Hancock, Janette (DHS)
Sent: Friday, 8 June 2018 7:47 AM
To: Young, Joe (DHS)
Subject: RE: Sensitive: SCA Communications

Thanks Joe
Will let you know as soon as I can

Regards
Janette

From: Young, Joe (DHS)
Sent: Friday, 8 June 2018 6:30 AM
To: Hancock, Janette (DHS) <Janette.Hancock@sa.gov.au>
Cc: Boswell, Lois (DHS) <Lois.Boswell@sa.gov.au>; Young, Lynn (DHS) <Lynn.Young@sa.gov.au>; Harrison, Tony (DHS) <Tony.Harrison@sa.gov.au>; Bertossa, Michelle (DHS) <Michelle.Bertossa3@sa.gov.au>
Subject: Re: Sensitive: SCA Communications
Importance: High

Hi Janette

The link below now has all the correct copies of the letters, these have been updated in the ministerial file and send across to your office late last night as well.

Can you please let me know the time so we can coordinate the booking and meeting requests?

Thanks
Joe

From: Young, Joe (DHS)
Sent: Thursday, 7 June 2018 12:42 PM
To: Hancock, Janette (DHS)
Cc: Boswell, Lois (DHS); Young, Lynn (DHS); Harrison, Tony (DHS)
Subject: RE: Sensitive: SCA Communications

Hi Janette

Please find in the link the final letters as discussed https://sagov-my.sharepoint.com/:f/q/personal/joe_young_sa_gov_au/EiwsCAI10WhHhxm2x7qmbIB_7JKB6Fo65yv1Fke7qilA?e=gfezXU I will fix up the briefing objective side of things so everything is in sync.

Please let me know about timing when you are able.

Regards

Joe
Ph: 08 82070418

From: Young, Joe (DHS)

Sent: Thursday, June 7, 2018 10:08 AM

To: Hancock, Janette (DHS) <Janette.Hancock@sa.gov.au>

Cc: Boswell, Lois (DHS) <Lois.Boswell@sa.gov.au>; Young, Lynn (DHS) <Lynn.Young@sa.gov.au>; Harrison, Tony (DHS) <Tony.Harrison@sa.gov.au>

Subject: Sensitive: SCA Communications

Importance: High

Hi Janette

Please see a link to the draft briefing and communication products for SCA https://sagov-my.sharepoint.com/:f/g/personal/joe_young_sa_gov_au/EiwsCAII0WhHhhxM2x7qmbIB_7JKB6Fo65yvj1Fke7qilA?e=GVU1Wn. I am moving the briefing through to get signed now, the Minister needs to sign the attachments 1 to 9.

In terms of timing we would propose the following:

- Letters to board members go from Minister this morning
- Convene the management of SCA at 12.30
- Letters to unions to go out at 1pm
- Broader communications to go out to staff at 1pm

Please give me a call to discuss if needed, we will await your confirmation.

Regards

Joe

Joe Young

Director, Strategy & Reform

Department of Human Services

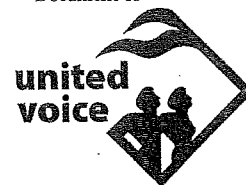
Telephone: 08 82070418

Mobile: [REDACTED]

Email: joe.young@sa.gov.au

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united voice


E-MAILED

22 June 2018

Hon Michelle Lensink MLC
Minister for Human Services
Government of South Australia
GPO Box 2832
ADELAIDE SA 5001

Dear Minister

I refer to your correspondence dated 12 June 2018 regarding proposed changes to the Department of Human Services (DHS) Supported Community Accommodation Services and Group Homes and the proposed abolishment of the public corporation intended to deliver these services.

From the outset I would like to tell you a bit about the United Voice members who work in these disability services.

United Voice members in the Department of Human Services are hardworking, highly skilled, experienced and committed individuals who take pride in supporting nearly 50% of the people living with a disability in our state in supported community accommodation services and group homes.

United Voice members in government operated disability services typically support some of the highest needs people living with disabilities that many non-government organisations lack the facilities or expertise to support.

United Voice welcomes consultation, genuine discussion and agreement to be reached on the delivery of supported community accommodation services and groups homes within government so that our members can continue to provide high quality disability services.

I wish however to raise a number of concerns with your proposal in its initial form.

Intention to abolish the public corporation

Clause 10 of the *South Australian Public Sector Wages Parity Enterprise Agreement: Weekly Paid 2017* (the 'Agreement') provides for consultation with United Voice and its members in respect of any significant change. It requires that consultation commence when the Employer is "giving serious consideration to make a proposed change" before a definite decision is made.

The South Australian Government's declared intention to abolish the public corporation is clearly a significant change. And the Government appears to have reached the definite decision to abolish it without any consultation with us at all. That would appear to be a breach of clause 10 of the Agreement.

United Voice seeks that all steps to abolish the public corporation are ceased so that genuine consultation can commence between the parties.

Privatisation of supported community accommodation services and group homes

Clause 24.1 of the Agreement provides that the "State Government will continue to provide high quality supported community accommodation and group homes in South Australia". Clause 24.3 conditions any changes to existing arrangements upon the reaching of agreement with United Voice regarding governance and workforce structures.

The Government's declared intention to transfer/privatise supported community accommodation services and group homes to the non-government sector appears to be a breach of the commitment set out in clause 24.1; and its stated intention to do so in the absence of any consultation with us appears to be a breach of the obligation to obtain our agreement to any such changes set out in clause 24.3.

Further, I refer you to clause 15.1 of the Agreement relating to security of employment:

The Employer agrees that during the life of this Agreement, no further work performed by weekly paid employees covered by this Agreement will be outsourced, contracted out or privatised.

The Government's proposal to privatise disability services appears to be a breach of the government's obligation as set out in clause 15.1.

No extra claims

Clause 6.3 of the Agreement records the undertaking of the Government not to pursue any further or other claims "within the parameters of" the Agreement during the life of the Agreement. The Agreement contains a number of provisions relating to ongoing provision of supported accommodation services by the Government, most particularly clause 24. The Government's declared intention to privatise, outsource or close/part close these disability services appears to be a breach of clause 6.3 of the Agreement.

Next steps

Given the apparent breaches of the Agreement arising from the Government's declared intention to abolish the public corporation, and to privatise, outsource or close/part close the provision of supported accommodation services, United Voice regards itself in dispute with the Government regarding that declared intention. Pursuant to clause 11 of the Agreement, United Voice seeks that the status quo be maintained pending the resolution of that dispute.

For this purpose, status quo means that any proposals or announcements regarding supported community accommodation services and group homes are not carried out or implemented and that the public corporation is maintained.

United Voice recognises that the introduction of the NDIS may require changes to existing arrangements in respect of supported accommodation services and group homes, including to governance arrangements and workforce structures. It has always been willing to discuss necessary changes and to seek to reach agreement about them and their implementation. It remains willing to do so.

Given the Government's declared intention to change existing arrangements in very significant ways, United Voice seeks an urgent meeting to commence discussions regarding any changes to existing arrangements.

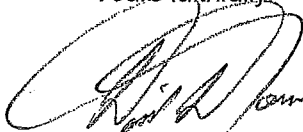
22 June 2018

United Voice representatives are available to meet with you to discuss matters raised in this correspondence and your proposals further on Monday 25 or Tuesday 26 June 2018 from 11am onwards.

We anticipate your early response and welcome an opportunity to work collaboratively and constructively with you.

If you have any queries regarding this matter please do not hesitate to contact Branch Assistant Secretary Demi Pnevmatikos on (08) 8352 9340. Any correspondence to our office should be directed to Branch Secretary David Di Troia, marked for the attention of Demi Pnevmatikos.

Yours faithfully

A handwritten signature in black ink, appearing to read 'David Di Troia', is written over a circular stamp or seal.

**DAVID DI TROIA
BRANCH SECRETARY**

Cc: Lois Boswell - Lois.Boswell@sa.gov.au

SUPPORTED COMMUNITY ACCOMMODATION

- During the election, the State Government committed to establishing a timetable to transfer all State disability services to the non-government sector, including group homes (also known as Supported Community Accommodation).
- The Marshall Liberal Government believe in the principle that people with disability should have choice in the services they receive – this aligns with the guiding principles of the NDIS.
- By supporting clients to enter the NDIS marketplace and gradually withdrawing state-run services, the State Government is giving people with disability and their families the opportunity to have a new level of control over their service options
- The transfer of Supported Community Accommodation to the non-government sector is in line with the approach taken for the department's other disability services.
- The former Labor State Government had decided that Supported Community Accommodation Services should be moved to a public corporation
- However, as this service will ultimately transfer to the non-government sector, the public corporation will not be needed.
- The public corporation was still in the establishment phase and did not yet have any operational control, so deciding not to proceed with it has had no direct impact on clients or employees.
- On 30 May 2018, the Minister for Human Services advised the Chair of the Board that there will not be a role for the public corporation as the service will ultimately transfer to the non-government sector.
- On 12 June staff and their representatives were informed that the Public Corporation established under the previous government would no longer be required. No announcement regarding the timeframe had been announced.
- An extensive consultation process commenced as soon as the government had an agreed direction out of Cabinet on Monday 25 June.
- On 26 June staff begun calling clients to inform them of the decision and that there will be no immediate changes to their care or supports. They were informed that they will continue to be consulted and have the opportunity to provide feedback to shape how changes will occur.
- Before any changes are made, clients will be supported to exercise choice and control in making their own decisions about their future services.
- This decision does not affect clients housing tenancy, only transfer of services.
- Consultation will run over the coming months with clients, families and guardians, employees, unions and the sector and will inform how changes occur.

- The consultation on the change process will be focussed on achieving the best possible outcomes according to these three guiding principles:
 1. Continuity in quality client services and supporting client choice
 2. Retention of skilled and experienced employees in the disability sector
 3. Growth of the local South Australian non-government sector
- The government has been open and transparent about its direction and will work collaboratively with all stakeholders.

From: Bruno, Claude (DHS)

Sent: Tuesday, 3 July 2018 11:05 AM

To: Martin, Andrew (DHS) <Andrew.Martin5@sa.gov.au>

Cc: Rogers, Nancy (DHS) <Nancy.Rogers@sa.gov.au>; House, Des (DHS) <Des.House@sa.gov.au>; Mir, Ali (DHS) <Ali.Mir@sa.gov.au>; Young, Lynn (DHS) <Lynn.Young@sa.gov.au>

Subject: Update family calls

Hi

Latest summary as of 11am (498 families to be contacted)

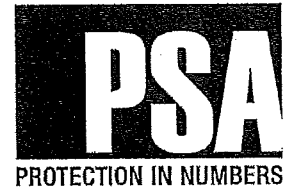
386 families successfully contacted

28 families contacted and message left

23 families contacted unable to leave message

61 clients under OPA – OPA made aware of proposed changes

We will continue to try to reach families we have not been able to successfully contact
Claude



GPO Box 2170, Adelaide, SA 5001
122 Pirie Street, Adelaide, SA 5000
Phone: (08) 8205 3200
Fax: (08) 8223 6509
enquiries@cpsu.asn.au
www.cpsu.asn.au

26 June 2018

Hon Michelle Lensink
Minister for Human Services
Government of South Australia
GPO Box 2832
ADELAIDE SA 5001

Dear Minister,

Re: Supported Community Accommodation

Thank you for your letter of 12 June informing the Public Service Association of your intention not to proceed with the public corporation as the body which delivers supported community accommodation for the most vulnerable members of our community who are living with disabilities.

The PSA has met with our members during the last week. They have been placed in an invidious position by your Government's decision as they have been working with clients and their families for some time to assure them they will have stability of care in the transition to the NDIS. This decision will create more insecurity at an already difficult time.

The PSA acknowledges the Department's commitment to genuine consultation with the PSA and our members. However, we have concerns about the Government's decision.

There are two enterprise agreements that cover the staff of supported community accommodation services and group homes. The PSA is a party to both enterprise agreements. There are also two key unions who represent staff in these services. The PSA is aware that United Voice has written to you with concerns about the proposal and we fully support their position.

Intention to Abolish the Public Corporation

Clause 34 of the South Australian Modern Public Sector Enterprise Agreement: Salaried 2017 (Salaried agreement) provides for consultation as part of any decision making process. The SA Government's declared intention to abolish the public corporation appears to be a decision that was made without any consultation with the PSA or United Voice. This would appear to be a breach of Clause 34 of the Salaried agreement but also of Clause 10 of the South Australian Public Sector Wages Parity Enterprise Agreement: Weekly Paid 2017 (The Weekly Paid agreement). This breach means a dispute has now arisen.



The PSA joins United Voice in seeking that all steps to abolish the public corporation are ceased so that genuine consultation can commence between the parties.

Privatisation of supported community accommodation services and group homes

Clause 24.1 of the Weekly Paid agreement provides that *"The State Government will continue to provide high quality supported community accommodation and group homes in South Australia"*. It also dictates that changes to existing arrangements must only be made by agreement with United Voice regarding governance and workforce structures.

The Government's proposal appears to be in breach of Clause 24 of the Weekly Paid agreement.

The PSA supports the concerns raised by United Voice in relation to the breach of Clause 15.1 of the Weekly Paid agreement in relation to outsourcing, contracting out and privatisation of work performed by Weekly Paid staff.

Summary

The PSA confirms it notifies a dispute in relation to a breach of both the Weekly Paid and the Salaried enterprise agreements. Pursuant to Clause 11 of the Weekly Paid agreement, we seek the status quo be maintained pending the resolution of this dispute.


For this purpose, status quo means that any proposals or announcements regarding supported accommodation or group homes are not carried out or implemented and that the public corporation is maintained.

Like United Voice, the PSA recognises that the introduction of the NDIS may require changes to existing arrangements in respect of supported accommodation services and group homes, including to governance arrangements and workforce structures. We have always been willing to discuss necessary changes and to seek to reach agreement about them and their implementation. We remain willing to do so.

The Public Service Association is available to meet with your representatives to discuss these issues and is willing to be included in meetings with United Voice, with their consent.

If you have any queries regarding this matter, please contact PSA Lead Organiser, Janet Giles at janet.giles@cpsu.asn.au or at the PSA office at 8205 3200.


Yours sincerely

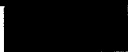


Nev Kitchen General Secretary

cc: Lois Boswell, Deputy Chief Executive, Department for Human Services

Key Lines – Meeting with PSA 3 July 2018

- Thank the PSA for their contribution towards ensuring a smooth transition of Dom Care to RDNS on Monday. The collaboration between the Department and PSA contributed to ensuring a smooth transition for clients which in turn ensured employees stayed in their same roles, doing the same work, supporting the same clients whilst maintaining their terms and conditions and security of employment.
- Look forward to the PSA continuing to work collaboratively with the Department to ensure a smooth transition for all other services.
- The State Government committed to develop “a timetable... for all State disability services to be transferred to the NGO sector, including group homes”.
- The consequence of this decision means that the State will no longer be a provider of group home disability services under the NDIS.
- We are committed to ensuring all key stakeholders, including clients and employees are consulted before any decisions are made about how we implement the commitment.
- I have asked the Department to work with you and other key stakeholders to attempt to best achieve an outcome that will retain skilled and experienced employees in the growing disability sector, as well as maintaining continuity of care for clients in a growing sector.
- We will consult with our clients, their families and carers, our staff (and their representatives) and the non-government sector to work out how to implement any decision in a way that best achieve these objectives.
- 

 This may not be in the best outcome for clients and our staff and I encourage you to work closely with the Department through the consultation process to help shape an outcome that will best achieve continuity for our clients and retain your skilled members in the disability sector.
- Following a period of extensive consultation on the design, the Department will work with you and other key stakeholders later this year on the design, I anticipate that any changes will be gradual from early next year and be completed within this term of government. I want to assure you that this change won't happen quickly.
- It is too critical to the support of our clients and the continuity of service in a growing sector to have large numbers of staff that are skilled and experienced not to continue working in the disability sector. Due to the risk for our clients, this Government will not support large numbers of skilled and experienced staff to not be in meaningful employment and I encourage you to work with the Department on how to best manage this risk to our clients.

Key Lines – Meeting with United Voice 25 June 2018

withdrawing from services.

- The State Government committed to develop “a timetable... for all State disability services to be transferred to the NGO sector, including group homes”.
- The consequence of this decision means that the State will no longer be a provider of group home disability services under the NDIS.
- We are committed to ensuring all key stakeholders, including clients and employees are consulted before any decisions are made about how we implement the commitment.
- I have asked the Department to work with you and other key stakeholders to attempt to best achieve an outcome that will retain skilled and experienced employees in the growing disability sector, as well as maintaining continuity of care for clients in a growing sector.
- We will consult with our clients, their families and carers, our staff (and their representatives) and the non-government sector to work out how to implement any decision in a way that best achieve these objectives.

• [REDACTED]

[REDACTED] This may not be in the best outcome for clients and our staff and I encourage you to work closely with the Department through the consultation process to help shape an outcome that will best achieve continuity for our clients and retain your skilled members in the disability sector.

- Following a period of extensive consultation on the design, the Department will work with you and other key stakeholders later this year on the design, I anticipate that any changes will be gradual from early next year and be completed within this term of government. I want to assure you that this change won't happen quickly.
- It is too critical to the support of our clients and the continuity of service in a growing sector to have large numbers of staff that are skilled and experienced not to continue working in the disability sector. Due to the risk for our clients, this Government will not support large numbers of skilled and experienced staff to not be in meaningful employment and I encourage you to work with the Department on how to best manage this risk to our clients.

Lensink, Michelle (DHS)

From: Department of Human Services
<DHSDHSUPDATE=sa.gov.au@mail182.wdc02.mcdlv.net> on behalf of Department of Human Services <DHSDHSUPDATE@sa.gov.au>
Sent: Tuesday, 26 June 2018 2:00 PM
To: Lensink, Michelle (DHS)
Subject: Update on changes to disability services

[View this email in your browser](#)



26 June 2018

Update on changes to disability services



Dear sector colleagues

As you know, the government publicised its commitment to provide “a timetable... for all State disability services to be transferred to the NGO sector, including group homes” in the lead up to the state election.

To achieve this, the State Government is expected to gradually withdraw from Supported Community Accommodation (SCA) service provision from early next year, and current state clients will begin to receive services from the NGO sector.

Decisions on just how the changes will occur are yet to be finalised – details will be designed following

an extensive period of consultation with clients, families and guardians, employees, unions and the sector.

This consultation will take place between now and the end of the year, and will be guided by these principles:

- Continuity in quality client services and supporting client choice
- Retention of skilled and experienced employees in the disability sector
- Growth of the local South Australian non-government sector

There are many issues to work through with you around how to manage this process and the timeline for the transfer.

We expect to have a plan in place ready for clients to begin transitioning early next year, but we will continue to talk with and listen to you throughout all stages of the roll out.

We now also have a timeframe for the start of the transfer of Domiciliary Equipment Services (DES) to the non-government sector.

The process to find new management for DES will be a similar market process to that which we are currently going through for Domiciliary Care and ASSIST, and we expect to begin transition around the middle of next year.

More information on this will be available soon.

As always, please feel free to contact me any time at joe.young@sa.gov.au.

Regards

Joe

Joe Young

Director, Strategy and Reform

Department of Human Services



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IN DAILY | Adelaide's independent news

Govt policy sparks concern for disability housing in SA

NEWS

The Public Service Association and the Greens say about 500 people with disabilities have been left in uncertainty about the future of their public housing following a State Government decision to move a government-run accommodation service to the private sector.



The PSA and Greens MLC Tammy Franks have told *InDaily* that clients and their families in supported community accommodation were blindsided by a Government announcement earlier this month to transition the accommodation service to the non-government sector, despite the policy appearing in the Liberal Party's "First 100 days" election platform.

Franks and PSA general secretary New Kitchen said clients and their families were under the impression that the accommodation service would remain unchanged under the transition to the National Disability Insurance Scheme as the Liberal Government had not adequately announced the policy or informed residents and their families of the changes.

Supported community accommodation provides services for people with disabilities to live as independently as possible through high support homes, group homes and individual living arrangements.

According to the Department of Human Services, it provides about 40 per cent of disability accommodation services in metropolitan and country South Australia.

The former Labor Government established a government corporation in February last year to ensure supported community accommodation remained a government-controlled service.

However, in an email sent to Department of Human Services staff on June 12, department CE Tony Harrison said the Liberal Government had scrapped the corporation.

"While we appreciate this is a change in direction for our department, it is in line with the NDIS vision that people with disability have choice and control over their supports, including the service providers who work in their homes," the email said.

"Staff and employee associations will be consulted on how to best transfer clients and services to new management.

"Any changes will be made gradually and sensitively."

Franks said despite the policy appearing in the Liberals' election platform, the government had not provided sufficient notice to clients and their families that supported community accommodation would change under the new government.

She said clients and their families had not been informed or consulted before the decision was made and that community meetings with supported community accommodation staff had been "heated and emotional".

"The Government has obviously announced this during the election but they announce many things during an election," she said.

"As far as I know they haven't informed the residents and families (and) if they're relying on them following the Liberal Party website that's not really due diligence.

"It's not surprising but it is about the process and then there's the fact that the corporation has now gone but we don't know who the NGO would be."

Franks said Labor established the government corporation because it believed an NGO could not sustain the services required by clients with the most complex needs.

She said she had not yet been provided with a Government timeline outlining when the state's disability services would be transitioned to the NGO sector.

Kitchin said the change to supported community accommodation would affect approximately 500 people living with disabilities and 1400 staff.

"The Government's announcement that it will no longer take responsibility for the care and support for these most vulnerable clients through a public sector mutual, but will farm out the clients to private NGOs has created enormous uncertainty for their future care and living arrangements," he said.

"The one line about this matter in the Liberals' 100-day plan was not given any focus by the new government.

"It is possible there will be significant changes to these clients' living and support arrangements."

Kitchin said clients and families had yet to be advised by the Minister for Human Services Michelle Lensink that their accommodation services would be transitioned to the private sector.

He has called on the Government to advise clients and their families of its intentions, rather than leaving it for staff to inform their clients.

"A number of these clients have high needs and are advancing in age, some with parents who are quite elderly and who are concerned to ensure the security of their family members' care when they are no longer here."

Kitchin said the PSA was seeking to meet with the department urgently to raise its concerns.

"As a minimum, there needs to be a clear plan that gives certainty to staff and their clients and families," he said.

In a letter sent to the PSA, Lensink said a timetable had already been established to transfer most of the state's disability services to the non-government sector.

She said changes to supported community accommodation would not occur until the department had consulted with employees and other stakeholders.

In Parliament last week, Lensink was unable to answer questions calling on her to reveal if or when clients of supported community accommodation were informed of the Government's decision.

She said the department wanted to retain skilled workers in the sector and affirmed no client would be forced to relocate or lose the accommodation place that they currently occupied.


"It is unfortunate if people are made aware of things not through the proper process and in an alarmist manner, but I am quite confident that the department, as the employer of these employees and the one that has the responsibility for the care and wellbeing of the residents and their families, is conducting this with the utmost sensitivity," Lensink told Parliament.

"There is a massive need for skilled workers under the NDIS.

"The negotiations are going to be respectful and consultative with all the people who are involved in this process."

Indaily has contacted Minister Lensink's office for further comment but she did not respond before deadline.

The NDIS will be fully rolled out in South Australia by July 1.

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IN DAILY | Adelaide's independent news

Govt disability housing consultation "too little too late"

NEWS

The State Government has begun consulting with residents and their families in supported community accommodation about its plan to transition the disability service to the private sector – two weeks after disability workers were first informed of the decision.



Human Services Minister Michelle Lensink. Photo: Tracey Nearmy / AAP

In a statement to *InDaily*, Human Services Minister Michelle Lensink said the Government started calling clients and their families about its intention to move the service to the non-government sector yesterday afternoon.

However, she stressed that there would be no immediate changes for residents and staff of the services.

InDaily reported yesterday that the Public Service Association and Greens MLC Tammy Franks were concerned that about 500 people with disabilities and 1400 disability workers were left in uncertainty about the future of public housing, after a Department email sent on June 12 informed staff of the Government's intentions to transition the service to the private sector.

The Liberal Party entered the March election promising to transition all disability services – including supported community accommodation – to the non-government sector in line with the National Disability Insurance Scheme.

But Franks and the PSA argued that the one-line statement in the Liberal Party's "First 100 days" election platform was not sufficient notice.

Lensink today defended the Government's delay in consulting with residents and their families, saying it wanted to have an agreed set of principles before it started the process.

She said the Government also needed to consider how the potential changes might impact clients and their employees.

"Consultation began as soon as the Government had an agreed direction coming out of Cabinet on Monday," she said in a statement to *InDaily*.

"The intention that the State Government would eventually withdraw from the delivery of supported accommodation services was made clear in the lead up to the state election."

But today Franks argued the move was "too little too late" from the Government.

"It's like having a cart before the horse. The Liberals made this promise in opposition and telling staff before the residents is completely not appropriate," she said.

Franks said it was only a matter of time before South Australia could be faced with a situation similar to a case reported in Victoria yesterday, in which a man with autism was sentenced to prison because there was not enough public housing available to accommodate him.

"This (supported community accommodation) is for the most difficult cases – if we see similar stories of people with complex needs ending up in the justice system then that really would speak volumes."

Lensink said the decision to scrap a government corporation set up by the former Labor Government to ensure supported community accommodation remained a public entity under the NDIS would not impact clients or employees.


"Although a public corporation had been set up by the previous government, it was still in the establishment phase and did not yet have any operational control, so deciding not to proceed with it has had no direct impact on clients or employees," she said.

"I would like to stress there will be no immediate changes for residents or staff – it is services as usual for now."

Lensink said transitioning the service to the NDIS would provide greater choice and autonomy for people with disabilities to choose their service providers.

But Franks said it was important for people to still have the choice to stay in the public system.

Government consultation on the changes to Supported Community Accommodation will occur through the remainder of this year, with the transitioning of services to the private sector expected to start early next year.

 [Jump to next article](#)



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Buryip, Gawler SA

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Government
of South Australia

Department of Human Services

Page 1 of 1

Northern families blindsided by disability service cuts

MATTEO GAGLIARDI

JUST over 100 people living with a disability in Adelaide's north, including Gawler, face an uncertain future over their accommodation, while a number of local jobs are at risk, after the State Government discontinued its last remaining disability service.

On June 12, around 1400 employees of the publicly-run Supported Community Accommodation service were informed by the State Government that their around-500 clients would soon be farmed out to the non-government (NGO) sector.

The service's local branch, Northern Community Accommodation Support Service, provides 24-hour services to 108 people living in a range of individual or shared units, group homes and purpose-built homes.

Figures were not available for how many of the 1400 employees were based locally.

The Liberal Government's decision followed its election commitment to develop a "time-table" for all state disability services to be transferred to the NGO sector within its first 100 days in office, to align with the National Disability Insurance Scheme (NDIS).

Nev Kitchin, general secretary of the Public Service Association of South Australia (PSA), which represents public sector employees, said "the one line about this matter in the Liberals' 100-day plan was not (previously) given any focus by the new government".

As a result, Mr Kitchin said the announcement "has created enormous uncertainty

for (clients') future care and living arrangements".

He added that clients and their families have not yet been officially informed of the significant change to their service provision, as of yesterday, and the PSA was trying to meet urgently with the Department of Human Services.

He said the PSA expected Human Services Minister Michelle Lensink to inform clients and their families of what the changes mean for them, and "not leave it to staff to try to explain to clients and their families how their service will be provided".

When contacted for comment, Ms Lensink's office directed *The Buryip* to the Minister's parliamentary address last Thursday.

Speaking to the Upper House, Ms Lensink said "staff are not about to lose their jobs", and that "it is business as usual".

"It is the intention of this government to consult very widely, both with the people employed within group homes and with the people with disabilities, and their families as well – and that will shape how this process goes forward," she said.

"This is going to be a respectful and careful process."

Opposition Leader Peter Malinauskas said this was an issue to which Labor will be paying close attention in the coming weeks.

"When we were in government – and this remains the case now that we're in Opposition – we were determined to make sure that the transition to the NDIS happened smoothly, and that people don't fall between the gaps," he said.

"We are concerned that the Liberal Government are not following that lead."

“ It is the intention of this government to consult very widely, both with the people employed within group homes and with the people with disabilities, and their families as well – and that will shape how this process goes forward.

- MICHELLE LENSINK

Staff Update

Supported Community Accommodation

June/July 2018



Government of South Australia
Department of Human Services

Acknowledgement

*We acknowledge and respect the traditional custodians
whose ancestral lands we are meeting upon here today.
We acknowledge the deep feelings of attachment and
relationship of Aboriginal peoples to Country.*



State Government's pre-election commitment

"A timetable provided for all State disability services to be transferred to the NGO sector, including group homes"

www.strongplan.com.au/first-100-days

Thank you all for coming.

In the lead up to the state election, the government publicised its commitment to provide "a timetable... for all State disability services to be transferred to the NGO sector, including group homes".

A couple of weeks ago, the Minister decided that the establishment of the Public Corporation would no longer be necessary, in line with this intention to move clients to the NGO sector.

I want to start by saying that I appreciate this announcement may have come as a shock to some of you, and I recognise it may have caused some level of concern.

Although you no doubt will have questions that we cannot yet answer, we are here today to try and give you as much information as we can about what this means for you, and to try and provide you with useful information that you can pass on to your clients.

What now?

- No immediate changes for employees or clients
- Consultation to begin now
- Gradual change process to begin early 2019
- Expected completion within this term of government
- “How” – to be determined in consultation with you

There will be no immediate changes for clients and employees – it is services as usual for now.

The transition of clients to new non-government service providers will start in early 2019 and occur gradually, with the intention of completing the changes within this term of government.

Decisions on just how the changes will occur are yet to be finalised – details will be designed following an extensive period of consultation with clients, guardians and families, employees, unions and the sector.

Once the transition begins, it is intended that clients will be able to stay in their current homes if they want to, and they will be supported to choose a new provider.

Consultation on the design of the transition will take place between now and the end of the year, and will include consultation on the timing to help develop a more detailed change schedule.

It is intended that we will eventually withdraw from service provision some time during this term of government.

Guiding Principles for consultation

- Continuity in quality client services and supporting client choice
- Retention of skilled and experienced employees in the disability sector
- Growth of the local South Australian non-government sector

The consultation on the change process will be focussed on achieving the best possible outcomes according to these three guiding principles:

- Continuity in quality client services and supporting client choice
- Retention of skilled and experienced employees in the disability sector
- Growth of the local South Australian non-government sector

We'll be working towards these principles as best we can but it is important to note that there are various factors outside of our control, for example:

- Client choice is somewhat restricted by one household = one provider parameter under the NDIS
- Options for employees under the current Enterprise Agreement

Consultation

- With residents, employees, guardians and families, unions and NGO providers
- How can we best support clients to exercise choice?
- How can we to retain our skilled and experienced employees in the sector?
- If households and staff want to stay together in the same house, how can we make that happen?

The State Government will consult with residents, employees, unions and NGO providers about how the transition will occur.

The consultation is a genuine attempt to get direct feedback and advice on the needs and wants of clients and employees.

The intended change was included in the government's policy plans during the election campaign, but there are a lot of options about how this change could be rolled out.

As part of the consultation, we would like to talk to people about ways we can support them to best exercise the core NDIS principles of choice and control.

The intention is to support clients, guardians and families to find out more about the different organisations who could provide their services.

The consultation will ask people who currently share a group home how we can help them make decisions as a household, if they want to still live together in the same house.

(Please note here that we are not talking about the houses themselves being affected – we are talking about changes to the services – we don't expect anyone will have to move house unless they choose to.)

We also want to talk about the best ways to retain skilled and experienced employees in the disability sector.

If clients and families want to keep their household together, and keep working with particular employees, we will consult with NGOs, employees and unions about how we can try and make that happen.

While we want to give people clarity as soon as possible, we also understand the significance of this change and will allow enough time to consult with people properly.

We aim to have a complete timetable about how the changes will roll out by early next year, following consultation.

We will however continue to consult with all parties throughout the change process, making sure we are responding to any concerns, taking into account feedback and adjusting the process if and where we need to.

Consultation considerations

- Options for individuals, households, overall service
- Supporting clients, guardians and families
- Options for employees
- Engagement with NGOs
- Union involvement
- Parameters of the NDIS
- Realistic timeline for change

The consultation will consider how to assist clients, guardians and families to choose a new service provider in the non-government sector, and how the change will occur.

The feedback we receive will guide the transition plan. Some of the things to consider include:

Options around how households, clusters of homes or the whole service could move to the NGO sector (again, noting that we're talking about the service, not the physical houses)

How clients, guardians and families will be supported to exercise choice and control and what this means within the NDIS framework

How employees will be supported through the change, with the aim of retaining them in the sector

How existing NGOs will be engaged and what the increase in demand means for them

How NGOs and unions could work together to get the best outcome for employees and clients

How we will work with the NDIA and what parameters exist under the NDIS

A realistic timeline for change

Consultation – where to next?

- No immediate change
- Priority – stability and continued quality services
- Support for employees
- Gradual process

Winding down State Government funded accommodation services

Current government services will not change right away and clients and employees will not need to do anything differently immediately.

Our priority is to maintain stability and continued quality services for people with a disability and their families and guardians.

Employees will give clients the best possible support, and there will be ongoing consultation.

It is important to know that this will be a gradual change.

The State Government will continue to provide clients' care and support until they have moved to an NGO.

We committed to ongoing consultation throughout the change period, and to working together to manage the changes in the best possible way.

We expect you will want to know the answers to these questions:

Do I still have a job?

You do currently and, through consultation with you and your union, we will be seeking to find ways that ensure you can keep working with your current clients if that is what you both want.

There is great need for people with skills and experience in the NGO sector, so we expect our employees to be in demand.

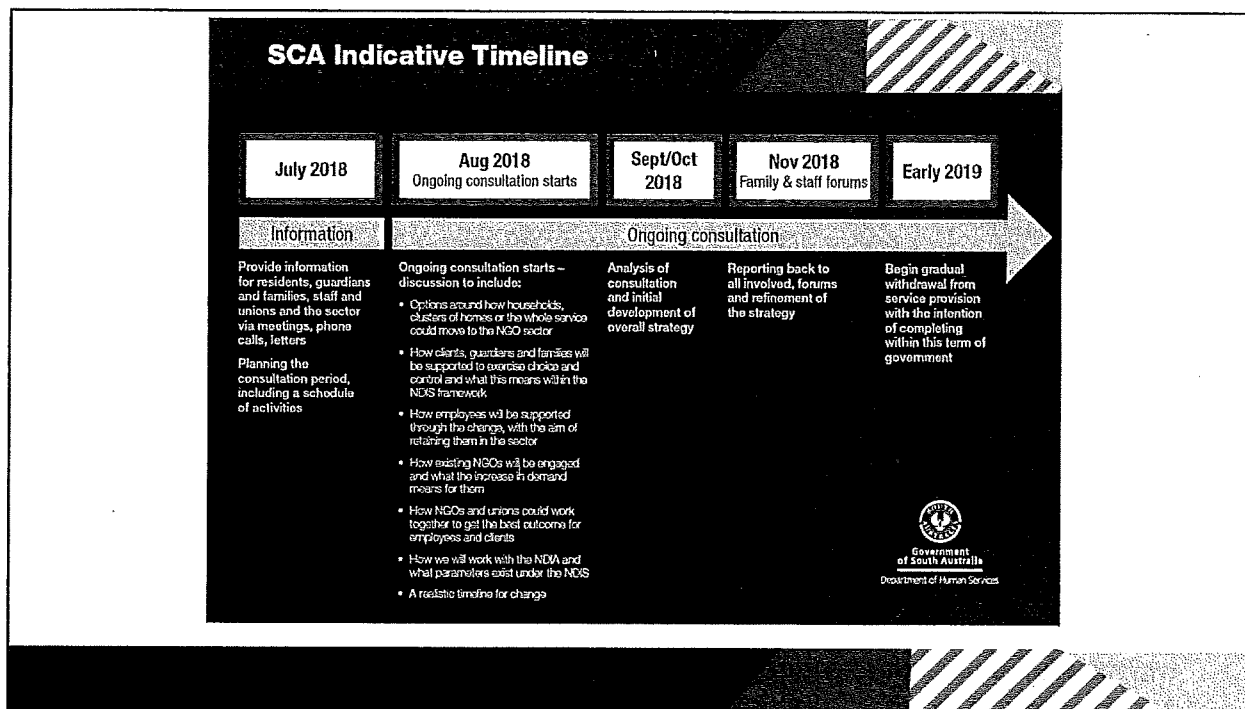
Your Enterprise Bargaining Agreements set out the framework for changes to employment conditions, but changes will only occur after consultation.

Will my role be made redundant?

In time, as clients select a service provider, your role will be redundant. Our commitment is to work with you to maximise opportunities to continue doing the same or similar work as what you are doing now.

We will be consulting about how all of this occurs with you and your employee associations before any changes are made.

There are processes under the relevant EA that will be followed if required.



Timelines

It is expected that the government will gradually withdraw from Supported Community Accommodation (SCA) service provision, as current state clients begin to receive services from the NGO sector, beginning early next year and being complete within this term of government.

A gradual timeline will be developed following the consultation period, and we will provide a schedule which outlines the priorities once the consultation and planning analysis is finalised.

Over the coming months, there will be regular meetings and individual discussions, and people are invited to provide feedback.

The general timeframes for the next six months are illustrated on the attached timeline document.

Highgate

- Reconnecting to Community project continuing
- One third of residents moving into new homes between July and Jan 2019
- This means new opportunities for employees
- Discussions on future options continuing

Highgate Park

The community living project offering residents the opportunity to move into newly built homes will continue.

The Reconnecting to Community project now has almost one-third of Highgate Park residents (about 20 people) looking forward to moving to their new homes between July 2018 and January 2019.

Staff are already being offered the chance to work in the community.

There are no plans to close Highgate Park at this stage, but the NDIS will phase out funding for institutional care over the next four to five years so we need to keep looking at options for the future.

As residents move to community houses, we will talk to employees and unions about what that means and how we will work together to respond to the reduced number of residents living in the Highgate Park building.

Questions and feedback

- Talk to your manager
- Intranet – Future Direction page
- Email – dhsfuturedirection@sa.gov.au (*general inquiries*)
- Employee Assistance Program – 8352 9898 or after hours on 0418 883 855
- Change Management Team – 8207 0147 or email DHSChangeManagement@sa.gov.au (*employment specific inquiries*)

KELLY
V.

DRAFT Running sheet: Monday 25 June & Tuesday 26 June

Supported Community Accommodation and Domiciliary Equipment Service

When	Activity	Responsibility	Comms Products/Actions
Monday 25 June 2018 – Final planning and some focused pre-briefing of key stakeholders			
9.30am	Management meeting in SCA – to provide senior staff information about the roll-out of staff information sessions Tuesday. This is their regular monthly meeting and the most effective way of reaching people. It will be difficult to pull them together at another time.	Lynn Young, Sandra Wallis	PowerPoint, Notes for staff and managers. copy of FAQs on staff matters provided NOTE: This senior team will receive the bulk of direct questions from frontline Disability Workers in the group homes.
10am-1pm	Government decision – advise DHS of outcome – send staff SMS invites	Joe Young / CE/ DCE Sandra – SMS	SMS
1-5pm	Pre-brief key stakeholders of timeline decision, prepare for staff information sessions this week and outline consultation approach.	Executive and senior management	Meetings with senior staff, invitations, phone calls to clients and guardians in SCA will start the afternoon and evening. Includes inviting key stakeholders to staff information sessions on Tuesday
3pm (post staff invites sent via SMS)	Media release	MO ? KAT	MR
3pm	Activate info line	DHS	Scripts and pre-briefing
3pm	Information online	DHS	FAQs, media release, consultation approach, Info Line number, EAP number
3.30pm	CE message to all DHS staff	DHS	Email update – issued simultaneously with media release
4pm	NGO Sector – NDS State Committee	Lois Boswell [sector]	<ul style="list-style-type: none"> Sector – pre-briefed face-to-face late afternoon. Teleconference option offered for those unable to attend at short notice. Phone calls to those who are unable to attend at short notice.
5pm	DCE message to NGO Sector	DHS	Message
4pm – evening (TBC - Sarah)	Unions and Employee Associations	Sarah White [unions]	Phone calls/emails, invite unions to meetings
Tuesday 26 June 2018 staff meetings			
9am-8.30pm	Staff meetings in SCA, DES and Highgate	PMO/DHS to organise schedule	Client fact sheets

Sensitive: SA Cabinet

Hills C.O.
Minda
CARA
Light house
Agriculture

When	Activity	Responsibility	Comms Products/Actions
	Park	with DHS executive team	Presentations
Letters to be sent	Letters to clients and guardians	SCA	Letter - Inviting them to consultation
	Letters to select stakeholders	DHS	Letters - as per planning with MO
	Letters to staff	DHS	Letters - as per IR obligations
	Staff meetings offered for other parts of the department/link to video or presentation put on intranet	DHS – all other staff	I.e. corporate areas affected by these changes
Wednesday 27 June 2018 staff meetings continue			
9am-8.30pm	Staff meetings in SCA, DES and Highgate Park	PMO/DHS to organise schedule with DHS executive team	Client fact sheets Presentations
Thursday 28 June 2018 staff and client support continues			
9am-5pm	Staff meetings offered for other parts of the department/link to video or presentation put on intranet	DHS – all other staff	I.e. corporate areas affected by these changes
9am-5pm	SCA leadership to visit each house	SCA leadership	DVD of presentation, check on welfare of clients and staff

Sensitive: SA Cabinet



Government of South Australia
Department of Human Services

Meeting with Minister Lensink
Level 12, 1 King William Street, Adelaide
Chief Executive, Department of Human Services
Disability & Domiciliary Care Reform Meeting

Meeting Date: Wednesday 11 April 2018, 10am – 11am
Location: Level 12 South, 1 King William Street, Adelaide
Attendees: Tony Harrison, Chief Executive
Lois Boswell, Deputy Chief Executive
Gerrie Mitra, Executive Director, Disability SA
Joe Young, Director, Strategy and Reform, NDIS Reform

ITEMS OF BUSINESS

1.	Strategic Reform Principles	Lois	Paper and attachment
2.	Domiciliary Care	Lois	
3.	Child and Youth Services	Gerrie	
4.	Adult Therapy Services (ASSIST)	Gerrie	
5.	Supported Community Accommodation	Joe	
6.	Highgate	Joe	
7.	Northgate	Lois	
8.	Community Services	Gerrie	
9.	Equipment	Joe	