



**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
Fax 08 8463 4480

Our ref: 19MCOR/0050
Your ref: 7287862/7287943

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

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

Dear Ms Cook,

Freedom of information application

I refer to your application under the *Freedom of Information Act 1991* (the Act), received by the Office of the Minister for Human Services on 20 February 2019 seeking access to:

Since 17 March 2018, copies of all correspondence (including but not limited to hardcopy or electronic letter, emails, diary entries and any other correspondence) to the Member for Heysen, Josh Teague MP.

Since 17 March 2018, copies of all correspondence (including but not limited to hardcopy or electronic letter, emails, diary entries and any other correspondence) from the Member for Heysen, Josh Teague MP.

After consultation with your office on the 8 March 2019, it was agreed to combine two of the freedom of information requests as referenced above, into one response.

Unfortunately, a determination was unable to be made within the 30 days, therefore it is considered to be a 'deemed refusal' under section 19(2)(b) of the Act. However, our office has continued to process your application outside of this timeframe. Section 19(2)(a) of the Act provides that an agency can release documents outside of the thirty-day timeframe, and this is still taken to be a determination under the Act.

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

Documents 1-5 contain personal information of a third party and I consider that the release of this information would be an unreasonable disclosure of information

related to the third parties' personal affairs and have determined it to be exempt pursuant to clause 6(1) of Schedule 1 of the Act.

Please find enclosed a copy of the documents, and a document schedule containing a brief description of the documents.

If you are dissatisfied with my determination, you can seek an internal review by writing to the Minister for Human Services as the Principal Officer of the agency. Your request should be sent within 30 days of your receipt of this letter.

In accordance with the requirements of Premier and Cabinet Circular PC045, details of your FOI application, and the documents to which you are given access, may/will be published on the agency's disclosure log. A copy of PC045 can be found at <http://dpc.sa.gov.au/what-we-do/services-for-government/premier-and-cabinet-circulars>.

If you have any questions in relation to this matter, please contact Amanda Hockings, Office Manager, on telephone 8463 3388 or by email at amanda.hockings2@sa.gov.au. If you are dissatisfied with the outcome of your FOI application, you have the right to complain to the Ombudsman SA. Please contact the Ombudsman directly on (08) 8226 8699.

Yours sincerely



Amanda Hockings
ACCREDITED FOI OFFICER

24/6/2019

SCHEDULE OF DOCUMENTS – 19MCOR/0050/0051

Freedom of information application from the Ms Nat Cook MP seeking access to *Since 17 March 2018, copies of all correspondence (including but not limited to hardcopy or electronic letters, emails, diary entries and any other correspondence) to the Member for Heysen, Josh Teague MP.*

No	Author	Addressee	Date	Description of document	Determination	Reason
1.	Josh Teague MP – Member for Heysen	Minister for Human Services	27/07/2018	Letter on behalf of constituents regarding the process of releasing the DHS In-Kind Service from their child's NDIS plan	Released in Part	Exempt – Clause 6(1) – personal affairs
2.	Minister for Human Services	Josh Teague MP – Member for Heysen	22/08/2018	Letter of Response - on behalf of constituents regarding the process of releasing the DHS In-Kind Service from their child's NDIS plan	Released in Part	Exempt – Clause 6(1) – personal affairs
3.	Josh Teague MP – Member for Heysen	Minister for Human Services	22/03/2018	Email on behalf of a constituent regarding their family's tenancy	Released in Part	Exempt – Clause 6(1) – personal affairs
4.	Minister for Human Services	Josh Teague MP – Member for Heysen	11/05/2018	Letter of Response - family's tenancy	Released in Part	Exempt – Clause 6(1) – personal affairs
5.	Minister for Human Services	Josh Teague MP – Member for Heysen	02/08/2018	Letter of Response – on behalf of a constituent regarding RSB concerns about the recent decision of the Federal Government to reduce available contractors under the Print Disability Services Program	Released in Part	Exempt – Clause 6(1) – personal affairs



27 July 2018



Hon Michelle Lensink MLC
Minister for Human Services
E: DHSMinisterforHumanServices@sa.gov.au

Dear Minister, *Michelle,*

I write to advise that I met today with constituents, [REDACTED]

[REDACTED] has a National Disability Insurance Scheme Plan provided by the National Disability Insurance Agency as well as being dedicated to the support of [REDACTED] the Sands have long been actively involved in advocating for and providing community support for people with a disability, including in particular through their leadership of PlanNET, an organisation providing family support services.

[REDACTED] raised with me, among a number of practical matters that they are encountering as they assist [REDACTED] to navigate the early days of the transition to NDIS, the matter of In Kind support. [REDACTED] advised me that they have found that In Kind support is included as a default component of [REDACTED] plan, and that this is a service notionally provided by the Department of Human Services. They further advised that, after enquiry to the provider, they understand that should the In-Kind service not be required, it would be necessary for [REDACTED] to undertake a plan review or to obtain a new plan in order to reallocate those resources. In this regard, they referred to a document headed, "Releasing Clients from in kind arrangements July news from DHS", which provides guidance indicating that in-kind programs should be treated flexibly, and setting out means and reasons for exiting those arrangements.

I raise the matter of In Kind services, and the particular experience of the [REDACTED] conscious that the NDIA transition is in its early days. I should be grateful for your advice in relation to the matter of In Kind services, and in particular arrangements flexibly to exit those services in case they not required.

Yours sincerely,

Josh Teague
Member for Heyesen

Releasing Clients from In-Kind arrangements July news from DHS

The South Australian Government is committed to the objectives of the NDIS, including ensuring that the South Australian NDIS market can grow by supporting people's requests to exit in-kind arrangements. DHS has provided advice to the NDIA that all State Government in-kind programs should be treated flexibly, with any client wishing to choose a different provider being supported to do so with cash funding within their NDIA Plan. This can be actioned by individual requests being made to NDIA planners, which are then escalated to the relevant NDIA Team Leader and the DHS delegate (Manager, In-Kind Unit, Disability Community Services).

The NDIA requires evidence as to why a participant should be released from their in-kind arrangements, in compliance with the National Disability Insurance Scheme (NDIS) (Plan Management) Rules 2013 (the Rules), which apply nationally. The NDIA is then obliged to record the reason for the exit from in-kind arrangements. Reasons for exiting include:

- the in-kind support is not available to the person (e.g. outside of metro area)
- the person was not part of the in-kind program, and has no existing relationship with the provider (e.g. they were registered for support coordination, but had minimal contact with Disability SA)
- there has been a breakdown in the relationship between the client with the in-kind provider which cannot be repaired.

If you have any further questions, please contact Micheal Bell, Manager NDIS In-Kind Services Unit, Disability SA – Community Services at Micheal.Bell@sa.gov.au or (08) 8272 1988.



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18MDIS/0643

Mr Josh Teague MP
Member for Heysen
10/14 Druid Avenue
STIRLING SA 5152
Email: heysen@parliament.sa.gov.au

Dear Mr Teague *Josh*

Thank you for your letter dated 27 July 2018 on behalf of [REDACTED] regarding the process of releasing the Department of Human Services (DHS) In-Kind Service from their [REDACTED] National Disability Insurance Scheme (NDIS) plan.

My office has contacted DHS In-Kind Services, who advised that they met with the [REDACTED] on 2 August 2018 and the family has decided to keep [REDACTED] specialist support coordination service with In-Kind Services.


At the meeting, [REDACTED] specialist support coordinator went through the NDIS plan with the family and provided support and advice where required, including information on a range of formal and informal supports available in the community that could be utilised to strengthen [REDACTED] networks. The In-Kind Services specialist support coordinator is also researching a range of services that can work with [REDACTED] to develop his skill base and train his current workers, and is providing regular updates to the family on options available to [REDACTED]

It should be noted that the decision for a NDIS participant to have DHS In-Kind Services included as a provider in their NDIS plan is made by the National Disability Insurance Agency (NDIA) and not by DHS.

DHS is continuing to work closely with the NDIA regarding the In-Kind Services release process and the NDIA is committed to reinforcing messages with its planning staff, including Local Area Coordinators, about the in-kind release process and the importance of timely action.

If the [REDACTED] have any queries or wish to discuss further, they can contact Mr Micheal Bell, Manager NDIS In-Kind Services Unit, DHS on 8272 1988 or via email at Micheal.Bell@sa.gov.au.

Yours sincerely

A handwritten signature in black ink, reading "Michelle Lensink". The signature is written in a cursive style with a large initial 'M'.

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

22/8 / 2018

From: [Hockings, Amanda \(DCSI\)](#)
To: [Kellett, Ashlee \(DCSI\)](#)
Subject: FW: [REDACTED]: request for assistance in relation to unity housing
Date: Monday, 26 March 2018 8:56:03 AM
Attachments: [Outlook-1498108059.png](#)
[image001.png](#)

Amanda Hockings
A/Office Manager, Human Services
Minister for Human Services
Department of Human Services
Tel: 08 841 33388
Email: amanda.hockings2@sa.gov.au

cid:image003.png@01D3C28B.7E417CA0



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From: Lensink, Michelle [<mailto:Michelle.Lensink@parliament.sa.gov.au>]
Sent: Friday, 23 March 2018 5:22 PM
To: Hockings, Amanda (DCSI) <Amanda.Hockings2@sa.gov.au>
Subject: FW: [REDACTED]: request for assistance in relation to unity housing

From: Josh Teague <josh.teague@sa.liberal.org.au>
Sent: Thursday, 22 March 2018 5:42 PM
To: Lensink, Michelle <Michelle.Lensink@parliament.sa.gov.au>
Subject: Fw: [REDACTED]: request for assistance in relation to unity housing

Dear Michelle,

I forward the email below from [REDACTED] in relation to he and his family's housing. I would be grateful for your advice as to how best to assist in the circumstances he describes.

Kind regards, Josh

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18MSHO/0214

COPY

Mr Josh Teague MP
Member for Heysen
10/14 Druid Ave
STIRLING SA 5152

Dear Mr Teague

Thank you for your email about [REDACTED] and his concerns regarding his family's tenancy with the [REDACTED]. The Office of Housing Regulation has raised [REDACTED] concerns with [REDACTED] who have provided the following information regarding the tenancy.

As advised in his email to you, [REDACTED] resides in a community housing property, which was funded under the [REDACTED].

Following the expiry of [REDACTED] which had incorrectly been made for a period of five years, [REDACTED] provided a new lease to [REDACTED] for a period of 12 months, which is consistent with other [REDACTED]. The lease is renewable and there has been no increase in [REDACTED] rent.

However, [REDACTED] will still need to meet his established rental obligations and a lengthy telephone discussion held with [REDACTED] staff member on 28 March 2018 has revealed that [REDACTED] is currently experiencing financial difficulties. [REDACTED] has provided [REDACTED] with contact details for [REDACTED] financial counselling services, in order for him to access assistance in the management of his financial affairs.

As long as [REDACTED] meets his tenancy and rent obligations, [REDACTED] have advised there is no reason his tenancy will not continue indefinitely, subject to the 12 month lease renewal process.

Should [REDACTED] require further assistance, he should contact [REDACTED] on 1800 759 707 or [REDACTED] on 1800 615 677. He may also contact his assigned [REDACTED] on 8198 1604.

Yours sincerely

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

11/5/2018






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18MDIS/0594

Mr Josh Teague MP
Member for Heysen
10/14 Druid Avenue
STIRLING SA 5152
Email: heysen@parliament.sa.gov.au

Dear Mr Teague 

Thank you for your email on behalf of [REDACTED] regarding Royal Society for the Blind's (RSB) concerns about the recent decision of the Federal Government to reduce available contractors under the Print Disability Services Program.

RSB provides valuable support to those affected by vision impairment within South Australia.

The Federal Government has recently removed funding for the RSB to transcribe and translate Braille, audio and large print at no charge to their clients within South Australia.

Under the National Disability Insurance Scheme (NDIS), funding for disability services is shifting from the State to the Federal Government. The NDIS is a new way of providing support for people living with a disability, their families and carers and is administered by the Federal Government through the National Disability Insurance Agency (NDIA).

While the responsibility of the NDIS lies with the Federal Government, I am committed to ensuring quality of care and services for all South Australians and will continue to advocate on behalf of individuals and organisations.

As the State Minister for Human Services I was concerned about the potential impact the Federal Government's decision may have on vision impaired clients in South Australia.



I have written to the Federal Minister for Social Services regarding the decision to remove funding from RSB and have sought reassurance that South Australians with a vision impairment are not disadvantaged by the decision.

The State Government will continue to support the aspirations and goals of the NDIS and its participants with policies and initiatives, such as the new Disability Inclusion Act, which came into effect 1 July.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Michelle Lensink', written in a cursive style.

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

218 / 2018