



**Government
of South Australia**

Minister for Human Services

Level 12 South
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Our ref: 19MCOR/0058
Your ref: 7295059/7295062

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 26 February 2019 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 Gibson, Corey Wingard MP.

Since 17 March 2018, copies of all correspondence (including but not limited to hardcopy or electronic letters, emails, diary entries and any other correspondence) from the Member for Gibson, Corey Wingard MP.

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.

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.

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

Documents 1-11 contain personal information of third parties' and I consider that the release of this information would be an unreasonable disclosure of information

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

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

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

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

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

Yours sincerely



Amanda Hockings
ACCREDITED FOI OFFICER

24 / 6 / 2019

SCHEDULE OF DOCUMENTS – 19MCOR/0058

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 Gibson, Corey Wingard MP.*

No	Author	Addressee	Date	Description of document	Determination	Reason
1.	Minister for Human Services	Hon Corey Wingard MP – Member for Gibson	11/09/2018	Letter of response - constituent enquiry regarding the maintenance of a tree at their Housing SA property	Released in Part	Exempt Clause 6(1) – Personal Affairs
2.	Minister for Human Services	Hon Corey Wingard MP – Member for Gibson	27/09/2018	Letter of response - constituent enquiry regarding a Housing SA transfer request	Released in Part	Exempt Clause 6(1) – Personal Affairs
3.	Minister for Human Services	Hon Corey Wingard MP – Member for Gibson	18/10/2018	Letter of response – constituent concerns regarding maintenance of an electrical wall socket and corresponding plug	Released in Part	Exempt Clause 6(1) – Personal Affairs
4.	Minister for Human Services	Hon Corey Wingard MP – Member for Gibson	25/10/2018	Letter of Response – constituent concerns regarding issues they are experiencing with Housing SA in relation to rent, water charges, maintenance and a disruptive complaint against their tenancy	Released in Part	Exempt Clause 6(1) – Personal Affairs
5.	Hon Corey Wingard MP – Member for Gibson	Minister for Human Services	06/09/2018	Letter on behalf of a constituent regarding their transfer request	Released in Part	Exempt Clause 6(1) – Personal Affairs
6.	Minister for Human Services	Hon Corey Wingard MP – Member for Gibson	02/11/2018	Letter of Response - constituent enquiry regarding their transfer request	Released in Part	Exempt Clause 6(1) – Personal Affairs
7.	Minister for Human Services	Hon Corey Wingard MP – Member for Gibson	09/11/2018	Letter of Response - constituent concerns regarding a boundary fence with a Housing SA property	Released in Part	Exempt Clause 6(1) – Personal Affairs
8.	Minister for Human Services	Hon Corey Wingard MP – Member for Gibson	07/01/2019	Letter of Response – constituent enquiry regarding their transfer request	Released in Part	Exempt Clause 6(1) – Personal Affairs
9.	Minister for Human Services	Hon Corey Wingard MP – Member for Gibson	15/01/2019	Letter of Response – constituent concerns regarding their security concerns and increased water charges	Released in Part	Exempt Clause 6(1) – Personal Affairs

SCHEDULE OF DOCUMENTS – 19MCOR/0058

No	Author	Addressee	Date	Description of document	Determination	Reason
10.	Minister for Human Services	Hon Corey Wingard MP – Member for Gibson	24/10/2018	Letter of Response – constituent enquiry regarding a Housing SA transfer	Released in Part	Exempt Clause 6(1) – Personal Affairs
11.	Minister for Human Services	Hon Corey Wingard MP – Member for Gibson	25/02/2019	Letter of Response – constituent enquiry regarding maintenance to their kitchen	Released in Part	Exempt Clause 6(1) – Personal Affairs



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18MHA/0019

Hon Corey Wingard MP
Member for Gibson
Level 2, 1 Milham Street
OAKLANDS PARK SA 5046

Dear Mr Wingard *Corey,*

Thank you for your letter on behalf of your constituent, [REDACTED] of [REDACTED] regarding the maintenance of a tree at her Housing SA (HSA) property.

HSA has advised me that a recent inspection of the tree revealed a fallen branch. The tree canopy was found to be in poor condition and as a result the tree will be removed as a precautionary measure.

I encourage [REDACTED] to report any future maintenance concerns to the HSA Maintenance Call Centre on 131 288 so that prompt action can be taken.

I hope this will assist you to respond to [REDACTED]. If you or [REDACTED] have any further queries, please contact [REDACTED] Horticultural Consultant on 7424 7362.

Yours sincerely

Michelle Lensink

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

11/9/2018





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Minister for Human Services

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18MHA/0041

Hon Corey Wingard MP
Member for Gibson
2/1 Milham Street
OAKLANDS PARK SA 5046

Dear Minister *Corey,*

Thank you for your letter on behalf of your constituent, [REDACTED] regarding her request for a Housing SA (HSA) transfer to alternative accommodation.

I am advised HSA met with [REDACTED] to discuss her transfer request and concerns about safety at the complex where she resides. The Housing Officer explained the transfer process and encouraged [REDACTED] to obtain relevant support letters to enable an assessment of priority needs. I have enclosed a fact sheet detailing the information required, which may be of use to [REDACTED]

With regard to [REDACTED] lease, HSA advise [REDACTED] occupied her property in September 2017 on a standard one-year Probationary Lease. At the successful completion of the Probationary Tenancy, [REDACTED] was offered, and has accepted a five-year Fixed Term Lease. It has been explained to [REDACTED] that she is entitled to give two weeks' notice to vacate the property at any time without penalty.

I hope this information will assist you to respond to your constituent. Should you or [REDACTED] have any further queries or wish to discuss the availability of other housing options and assistance, please contact [REDACTED] Operations Manager on 8208 6221.

Yours sincerely

A handwritten signature in cursive script, appearing to read "Michelle Lensink".

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

27/9/2018

Encl: Early housing assistance guidelines



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18MHA/0048

Hon Corey Wingard MP
Member for Gibson
Level 2/1 Milham Street
OAKLANDS PARK SA 5046

Dear Mr Wingard *Corey,*

Thank you for your letter on behalf of your constituents, [REDACTED] and her partner and carer [REDACTED] regarding the maintenance of a wall socket and repair of an air conditioner at the property.

The report provided from their neighbour, [REDACTED] advised the wall socket and the plug on the air conditioner were both blackened by heat and damaged.

Housing SA (HSA) advise me the wall socket was replaced in May 2018, at which time, [REDACTED] and her partner were advised not to use the air conditioner as it was faulty. Repairs to the air conditioner were not carried out by HSA as it is considered a non-standard item, not supplied by HSA, and therefore the tenant's responsibility to maintain, arrange repair or replace.

I am advised that on 20 August 2018, HSA provided a 15-amp wall socket in preparation for any new air conditioner that may be installed.

I understand [REDACTED] was concerned that a Tenancy Practitioner had advised [REDACTED] that as the socket had been replaced, the air conditioning unit was safe to use.

HSA have informed me the Tenancy Practitioner provided the initial advice in good faith. When the Tenancy Practitioner made a further enquiry with the electrical contractor, it was confirmed the unit was not safe to use and [REDACTED] was subsequently advised.

On 10 August 2018, I understand the Tenancy Practitioner visited [REDACTED] her partner and neighbour, [REDACTED]. During the visit, they were reminded that HSA does not provide heating and cooling and does not maintain heating and cooling units supplied by a third party.

The Tenancy Practitioner has offered to assist the tenant to investigate what funding options are available for a new air conditioner.

I trust this information has clarified the matter and assists you in responding to [REDACTED] concerns.

Yours sincerely

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

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

18 / 10 / 2018



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18MHA/0093

Hon Corey Wingard MP
Member for Gibson
Level 2/1 Milham Street
OAKLANDS PARK SA 5046

Dear Minister

Thank you for your letter on behalf of your constituent, [REDACTED] regarding issues she is experiencing with Housing SA (HSA) in relation to rent, water charges, maintenance and a disruptive complaint against her tenancy.

HSA subsidised rents are reviewed twice yearly. Tenants are required to provide proof of income for all household members in order for their eligibility for a rent reduction to be assessed. If this information is not provided by the tenant, rent charges revert to the full market rent. Centrelink provides [REDACTED] income details to HSA but not those of other household members. As the full household income details were not provided, [REDACTED] rent increased to \$308 per week, later increasing to \$316 per week after a scheduled general rent increase. [REDACTED] was requested by letter before the review to provide the information required and advised by letter after the review of the rent increases.

[REDACTED] was served an 'Order to Pay' by the South Australian Civil and Administrative Tribunal (SACAT) in April 2018. After declaring bankruptcy, she subsequently accrued another debt. SACAT has since made two further 'Orders to Pay' and [REDACTED] faces immediate eviction if any further payments are missed.

With regard to water charges, SAHA records show that [REDACTED] water usage is consistent over a number of billing periods. However, in response to her reports of water leaks, maintenance contractors have attended on numerous occasions to investigate but have been unable to gain access. This has also been the case with many other requests for maintenance repairs. [REDACTED] is required under her Conditions of Tenancy to provide access for maintenance work and I would encourage her to arrange a convenient time for contractors to attend when making maintenance requests.

In relation to the disruptive complaint, South Australia Police confirmed their attendance at [REDACTED] property in response to a neighbour call-out. The complaint was substantiated in line with HSA's Disruptive Behaviour Policy resulting in a Strike 1 being issued. This will remain in place until November 2018, when it will expire if no further substantiated complaints are recorded.

I hope this information will assist you to respond to [REDACTED] If you have any further queries, please contact [REDACTED] Operations Manager on 8208 6228.

Yours sincerely



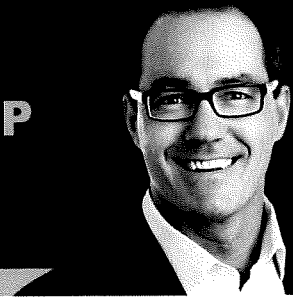
Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

25/10/2018



COREY WINGARD MP

Member For Gibson



6 September 2018

Document 5

The Hon Michelle Lensink MLC
Minister for Social Housing

Email: dhsministerforhumanservices@sa.gov.au

Dear Minister

HOUSING SA TRANSFER REQUEST

I write on behalf of my constituent [REDACTED], in relation to her Housing SA tenancy.

[REDACTED] has advised that in 2014 a violent altercation occurred near her [REDACTED] residence which involved her [REDACTED]. This incident left [REDACTED] scared for their safety and required [REDACTED] to obtain an intervention order against her [REDACTED].

In an attempt to distance her family from the violent surroundings, [REDACTED] told me that she then lodged a transfer request with Housing SA. [REDACTED] then informed me that she has contacted Housing SA on numerous occasions since then to check on the status of her application. However, when [REDACTED] recently contacted Housing SA she tells me she was told that her application had been "lost" and that there was no record of it.

[REDACTED] has revealed that her [REDACTED] are experiencing [REDACTED] and [REDACTED] given the past family violence and proximity to the perpetrator. [REDACTED] has provided my office with a copy of a letter from Relationships Australia in support.

[REDACTED] has advised that [REDACTED] will be attending [REDACTED], [REDACTED] whilst her [REDACTED] is currently enrolled at [REDACTED]. I have also been told by [REDACTED] that her [REDACTED] children are of [REDACTED].

On behalf of [REDACTED] I request that you investigate the status of [REDACTED] transfer request and what Housing SA accommodation or community housing options are available for [REDACTED] and [REDACTED].

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

Yours sincerely,

THE HON. COREY WINGARD MP
Member for Gibson



Level 2, 1 Milham Street
Oaklands Park SA 5046



gibson@parliament.sa.gov.au



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



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18MHA/0160

Hon Corey Wingard MP
Member for Gibson
Level 2, 1 Milham St
OAKLANDS PARK SA 5046

Dear Mr Wingard */ Corey*

Thank you for your letter on behalf of your constituent, [REDACTED]

I have investigated the status of [REDACTED] transfer request with Housing SA. I have been informed that, while [REDACTED] has previously indicated her interest in transferring properties, no completed transfer request form has ever been received.

I am informed that the Housing SA Marion regional office is currently assisting [REDACTED] in completing the required application.

I trust this information will be of assistance to you in responding to your constituent.

Yours sincerely

Michelle Lensink

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

2 / 11 / 2018





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18MHA/0196

Hon Corey Wingard MP
Level 2, 1 Milham Street
OAKLANDS PARK SA 5046

Dear Mr Wingard

Thank you for your letter on behalf of [REDACTED] a private owner whose property shares a boundary fence with the Housing SA (HSA) property at [REDACTED]

In relation to [REDACTED] wishes to replace the fencing, I understand that the *Fences Act 1975* regulates the erection, replacement, maintenance and repair of fences in South Australia and provides a procedure for resolving fencing disputes and obtaining contributions from neighbours who may benefit from the replacement of a fence.

I am advised that Maintenance staff visited the property in August 2018 and reported that the fence is in good condition and is meeting the correct height requirements. Given this, HSA has indicated it has no plans to make any alteration to the fence between the two properties at the present time.

HSA further advises me that the HSA neighbours [REDACTED] has complained about previously, vacated the property in June 2018. The property is currently undergoing vacancy maintenance prior to it being re-let to another tenant. HSA will make a targeted allocation of the incoming tenant to help allay [REDACTED] concerns about possible future neighbour disruption problems.

Should you or [REDACTED] wish to discuss the matter further, please contact the Team Leader at the HSA Marion Regional Office, [REDACTED] by telephoning 8208 6205.

I hope this information will assist you to respond to [REDACTED] concerns.

Yours sincerely

A handwritten signature in cursive script, appearing to read "Michelle Lensink".

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

9/11/2018





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18MHA/0270

Hon Corey Wingard MP
Member for Gibson
Level 2, 1 Milham Street
OAKLANDS PARK SA 5046

Dear Mr Wingard *Corey*

Thank you for your letter on behalf of your constituent, [REDACTED]
[REDACTED] regarding her transfer request.

Housing SA (HSA) advise that [REDACTED] is registered for a Category 1 transfer. A property was recently offered to [REDACTED] however [REDACTED] advised it was unsuitable due to location [REDACTED] HSA recognises the severity of [REDACTED] current situation and are actively seeking a suitable property.

In addition, I understand HSA is investigating the circumstances around the handling of the maintenance issues.

As you are aware, Oaklands Park has been identified as an area for possible future urban redevelopment. After [REDACTED] vacates the property, it will not be remediated and will be demolished sometime in the future.

I trust this information is of assistance and I ask that you encourage [REDACTED] to contact Marion Operations Manager, [REDACTED] on 8208 6228 to discuss her application for transfer.

Yours sincerely

Michelle Lensink

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

7/1 /2018





**Government
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Minister for Human Services

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18MHA/0349

Hon Corey Wingard MP
Member for Gibson
Level 2, 1 Milham Street
OAKLANDS PARK SA 5046

Dear Minister *Corey*

Thank you for your letter on behalf of [REDACTED]
[REDACTED] regarding his security concerns and increased water charges.

I have been advised by Housing SA (HSA) that the Marion Office Team Leader visited [REDACTED] on 18 December 2018 to discuss his security concerns. There were found to be no defects with the screen door that [REDACTED] has advised was opened, and the main door has remained locked and no signs of entry observed.

I am also advised that HSA investigated the increase in [REDACTED] water charges. As a result, recently defective taps in other units around [REDACTED] property were identified as a likely source of the increase. These defects have been fixed and HSA is processing a Water Credit application for [REDACTED] to reimburse him for the resulting extra charges.

I trust this information is of assistance to you in responding to your constituent.

Yours sincerely

Michelle Lensink

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

15/1/2019





**Government
of South Australia**

Minister for Human Services

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18MHSO/0511

Hon Corey Wingard MP
Member for Gibson
Level 2/1 Milham Street
OAKLANDS PARK SA 5046

Dear Minister

Thank you for your letter on behalf of your constituent, [REDACTED] of [REDACTED]

Housing SA (HSA) has informed me that they are aware of [REDACTED] situation and that he was approved for a Category 1 housing transfer in April this year. [REDACTED] transfer is being treated as urgent, however it is not possible to predict when a housing offer will be made due to high demand and limited vacancies in [REDACTED] preferred areas.

[REDACTED] may wish to consider additional areas and house types that could be included with his application, which would increase opportunities for a suitable housing offer. HSA will continue to seek a suitable property in [REDACTED] chosen areas and will notify him when a property is identified.

I encourage [REDACTED] to report any change in his circumstances or further incidents to HSA on 131 299 to enable appropriate action to take place. Should [REDACTED] feel unsafe at any time, I encourage him to contact the South Australia Police on 131 444, or 000 in an emergency.

I trust this information assists you in your response to your constituent. Should you or [REDACTED] wish to discuss this matter further, please contact [REDACTED] Operations Manager on telephone 8208 6228.

Yours sincerely

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

24 / 10 / 2018





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19MHA/0019

Mr Corey Wingard MP
Member for Gibson
Level 2, 1 Milham Street
OAKLANDS PARK SA 5046

Dear Mr Wingard *Corey*

Thank you for your letter on behalf of your constituent, [REDACTED] of [REDACTED] regarding maintenance to his kitchen.

I am advised Housing SA (HSA) maintenance staff attended several scheduled visits to [REDACTED] property in order to carry out remedial works and to assess the kitchen; however, access was not provided, and this has significantly impeded progress.

I understand that following further visits, where [REDACTED] did provide access to contractors, HSA subsequently approved a kitchen replacement. This will proceed soon, and the Maintenance Contractor will liaise directly with [REDACTED] to arrange the work. I ask that you encourage [REDACTED] to provide access to his home for scheduled maintenance visits in future to allow the work to be completed in a timely manner.

I trust this information is of assistance. Should you or [REDACTED] require further information, please contact HSA Maintenance by telephoning 131 288.

Yours sincerely

Michelle Lensink

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

25/2/2019

