

Our ref: DHS/23/08107



Hon David Speirs MP
Leader of the Opposition
Parliament House
ADELAIDE SA 5000

Office of the Chief Executive

Level 8 North
Riverside Building
North Terrace
Adelaide SA 5000

GPO Box 292
Adelaide SA 5001

DX115

Tel: 08 8413 9050

Fax: 08 8413 9002

ABN 11 525 031 744

Sent by email: [REDACTED]

Dear Mr Speirs,

Freedom of Information Determination

I refer to your application under the *Freedom of Information Act 1991* (the FOI Act), received by the Department of Human Services (DHS) on Friday 25 August 2023, seeking access to:

- *Copies of documents including but not limited to emails, briefings and memorandums regarding executive coaching, including names and titles of executive employees who have undertaken executive coaching, number of sessions, copies of invoices, name of service providers and cost. Timeframe: 21/03/2022 - 25/08/2023*

I apologise that DHS did not make a determination within 30 days as required by the FOI Act. However, DHS 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 FOI Act.

Nine documents were located that fit within the scope of your request and I have determined as follows:

- eight documents are to be released in part, and
- access is refused to one document.

Please find enclosed a copy of the documents released, and a document schedule containing a brief description of each document and determination in summary form.

Documents 1-3 and 5-9 contain information relating to the personal affairs of third parties. I consider that it would be unreasonable to disclose this information, and determine the information exempt pursuant to clause 6(1) of Schedule 1 of the Act. In accordance with section 20(4) of the Act, I consider that you would wish for access to the rest of the documents after exempt information is removed, and I am therefore releasing these documents to you in part.

Documents 1-8 contain information relating to the business affairs of third parties. I consider that it would be unreasonable to disclose this information, and determine the information exempt pursuant to clause 7(1) of Schedule 1 of the Act. The documents contain matter of a commercial value, the disclosure of which could reasonably be expected to destroy or diminish the commercial value of the information and would, on balance, be contrary to the public interest. The proprietary content and pricing structure of executive coaching packages are highly competitive, and their disclosure could impact the ability for DHS to effectively engage such services in the future. In accordance with section 20(4) of the Act, I consider that you would wish for access to the rest of the documents after exempt information is removed and am therefore releasing these documents to you in part.

If you are dissatisfied with my determination, you can seek an internal review by writing to the Chief Executive, DHS, 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 <https://www.dpc.sa.gov.au/resources-and-publications/premier-and-cabinet-circulars>

If you have any questions in relation to this matter, please contact, the Senior FOI Officer, on telephone 8413 9094 or by email at DHSFreedomofInformation@sa.gov.au.

Yours sincerely,



Amanda Stone

ACCREDITED FREEDOM OF INFORMATION OFFICER

29 / 01 / 2024

Encl: Schedule of Documents
 Redacted Documents

SCHEDULE OF DOCUMENTS – DHS/23/08107

Freedom of information application from Mr David Speirs MP seeking access to:

*Copies of documents including but not limited to emails, briefings and memorandums regarding executive coaching, including names and titles of executive employees who have undertaken executive coaching, number of sessions, copies of invoices, name of service providers and cost.
Timeframe: 21/03/2022 – 25/08/2023.*

No	Author	Date	Description of document	Determination	Exemption clause
1.	Kathleen Milne	05/04/2023	Invoice – INV 0430	Released in part	Sch 1 Clause 6(1); Sch 1 Clause 7(1)
2.	Kathleen Milne	08/05/2023	Invoice – INV 0423	Released in part	Sch 1 Clause 6(1); Sch 1 Clause 7(1)
3.	Kathleen Milne	08/05/2023	Email - coaching	Released in part	Sch 1 Clause 6(1); Sch 1 Clause 7(1)
4.	Emotous	July 2023	DHS - Leadership Coaching Overview July 2023 V1 Attachment to 15	Refused in full	Sch 1 Clause 7(1)
5.	Emotous	16/07/2023	Email – Leadership coaching proposal	Released in part	Sch 1 Clause 6(1); Sch 1 Clause 7(1)
6.	Emotous	17/07/2023	Email – Leadership coaching proposal	Released in part	Sch 1 Clause 6(1); Sch 1 Clause 7(1)
7.	DHS	26/07/2023	Email – Leadership coaching proposal	Released in part	Sch 1 Clause 6(1); Sch 1 Clause 7(1)
8.	Emotous	21/08/2023	Invoice – INV 1487 Attachment to 9	Released in part	Sch 1 Clause 6(1); Sch 1 Clause 7(1)
9.	DHS	23/08/2023	Email – Invoice INV-1487 from Emotous	Released in part	Sch 1 Clause 6(1)

Your Rights to Review and Appeal

Freedom of Information Act 1991

INTERNAL REVIEW

If you are dissatisfied with a determination made by the Department of Human Services in relation to:

- an FOI application for access to a document, or
- a request for amendment to your personal records; or
- a request to pay an advanced deposit or further fees and charges.

you are entitled to apply for an Internal Review of that determination.

How do I make a request for Internal Review?

To make an application for an Internal Review you must:

- write a letter or lodge an Internal Review application to the Principal Officer of the Department of Human Services, and
- include the application fee of **\$40.75**.

The Department of Human Services accepts payment by money order or cheque.

What if I have a concession card?

In some cases, the fee for an Internal Review can be waived. If you are the holder of a current concession card or if you can satisfy the agency that the payment of the fee would cause financial hardship, the agency may waive or remit the application fee.

If you are a concession cardholder you will need to provide evidence, eg: you should attach a copy of your concession card when you make the application. Alternatively, you should provide written reasons as to why the payment of a fee would cause you financial hardship.

How long does an Internal Review take?

If you wish to make an application for Internal Review, you need to do so within 30 calendar days after the date of the determination.

You will be advised of the outcome of your Internal Review application within 14 calendar days of it being received by the agency.

If the agency does not deal with your Internal Review application within 14 calendar days, you are entitled to an External Review by the Ombudsman SA.

When can't I apply for an Internal Review

If the determination was made by the Chief Executive of the Department of Human Services, and you are dissatisfied with that determination you cannot apply for an Internal Review. You can apply for an External Review by the Ombudsman SA or SACAT.

If you are dissatisfied with a decision to extend the timeframe to deal with your application, you cannot apply for an Internal Review. You can however seek an External Review by the Ombudsman SA.

Do I have to pay for a review of a fee or charge?

Fees and charges are in accordance with section 53(3) of the FOI Act. Specifically, where an Agency determines a fee or charge you disagree with, it must, review that fee or charge and where appropriate reduce the fee.

A person seeking a review of a fee or charge is not required to pay an application fee or any other charge in relation to this review. Where the agency decides not to reduce the fee or charge and you are still dissatisfied, you can apply to the Ombudsman SA for an External Review.

EXTERNAL REVIEW

Where a person is aggrieved by an agency's determination and that person has gone through the Internal Review process (or there was no right to Internal Review), that person can choose to apply to the Ombudsman SA or go directly to SACAT for an External Review. However, if an application for review of a determination has been made to the Ombudsman SA, SACAT cannot review the matter until that application has been decided.

Commencing a review with SACAT bars any right to apply for a review by the Ombudsman.

After an Internal Review has been completed, or where you are unable to apply for an Internal Review, and you are dissatisfied with the decision, you have the right to apply for an External Review.

How long will an External Review take and how much will it cost?

If you wish to make an application for an External Review you must do so within 30 (calendar) days after the date of the determination. However, the Ombudsman SA can extend this time limit. There is no statutory time limit for External Review. The time taken to complete the review will depend on the size and complexity of your original request and the current workload of the officers who will be undertaking the review. You should discuss any concerns you have directly with the Ombudsman SA.

There is no fee or charge for investigations undertaken by the Ombudsman SA.

Telephone: (08) 8226 8699
Toll free: 1800 182 150 (outside metro SA only)
Facsimile: (08) 8226 8602
Email: ombudsman@ombudsman.sa.gov.au

POSTAL ADDRESS
PO Box 3651, Rundle Mall SA 5000

APPEAL TO THE SOUTH AUSTRALIAN CIVIL AND ADMINISTRATIVE TRIBUNAL (SACAT)

Where a person is aggrieved by an agency's determination and that decision was made:

- by an accredited FOI officer who was not the principal officer of the agency; and
- without the direction of the principal officer or without the direction of a person or body to which the principal officer is responsible,

that person must first apply to the agency for an Internal Review before applying to SACAT.

There is a filing fee applicable for this type of application. Payment can be made online by credit card at the time of completing the online form, or by using one of the other options outlined in the payment section of the online form.

If you have any further questions please call SACAT on 1800 723 767 (and press menu option 3). The postal address for SACAT is GPO Box 2361, Adelaide SA 5001.



TAX INVOICE

[REDACTED]
 Safer Family Services,
 Community and Family Services Division
 Department of Human Services
 Riverside Centre
 North Terrace
 ADELAIDE SOUTH AUSTRALIA

Invoice Date
 5 Apr 2023

Invoice Number
 INV-0430

ABN
 80 458 366 543

Kathleen Milne
 PO Box 9063
 Henley Beach South
 SA 5022
 Ph: [REDACTED]

Description	Quantity	Unit Price	GST	Amount AUD
[REDACTED]	3.00	395.00	10%	1,185.00
			Subtotal	1,185.00
			TOTAL GST 10%	118.50
			TOTAL AUD	1,303.50

Due Date: 24 Apr 2023

Electronic Payments:

Account Name: Kathleen Milne
 BSB (Westpac Bank): [REDACTED]
 Account Number: [REDACTED]

[REDACTED]



TAX INVOICE

[REDACTED] DHS
 Attention: [REDACTED]
 Level 8,
 Riverside Centre North Terrace,
 ADELAIDE SA 5000
 AUSTRALIA

Invoice Date
 8 May 2023

Invoice Number
 INV-0423

ABN
 80 458 366 543

Kathleen Milne
 PO Box 9063
 Henley Beach South
 SA 5022
 Ph: [REDACTED]

Description	Quantity	Unit Price	GST	Amount AUD
[REDACTED]	3.00	375.00	10%	1,125.00
			Subtotal	1,125.00
			TOTAL GST 10%	112.50
			TOTAL AUD	1,237.50

Due Date: 31 May 2023

Electronic Payments:

Account Name: Kathleen Milne
 BSB (Westpac Bank): [REDACTED]
 Account Number: [REDACTED]

[REDACTED]

From: [REDACTED]
To: [REDACTED] (DHS)
Cc: [REDACTED] (DHS)
Subject: RE: coaching
Date: Monday, 8 May 2023 1:58:35 PM
Attachments: [image001.jpg](#)
[image002.png](#)
[image003.png](#)

Hi [REDACTED]

That's great news -well done.

I'm so pleased that you have such support .

FYI details of additional coaching from your Exec Excellence coaching pack in case you hadn't seen it-

ADDITIONAL COACHING SESSIONS

If you want to take on additional coaching sessions to continue your progress and support your growth, please speak with your coach. Additional sessions are not included in the cost of the [REDACTED].

The cost for [REDACTED] will be \$435 incl GST and is to be covered by your agency. A [REDACTED] is offered at a cost of \$1238 incl GST to participants.

PS thanks for taking my call and confirming tomorrow 2.30pm and a [REDACTED] of 3 sessions.

Kind regards

Kath

Kath Milne
[REDACTED]

From: [REDACTED] (DHS) [REDACTED]
Sent: Monday, May 8, 2023 1:43 PM
To: [REDACTED]
Cc: [REDACTED] (DHS) [REDACTED]
Subject: coaching

OFFICIAL

Hi Kath

Hope you're well

I've decided to stay in the role! Is it possible to organise buying some extra coaching sessions?

Thanks



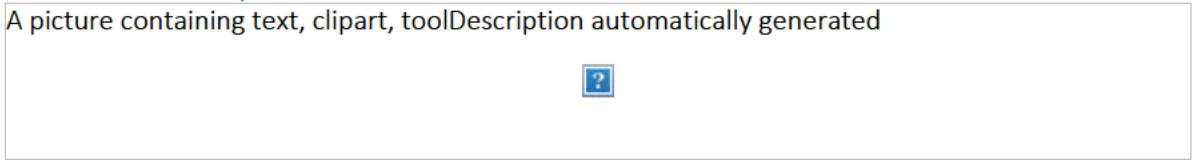
[REDACTED]
A/Director, Supported Independent Living
Disability Services

E: [REDACTED]

Level 1 East, Riverside Building, North Terrace, ADELAIDE SA 5000

I acknowledge Traditional Owners of Country throughout Australia and recognise the continuing connection to lands, waters and communities.

A picture containing text, clipart, toolDescription automatically generated



This email may contain confidential information, which may be legally privileged. Only the intended recipient(s) may access, use, distribute or copy this email. If this email is received in error, please inform the sender by return email and delete the original. If there are doubts about the validity of this message, please contact the sender by telephone. It is the recipient's responsibility to check the email and any attached files for viruses.

From: [Angela Giacoumis](#)
To: [REDACTED] (DHS)
Cc: [Scott Dare](#)
Subject: [REDACTED] proposal
Date: Sunday, 16 July 2023 8:03:49 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[REDACTED]

Hi [REDACTED]

It was great to catch up to discuss your [REDACTED] requirements in more detail.

Further to our conversation please find attached an overview of our coaching solution and details of our approach.

Please note we utilise a range of tools throughout the coaching journey to support a coachee to gain insights and create motivation for behavioural change; coaching tools and the associated costs are detailed in the attached proposal.

I would recommend we consider utilising an [REDACTED] in this coaching assignment to support the coachee in build self- awareness and review their impact and influence as a leader.

Once again it was great to connect, FYI, I have cc'd Scott (Customer Success Manager) into this email, as he has full access to my calendar and if you would like to move forward he can coordinate a time for me to connect with the coachee to establish fit.

Please note, [REDACTED] [REDACTED] and feel free to reach out to Scott you have any questions or we can assist further in any way.

Kind regards
Angela



Angela Giacoumis
 CEO / Co-Founder

- [REDACTED]
- angela@emotous.com
- emotous.com/events/



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From: [Angela Giacoumis](#)
To: [REDACTED] (DHS)
Cc: [Scott Dare](#)
Subject: Re: [REDACTED] proposal
Date: Monday, 17 July 2023 10:37:27 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[googleq_standard_color_128dp.png](#)

Thanks [REDACTED] agreed there needs to be a fit and then we go from there. On another note I have [REDACTED] this may also be something she may benefit from the link is below have another program later in year as well.

events
google.com.au



Have a great week!

Sent from my iPhone

On 17 Jul 2023, at 8:23 am, [REDACTED] (DHS)
<[REDACTED]> wrote:

OFFICIAL

Thanks Angela

Great to connect- I have sent this to [REDACTED] and asked her to reach out to schedule the chemistry catch up. Assume there is no requirement to continue of it's not a match for her.

Ngaityalya,
(Kurna, *thank you*)

[REDACTED]
Executive Director
Inclusion & Reform
Department of Human Services

M: [REDACTED] | E: [REDACTED]

From: Angela Giacoumis <angela@emotous.com>

Sent: Sunday, 16 July 2023 8:03 PM

To: [REDACTED]

Cc: Scott Dare <scott@emotous.com>

Subject: [REDACTED] proposal

Hi [REDACTED]

It was great to catch up to discuss your [REDACTED] requirements in more detail.

Further to our conversation please find attached an overview of our coaching solution and details

of our approach.

Please note we utilise a range of tools throughout the coaching journey to support a coachee to gain insights and create motivation for behavioural change; coaching tools and the associated costs are detailed in the attached proposal.

I would recommend we consider utilising an [REDACTED] in this coaching assignment to support the coachee in build self- awareness and review their impact and influence as a leader.

Once again it was great to connect, FYI, I have cc'd Scott (Customer Success Manager) into this email, as he has full access to my calendar and if you would like to move forward he can coordinate a time for me to connect with the coachee to establish fit.

Please note, [REDACTED] and feel free to reach out to Scott you have any questions or we can assist further in any way.

Kind regards
Angela

	<image002.png> [REDACTED]
<image001.png> Angela Giacoumis CEO / Co- Founder	<image003.png> angela@emotous.com <image004.png> emotous.com/events/

<image005.png>

[<image006.png><image007.png><image008.png>](#)

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From: [REDACTED] (DHS)
To: [Angela Giacoumis](#)
Cc: [Scott Dare](#)
Subject: Re: [REDACTED] proposal
Date: Wednesday, 26 July 2023 6:50:38 AM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)
[image006.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)
[image010.png](#)
[image011.png](#)
[image012.png](#)
[image013.png](#)
[image014.png](#)
[image015.png](#)
[image016.png](#)

Thanks Angela
 I asked her again yesterday - if you haven't heard by the end of this week I'll suggest you reach out to get the ball rolling, thanks. [REDACTED]

[REDACTED]
 [REDACTED]
 Executive Director, Inclusion & Reform
 Department of Human Services
 Ph. [REDACTED]
I live and work on Peramangk and Kaurna Country.

From: Angela Giacoumis <angela@emotous.com>
Sent: Wednesday, July 26, 2023 6:48 am
To: [REDACTED]
Cc: Scott Dare <scott@emotous.com>
Subject: Re: [REDACTED] proposal

Hi [REDACTED]

I hope this email finds you well.

A quick check in as I have not heard from [REDACTED] as yet. I am happy to reach out if this is easier, I would need her contact details to do this, welcome your thoughts on this.

Kind regards
 Angela

Angela Giacoumis
 CEO / Co-Founder

- [REDACTED]
- angela@emotous.com
- emotous.com/events/



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From: [REDACTED]
Date: Monday, 17 July 2023 at 8:23 am
To: Angela Giacoumis <angela@emotous.com>
Cc: Scott Dare <scott@emotous.com>
Subject: RE: [REDACTED] proposal

OFFICIAL

Thanks Angela

Great to connect- I have sent this to [REDACTED] and asked her to reach out to schedule the chemistry catch up. Assume there is no requirement to continue of it's not a match for her.

Ngaityalya,
(Kaurna, *thank you*)

[REDACTED]
Executive Director
Inclusion & Reform
Department of Human Services

M: [REDACTED] [REDACTED]

From: Angela Giacoumis <angela@emotous.com>
Sent: Sunday, 16 July 2023 8:03 PM
To: [REDACTED]
Cc: Scott Dare <scott@emotous.com>
Subject: [REDACTED] proposal

Hi [REDACTED]

It was great to catch up to discuss your [REDACTED] requirements in more detail.

Further to our conversation please find attached an overview of our coaching solution and details of our approach.

Please note we utilise a range of tools throughout the coaching journey to support a coachee to gain insights and create motivation for behavioural change; coaching tools and the associated costs are detailed in the attached proposal.

I would recommend we consider utilising an [REDACTED] in this coaching assignment to support the coachee in build self- awareness and review their impact and influence as a leader.

Once again it was great to connect, FYI, I have cc'd Scott (Customer Success Manager) into this email, as he has full access to my calendar and if you would like to move forward he can coordinate a time for me to connect with the coachee to establish fit.

Please note, [REDACTED] [REDACTED] and feel free to reach out to Scott you have any questions or we can assist further in any way.

Kind regards
Angela



Angela Giacoumis
CEO / Co-Founder

- [REDACTED]
- angela@emotous.com
- emotous.com/events/



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TAX INVOICE

Department of Human Services - Inclusion & Reform
 Attention: [REDACTED]
 Level 1 East, Riverside Building, North Tce
 ADELAIDE SA 5000
 AUSTRALIA

Invoice Date
21 Aug 2023

Invoice Number
INV-1487

Reference
[REDACTED]

ABN
57 968 525 301

Emotous Pty Ltd (acting as trustee for) Dare Trading Trust
 ACN 621 013 769
 Level 1, 110 Hutt Street
 Adelaide SA 5000
 Australia
 For account queries please contact:
accounts@emotous.com

Description	Quantity	Unit Price	GST	Amount AUD
[REDACTED]	1.00	2,995.00	10%	2,995.00
[REDACTED]	1.00	495.00	10%	495.00
[REDACTED]	1.00	95.00	10%	95.00
			Subtotal	3,585.00
			TOTAL GST 10%	358.50
			TOTAL AUD	3,943.50

Due Date: 28 Aug 2023

EFT payments welcome.

Bank: Westpac Banking Corporation.

BSB [REDACTED] Account [REDACTED]

Account Name: Emotous Pty Ltd



[View and pay online now](#)

PAYMENT ADVICE

To: Emotous Pty Ltd (acting as trustee for) Dare Trading Trust
 ACN 621 013 769
 Level 1, 110 Hutt Street
 Adelaide SA 5000 Australia
 For account queries please contact:
accounts@emotous.com

Customer	Department of Human Services - Inclusion & Reform
Invoice Number	INV-1487
Amount Due	3,943.50
Due Date	28 Aug 2023

Amount Enclosed

Enter the amount you are paying above

From: [REDACTED] (DHS)
To: [REDACTED] (DHS)
Subject: FW: Invoice INV-1487 from Emotous
Date: Wednesday, 23 August 2023 2:16:56 PM
Attachments: [Invoice INV-1487.pdf](#)

OFFICIAL

Please code for payment from my ED Inclusion and Reform Staffing training cost code?

Ngaityalya,
(Karna, *thank you*)

[REDACTED]
Executive Director
Inclusion & Reform
Department of Human Services

M: [REDACTED] [REDACTED]

From: messaging-service@post.xero.com <messaging-service@post.xero.com>
Sent: Tuesday, 22 August 2023 1:41 PM
To: [REDACTED]
Subject: Invoice INV-1487 from Emotous



[Pay now](#) \$3,943.50 due 28 Aug
INV-1487

Hi [REDACTED]

Thank you for working with us. Please find attached invoice INV-1487 for [REDACTED] AUD 3,943.50.

The amount outstanding of AUD 3,943.50 is due on 28 Aug 2023.

View your bill online:
<https://in.xero.com/9f2oTi1Q7qwJrPkmJ3jo430SWQOJSimzPMfyQSVG> and if you prefer to pay via credit card, you can use the 'Pay now' button on the invoice.

If you've got any questions, please don't hesitate to email accounts@emotous.com

Thanks,

Emotous Finance Team
Level 1, 110 Hutt Street
Adelaide SA 5000
e: accounts@emotous.com