



**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/0017  
Your ref: 7253495/7253586

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

Sent by email: [Tristan.rust@parliament.sa.gov.au](mailto: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 30 January 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 Elder, Carolyn Power 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 Elder, Carolyn Power 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.

Nine documents have been identified as falling within the scope of your application and I have determined to release six documents in part and three documents in full.

Documents 1, 2, 3, 5, 6 and 9 contain personal information in relation to a third party's 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](mailto: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

15 / 5 / 2019

## SCHEDULE OF DOCUMENTS – 19MCOR/0017/0018

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 and from the Member for Elder, Carolyn Power MP.*

No	Author	Addressee	Date	Description of document	Determination	Reason
1.	Carolyn Power MP – Member for Elder	Minister for Human Services	16/10/2018	Letter on behalf of Hawthorn Scouts Group regarding their Scout Hall	Released in Pat	Exempt – Clause 6(1) – personal affairs
2.	Carolyn Power MP – Member for Elder	Minister for Human Services	01/06/2018	Letter on behalf of constituent regarding waiting times for request for transfer for Category 1 Housing SA tenants	Released in Part	Exempt – Clause 6(1) – personal affairs
3.	Carolyn Power MP – Member for Elder	Minister for Human Services	27/11/2018	Letter on behalf of a constituent regarding concerns as a Housing Trust resident	Released in Part	Exempt – Clause 6(1) – personal affairs
4.	Carolyn Power MP – Member for Elder	Minister for Human Services	20/06/2018	Letter on behalf of a constituent who resides in a property managed by Housing SA	Released in Full	
5.	Carolyn Power MP – Member for Elder	Minister for Human Services	01/06/2018	Letter on behalf of a constituent concerning options for transfer for Housing SA lifetime tenancies to interstate or other locations within SA	Released in Part	Exempt – Clause 6(1) – personal affairs
6.	Minister for Human Services	Carolyn Power MP – Member for Elder	13/07/2018	Letter of response to correspondence dated 01/06/2018 - constituent concerns for waiting times for Category 1 housing	Released in Part	Exempt – Clause 6(1) – personal affairs
7.	Minister for Human Services	Carolyn Power MP – Member for Elder	12/09/2018	Letter of response to correspondence dated 16/08/2018 – volunteer rights on behalf of a constituent	Released in Full	
8.	Carolyn Power MP – Member for Elder	Minister for Human Services	16/8/2018	Letter regarding volunteer rights and process while on educational placements	Released in Full	
9.	Minister for Human Services	Carolyn Power MP – Member for Elder	09/08/2018	Letter of response to correspondence dated 01/06/2018 – concerning options for transfer for Housing SA lifetime tenancies to interstate or other locations within SA	Released in Part	Exempt – Clause 6(1) – personal affairs



# CarolynPower MP

MEMBER FOR ELDER

Our Reference: 180335

Hon Michelle Lensink MLC  
Minister for Human Services  
GPO Box 2832  
ADELAIDE SA 5001

By Email: [DHSMinisterforHumanServices@sa.gov.au](mailto:DHSMinisterforHumanServices@sa.gov.au)

Dear Minister

I am writing on behalf of the [REDACTED] Scouts Group regarding their Scout Hall at [REDACTED].

The Scouts group have contacted me to raise their concerns with the [REDACTED]. I understand that the property is run down and in need of repair.

The Scouts have also unfortunately found some used medical needles in the gardens of their Hall (which they suspect has been [REDACTED]) and regularly are subject to the inappropriate behaviour of their neighbours. The group are very concerned as to the safety and wellbeing of the children who attend meetings and gatherings at the Hall.

In response to my constituent's concerns, I would be grateful if you could advise:

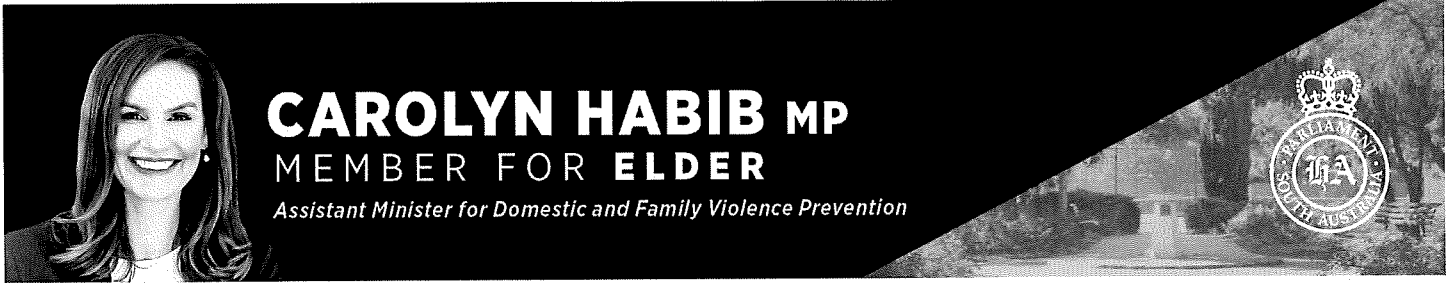
- Of maintenance procedures followed at Housing Trust properties in my electorate?
- What action can be taken regarding the used medical needles discovered at the [REDACTED] Scout Hall?
- Whether a review of the Housing Trust property at [REDACTED] can be undertaken as soon as possible to ensure the safety of children visiting the Scout Hall?

Your attention to this matter is appreciated. Thank you for the incredible work that you are doing to improve services throughout my electorate and South Australia. I look forward to hearing from you in due course.

Yours sincerely

**CAROLYN POWER MP (NEE HABIB)**  
Member for Elder

16 October 2018



Our Reference: 180081

Hon. Michelle Lensink MLC  
Minister for Human Services  
Level 12 South, 1 King William Street  
ADELAIDE SA 5000

By Email: [dhsministerforhumanservices@sa.gov.au](mailto:dhsministerforhumanservices@sa.gov.au)

Dear Minister

I am writing on behalf of my constituent, **Clause 6(1)** concerning waiting times for requests of transfer for Category 1 Housing SA tenants. **Clause 6(1)** and currently resides in a three bedroom Housing SA home and has requested a transfer to a four bedroom home. **Clause 6(1)**

In response to my constituent's concerns, could you please advise on the following:

- What are the current waiting list times for Category 1 Housing SA tenants?
- What is the criteria Housing SA uses to determine transfer requests to larger homes?

Your attention to this matter is appreciated.

Yours sincerely

Carolyn Habib MP  
Member for Elder

1 June 2018



[elder@parliament.sa.gov.au](mailto:elder@parliament.sa.gov.au)



(08) 8271 2956



[www.carolynhabib.com.au](http://www.carolynhabib.com.au)



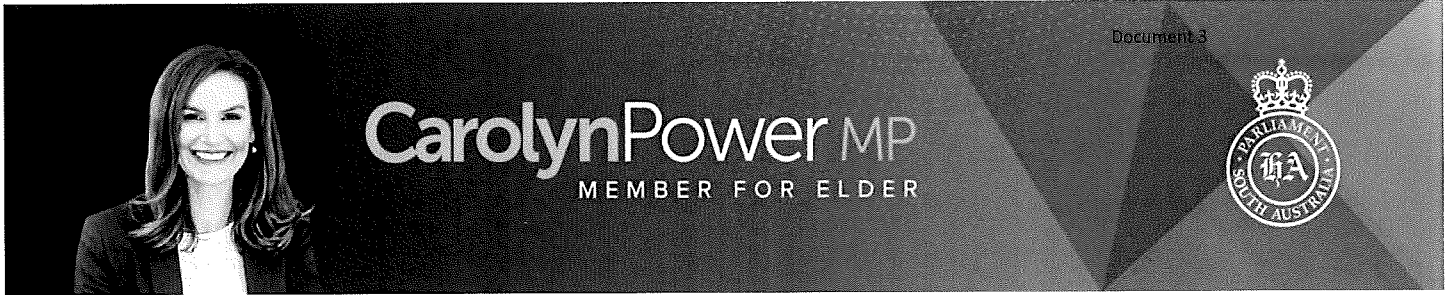
[facebook.com/Carolyn4Elder](https://facebook.com/Carolyn4Elder)



2/212 Belair Road, Hawthorn SA 5062



PO Box 316, Belair Road, Hawthorn SA 5062



Our Reference: 180414

Hon Michelle Lensink MLC  
Minister for Human Services  
GPO Box 2832  
ADELAIDE SA 5001

By Email: [DHSMinisterforHumanServices@sa.gov.au](mailto:DHSMinisterforHumanServices@sa.gov.au)

Dear Minister

I am writing on behalf of my constituent regarding her concerns as a Housing Trust resident.

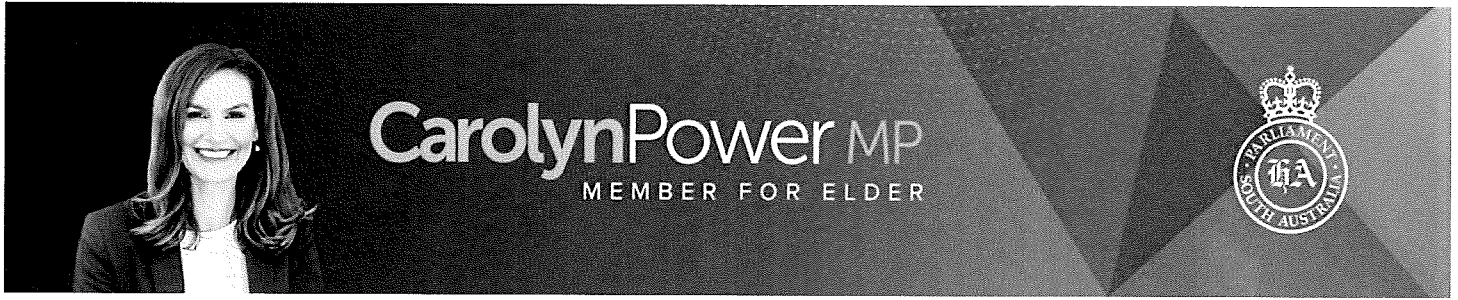
I recently met with my constituent to discuss her ongoing and significant concerns with a neighbouring Housing SA resident.

Mr constituent has advised neighbour regularly **Clause 6(1)**  
**[REDACTED]**. She has been in contact with Housing SA, who have unfortunately been unable to assist her up to this point.

My constituent is deeply concerned for her safety due to the unpredictable and frightening nature of her neighbour's behaviour. She has also reported that the neighbour has positioned cameras and recording devices on his front veranda to capture her movements.

My constituent has recently had her son staying with her at her home as she feels quite unsafe to be on her own.

I have encouraged my constituent to document and record her encounters in the format as utilised by Housing SA. I have also directed her to contact the South Australian Police should she feel unsafe at any time.



However, I would be grateful for any information and advice you could provide regarding the following:

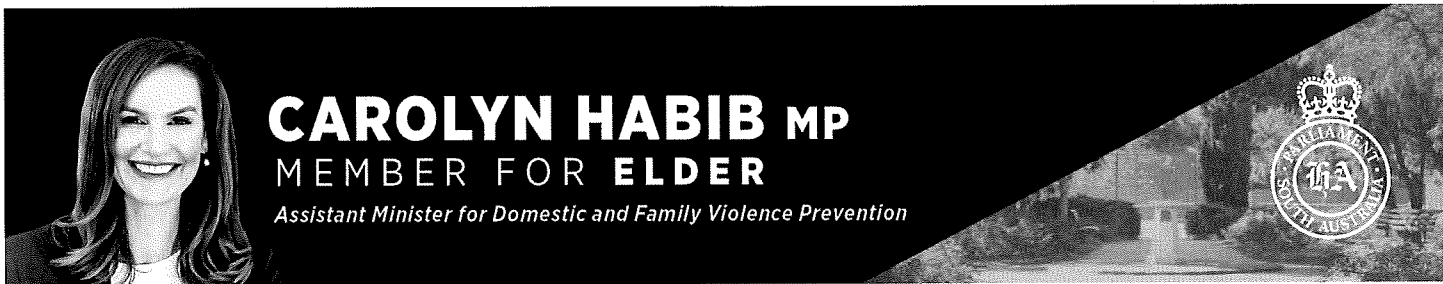
- What action Housing SA can take in these circumstances to ensure the safety of my constituent and other neighbours in the unit block;
- What the Housing SA policy is regarding additional occupancy of housing properties in relation to family guests and;
- What mediation services may be available to my constituent and her neighbour with the hope to resolve these issues.

Thank you for the wonderful work you are doing to improve services and outcomes for residents in my community and South Australia. Your attention to this matter is appreciated. I look forward to hearing from you in due course.

Yours sincerely

**CAROLYN POWER MP (NEE HABIB)**  
Member for Elder

27 November 2018



Our Reference: 180103

Hon. Michelle Lensink MLC  
Minister for Human Services  
Level 12 South  
1 King William Street  
ADELAIDE SA 5000

By Email: [dhsministerforhumanservices@sa.gov.au](mailto:dhsministerforhumanservices@sa.gov.au)

Dear Minister

I am writing on behalf of one of my constituents, who resides in a property managed by Housing SA.

My constituent has requested insulation be installed to assist with retaining heat within the property. He has been advised by Housing SA that there is no provision to provide insulation for his property. The request was lodged by my constituent to assist with his ongoing physical and mental health issues. I have provided a copy of the letter from his doctor as reference.

In response to my constituent's concerns, could you please advise:

- Are there any provisions for Housing SA properties to have insulation installed?
- Any additional policy or action that can be taken to assist my constituent in this matter?

Your attention to this matter is appreciated. I look forward to hearing from you in due course.

Yours sincerely

**CAROLYN HABIB MP**  
Member for Elder  
Assistant Minister for Domestic and Family Violence Prevention

20 June 2018



[elder@parliament.sa.gov.au](mailto:elder@parliament.sa.gov.au)



(08) 8271 2956



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[facebook.com/Carolyn4Elder](https://facebook.com/Carolyn4Elder)

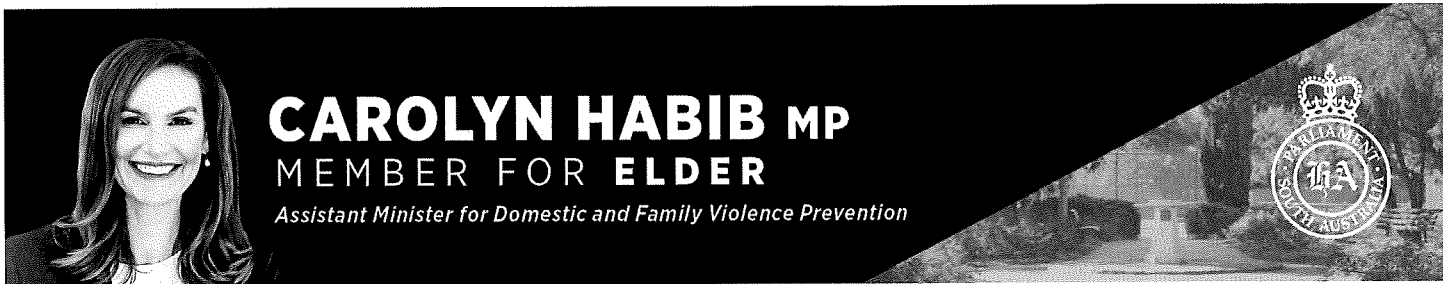


2/212 Belair Road, Hawthorn SA 5062



PO Box 316, Belair Road, Hawthorn SA 5062





Our Reference: 180084

Hon. Michelle Lensink MLC  
Minister for Human Services  
Level 12 South, 1 King William Street  
ADELAIDE SA 5000

By Email: [dhsministerforhumanservices@sa.gov.au](mailto:dhsministerforhumanservices@sa.gov.au)

Dear Minister

I am writing on behalf of my constituent, Clause 6(1) concerning options for transfer for Housing SA lifetime tenancies to interstate or other locations within South Australia.

[REDACTED] has been granted a lifetime housing tenancy with Housing SA and currently resides in [REDACTED] managed property with her daughter. Following an incident in [REDACTED] no longer feel safe within the property. Ms Manning would like to move to a different property within South Australia or pursue options to move to New South Wales.

In response to my constituent's concerns, could you please advise on the following:

- What is the procedure for Housing SA lifetime tenants to request a property transfer and how long are the expected wait times?
- What options are there for tenants to move interstate? Does South Australia have reciprocal rights with Housing NSW?

Your advice and attention to this matter is greatly appreciated.

Yours sincerely

Carolyn Habib MP  
Member for Elder

1 June 2018



[elder@parliament.sa.gov.au](mailto:elder@parliament.sa.gov.au)



(08) 8271 2956



[www.carolynhabib.com.au](http://www.carolynhabib.com.au)



[facebook.com/Carolyn4Elder](https://facebook.com/Carolyn4Elder)



2/212 Belair Road, Hawthorn SA 5062



PO Box 316, Belair Road, Hawthorn SA 5062



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18MSHO/0431  
Your ref: 180081

Ms Carolyn Habib MP  
Member for Elder  
2/212 Belair Road  
HAWTHORN SA 5062

Dear Ms Habib

Thank you for your letter dated 1 June 2018 on behalf of your constituent [redacted] **Clause 6(1)** regarding her public housing transfer registration, current waiting times for Category 1 housing and the transfer criteria.

The South Australian Housing Authority (previously Housing SA) has advised me that [redacted] Category 1 transfer registration was approved on 18 June 2018. SAHA is aware of [redacted] situation. However, it is not possible to predict when a suitable property will become available due to limited stock, particularly four-bedroom houses, and low vacancy rates.

The Housing Authority uses a housing needs test to determine which category a transfer request is placed. For registration as Category 1, the tenant must be considered at risk as defined below:

- they are at risk due to imminent and serious threat to life, health and wellbeing;
- they are not able to access alternative housing options such as a shelter, boarding house or staying with friends;
- their situation cannot be managed another way and it is identified that urgent housing is required.

In addition, their current home must be considered unsuitable in the long term due to at least one tenancy issue as defined below:

- they are involved in an unresolvable neighbourhood dispute
- the type, size or location of their current home is not suitable because of serious, long-term health issues
- their current housing is not suitable or appropriate because of a long-term disability – for example, modifications cannot be completed at the property, or they require extra space for equipment
- they need to be closer to family and social supports
- the property is under occupied, or overcrowded.



I trust this information will assist you to respond to [REDACTED] If you or [REDACTED] have any further queries, I would encourage you to contact Martin Atherton, Operations Manager at the Marion Regional Office on (08) 8208 6228.

Yours sincerely



**Hon Michelle Lensink MLC**  
MINISTER FOR HUMAN SERVICES

13/7 /2018



**Government  
of South Australia**

**Minister for Human Services**

Level 12 South  
1 King William Street  
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18MHS/0729

Ms Carolyn Power MP  
Member for Elder  
PO BOX 316  
MITCHAM SHOPPING CENTRE SA 5062

Dear Ms Habib, */ Carolyn*

Thank you for your letter dated 16 August 2018 regarding volunteer rights, on behalf of one of your constituents.

Further to the conversation between the Ministerial Liaison Officer and Claire from your office on 6 September 2018, I confirm that volunteer rights and process while on educational placements through South Australian Universities does not fall within my portfolio. Both the Department of Education and Attorney Generals Department were engaged upon receipt of your correspondence but were not willing to accept the referral.

My office has been in contact with Flinders University who have confirmed that the Student Policy and Integrity Services is the central lodgement point for all complaints and appeals and can be contacted via email [studentcomplaints@flinders.edu.au](mailto:studentcomplaints@flinders.edu.au) or alternatively you may wish to contact The Office of the Training Advocate who may be in a position to provide advocacy services. They can be contacted on [trainingadvocate@sa.gov.au](mailto:trainingadvocate@sa.gov.au)

With respect to your request regarding current legislation and policies to protect volunteer's rights in SA, further information can be found on the Volunteer Rights and protection website.

<https://www.sa.gov.au/topics/family-and-community/volunteering/rights-and-protection>

The Volunteer Protection Act 2001 addresses concerns that people could be held legally responsible for their actions while doing voluntary work on behalf of an organisation.

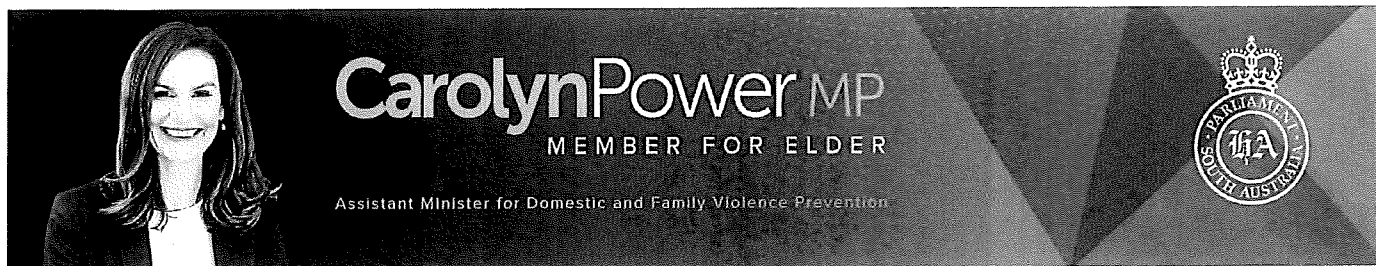
Yours sincerely

*Michelle Lensink*

**Hon Michelle Lensink MLC**  
**MINISTER FOR HUMAN SERVICES**

12/9 /2018





Document 8

Our Reference: 180210

Hon Michelle Lensink MLC  
Minister for Human Services  
Level 12 South  
1 King William Street  
ADELAIDE SA 5000

By Email: [dhsministerforhumanservices@sa.gov.au](mailto:dhsministerforhumanservices@sa.gov.au)

Dear Minister

I am writing on behalf of my constituent, regarding volunteer rights and process while on educational placements through South Australian Universities.

My constituent studied a Master of Social Work at Flinders University. As part of this study, an education work placement was a requirement, and as such, my constituent was placed with Families SA.

I understand that complications arose during his placement which resulted in the termination of employment and subsequent impact on my constituent's degree.

My constituent is concerned that students undertaking these types of volunteer work placements are not adequately covered by current legislation and have limited worker's rights.

In response to my constituent's concerns, I would be grateful for any relevant information and advice regarding current legislation and policies to protect volunteer's rights in South Australia.

Thank you for the incredible work you are doing to improve services within our State. I look forward to hearing from you.

Yours sincerely

**CAROLYN POWER MP (NEE HABIB)**  
Member for Elder

16 August 2018



**Government  
of South Australia**

**Minister for Human Services**

Level 12 South  
1 King William Street  
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18MSHO/0430

Ms Carolyn Habib MP  
Member for Elder  
Assistant Minister for Domestic and Family Violence Protection  
PO Box 316  
Belair Rd,  
HAWTHORN SA 5062

Dear Ms Habib

Thank you for your email on behalf of your constituent, Ms Helen Manning, currently housed in Mitchell Park with Junction Australia (Junction), regarding transfer options to an alternative property

In the first instance, Ms Manning should discuss her situation with her housing provider, Junction, who may be able to facilitate a transfer to a suitable alternative property within their housing portfolio.

If Junction are unable to assist, Ms Manning can contact the SA Housing Authority (or any other community housing provider) to arrange an appointment to be assessed for housing. However, waiting times are determined firstly by need, the most urgent and vulnerable given the highest priority. More information on this process can be found via the website below:

<https://www.sa.gov.au/topics/housing/public-and-community-housing/register-for-public-and-community-housing/registering-for-public-housing>

In terms of moving interstate, there are no reciprocal rights in place for transfer of public housing tenants between states. As such, Ms Manning would need to register for public housing or community housing with NSW housing, which can be done via website: <https://www.facs.nsw.gov.au/housing>.

I trust this information is of assistance to you and Ms Manning.

Yours sincerely

**Hon Michelle Lensink MLC**  
**MINISTER FOR HUMAN SERVICES**

9/8 /2018





**Government  
of South Australia**

**Minister for Human Services**

Level 12 South  
1 King William Street  
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18MSHO/0430

Ms Carolyn Habib MP  
Member for Elder  
Assistant Minister for Domestic and Family Violence Protection  
PO Box 316  
Belair Rd,  
HAWTHORN SA 5062

Dear Ms Habib

Thank you for your email on behalf of your constituent, [REDACTED] currently housed in [REDACTED] regarding transfer options to an alternative property

In the first instance, [REDACTED] should discuss her situation with her housing provider [REDACTED] who may be able to facilitate a transfer to a suitable alternative property within their housing portfolio.

If [REDACTED] are unable to assist, [REDACTED] can contact the SA Housing Authority (or any other community housing provider) to arrange an appointment to be assessed for housing. However, waiting times are determined firstly by need, the most urgent and vulnerable given the highest priority. More information on this process can be found via the website below:  
<https://www.sa.gov.au/topics/housing/public-and-community-housing/register-for-public-and-community-housing/registering-for-public-housing>

In terms of moving interstate, there are no reciprocal rights in place for transfer of public housing tenants between states. As such, [REDACTED] would need to register for public housing or community housing with [REDACTED] which can be done via website: <https://www.facs.nsw.gov.au/housing>.

I trust this information is of assistance to you and [REDACTED]

Yours sincerely

**Hon Michelle Lensink MLC**  
**MINISTER FOR HUMAN SERVICES**

9/8 /2018

