



**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: 19MCOR/0023
Your ref: 7259602/7259606

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 2 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 Kavel, Dan Cregan 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 Kavel, Dan Cregan 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.

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

Documents 1-7 and 10-13 contain personal information in relation to a third party 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

13 / 5 / 2019

SCHEDULE OF DOCUMENTS – 19MCOR/0023/0024

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 Kavel, Dan Cregan MP.*

No	Author	Addressee	Date	Description of document	Determination	Reason
1.	Minister for Human Services	Dan Cregan MP – Member for Kavel	25/02/2018	Minister Signed Response to correspondence - Letter on behalf of constituents regarding the application process for State Government concessions	Released in Part	Exempt – Clause 6(1) – Personal Affairs
2.	Minister for Human Services	Dan Cregan MP – Member for Kavel	09/07/2018	Minister Signed Response to correspondence dated 1 June 2018 – information about the delivery of community services to disadvantaged people in country areas	Released in Part	Exempt – Clause 6(1) – Personal Affairs Exempt – Clause 7(1)(c) – Business Affairs
3.	Dan Cregan MP – Member for Kavel	Minister for Human Services	29/03/218	Letter on behalf of a constituent regarding carer payments for host family placements	Released in Part	Exempt – Clause 6(1) – Personal Affairs
4.	Minister for Human Services	Dan Cregan MP – Member for Kavel	11/06/2018	Minister Signed Response to correspondence dated 29 March 2018 - Letter on behalf of a constituent regarding carer payments for host family placements	Released in Part	Exempt – Clause 6(1) – Personal Affairs
5.	Dan Cregan MP – Member for Kavel	Minister for Human Services	10/04/2018	Letter on behalf of a constituent seeking assistance to find a sibling who was taken into state care	Released in Part	Exempt – Clause 6(1) – Personal Affairs
6.	Minister for Human Services	Dan Cregan MP – Member for Kavel	14/06/2018	Minister signed response on behalf of a constituent seeking assistance to find a sibling who was taken into state care	Released in Part	Exempt – Clause 6(1) – Personal Affairs
7.	Dan Cregan MP – Member for Kavel	Minister for Human Services	21/11/2018	Letter on behalf of a constituent regarding the SA Transport Subsidy Scheme (SATSS)	Released in Part	Exempt – Clause 6(1) – Personal Affairs
8.	Dan Cregan MP – Member for Kavel	Minister for Human Services	09/11/2019	Letter on behalf of constituents regarding homelessness and housing security issues in Mount Barker	Released in Full	
9.	Minister for Human Services	Dan Cregan MP – Member for Kavel	03/01/2019	Minister Signed Response to correspondence – Letter regarding rough sleepers and people experiencing homelessness in Mount Barker	Released in Full	
10.	Dan Cregan MP – Member for Kavel	Minister for Human Services	16/04/2018	Thank you Letter and Invitation to a BBQ	Refused in Full	Exempt - Clause 6(1) – Personal Affairs
11.	Dan Cregan MP – Member for Kavel	Minister for Human Services	23/04/2018	Letter on behalf of a constituent regarding waiting times for DHS screening checks	Released in Part	Exempt – Clause 6(1) – Personal Affairs

SCHEDULE OF DOCUMENTS – 19MCOR/0023/0024

No	Author	Addressee	Date	Description of document	Determination	Reason
12.	Minister for Human Services	Dan Cregan MP – Member for Kavel	11/06/2018	Minister Signed Response to correspondence – Letter on behalf of a constituent regarding waiting times for DHS screening checks	Released in Part	Exempt – Clause 6(1) – Personal Affairs
13.	Dan Cregan MP – Member for Kavel	Minister for Human Services	22/01/2019	Letter on behalf of constituents regarding the application process for State Government concessions	Released in Part	Exempt – Clause 6(1) – Personal Affairs



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19MHS/0050

Mr Dan Cregan MP
Member for Kavel
48 Hutchinson Street
MOUNT BARKER SA 5251

Dear Mr Cregan *Don*

Thank you for your letter on behalf of [REDACTED] regarding their feedback on the application process for State Government concessions.

In response to your correspondence, ConcessionsSA staff telephoned [REDACTED] provided feedback on the difficulty they experienced navigating the website information regarding household concessions. [REDACTED] also noted some difficulty in applying for motor vehicle registration concessions, administered by the Department of Planning, Transport and Infrastructure.

At the time of your correspondence, [REDACTED] had applied to ConcessionsSA for only the Emergency Services Levy (fixed property) remission. I am pleased to advise that ConcessionsSA staff were able to process [REDACTED] water and sewerage concessions and their Cost of Living Concession, over the telephone. I understand that [REDACTED] will contact ConcessionsSA at a later time to provide some further information regarding their energy account details to finalise their energy concession.

ConcessionsSA currently has a number of initiatives underway to simplify the application process and improve the experience for customers. ConcessionsSA will be seeking feedback from customers on their experience with the Hotline and application process. ConcessionsSA would like to [REDACTED] to be involved in this process and will contact them at a later time to determine their interest.

Thank you for bringing this matter to my attention.

Yours sincerely

Michelle Lensink

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

25 / 2 / 2019





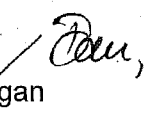
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18MHS/0451

Mr Dan Cregan MP
Member for Kavel
48 Hutchinson St
MOUNT BARKER SA 5251


Dear Mr Cregan

Thank you for your email dated 1 June 2018 requesting information about the delivery of community services to disadvantaged people in country areas prior to your meeting with [REDACTED]

ac.care

Ac.care is a not-for-profit non-government organisation established in 1986 by country people, with their head office in Mount Gambier. Ac.care serves the Adelaide Hills, Limestone Coast, Murraylands and Riverland communities in South Australia. The work of ac.care includes:

- 188 low-income homes (for homelessness clients or those in community housing)
- Aboriginal services
- Community Centres (Millicent, Mount Gambier, Waikerie) delivering adult community education, access to agencies such as Centrelink and Service SA
- Emergency Relief
- Family Relationship Centre in Mount Gambier
- Family support/counselling services
- Financial counselling/low interest loans
- Foster care recruitment and support
- Residential services to children and young people under the Guardianship of the Minister.

In 2017-18, the Department of Human Services allocated a total of \$3,415,148 to ac.care across the portfolio areas of Aboriginal Program Funding, Affordable Living Programs, Family and Community Development, and Specialist Homelessness Services. A summary of funding is detailed below:



Clause 7(1)(c)

Government policies on community services to disadvantaged people in country areas

The Treasurer of South Australia, Hon Rob Lucas MLC, on behalf of the Premier of South Australia, Hon Steven Marshall MP, articulated the following commitments in a response to the South Australian Council of Social Services on 8 March 2018:

- a focus on prevention and early intervention for children coming into care approached with a whole of community and whole of government response
- a focus on assisting Aboriginal families and communities to keep children safe in culturally appropriate ways
- support for continuation of the agreed principles for funding of the not-for-profit (NFP) sector articulated through the *Department of Premier and Cabinet Circular 044 - South Australian Funding Policy for the NFP Sector*. This includes support for new indexation arrangements and the development of standardised contracts.

The Department of the Premier and Cabinet (DPC) Early Intervention Research Directorate (EIRD)

DPC is currently leading work on early intervention for children. The establishment of EIRD came about through a recommendation of *The Life They Deserve: Child Protection Systems Royal Commission report* (2016) report. EIRD will consider evidence-based knowledge in the planning and evaluation of services for early intervention and prevention of child abuse and neglect. This will help to focus the work of family support and early intervention services in relation to its priority groups, cultural responsiveness and evidence-informed practice.

Recently, EIRD conducted a number of desktop evaluations of services which highlighted a number of issues arising across government and non-government service providers. In particular, issues identified included: target group creep

(misalignment of service model to client group); lack of cultural competency; lack of workforce capabilities including matching workforce to service model; and lack of contract specificity and enforcement. EIRD is working with government and non-government service providers across government to address these identified areas.

EIRD will be actively involving Aboriginal representatives, leaders and key partners to ensure engagement is meaningful and system reforms are culturally inclusive.

The South Australian Not-For-Profit Funding Rules and Guidelines (SANFRAG)

SANFRAG is a suite of reforms relating to the provision of funding to the Not for Profit (NFP) sector which encompasses *DPC Circular 044 – South Australian Funding Policy for the Not for Profit Sector* and includes:

- new NFP funding agreement templates developed by the Crown Solicitor's Office; and
- the development of new standardised indexation for funding agreements.

DPC Circular 044 provides a whole of government approach that aims to support and strengthen collaborative partnerships between government and the NFP sector. It is based on best practice principles for government and NFP funding relationships.

In 2017, the Community Services Division of the Department of Human Services introduced a process with service providers of one program taking into account the best practice principles within *DPC Circular 044*. It involved a formal review process for the program (the Community Services Support Program) of multi-year contracts coming up for renewal, which provides an opportunity for better results for individuals and communities. This process asked service providers to provide information, including:

- their assessment of community needs;
- their linkages to community assets/strengths;
- how they plan to align service provision to local collective impact initiative goals and/or how they plan to improve service provision to address areas of persistent disadvantage; and
- any intended improvements/refinements to the service model.

As a result, a number of future program improvements were negotiated with all service providers, including (but not limited to):

- refinement of service models based on best available evidence;
- service delivery being informed by client/participant expressed feedback and aspirations;
- greater focus on clients from areas of persistent disadvantage as per the ABS population health area data;
- introduction of a benchmark for number of clients per year;
- introduction of Targets for % of Aboriginal clients and % of Culturally and Linguistically Diverse clients, including clients from New Emerging Communities;

- improved collaboration with other agencies to achieve better outcomes for common clients;
- better alignment to collective impact initiatives in South Australia (collective impact is an internationally recognised methodology for addressing complex social problems through harnessing collective effort involving community members, local organisations, businesses and all tiers of government); and
- introduction of requirement for service providers to share relevant data with the community.

Grants SA

The Department of Human Services' Grants SA program provides grants of up to \$50,000 for one-off projects that aim to improve community participation, wellbeing and quality of life for South Australians. This information may be beneficial for ac.care if they request further government funding to support their services.

Further information about Grants SA is available at <https://dhs.sa.gov.au/grantssa> or by contacting the department's Grants Team on 1300 650 985 or via email grantssa@sa.gov.au.

The following online resources also provide information about other funding opportunities:

- GRANTassist - www.grantassist.sa.gov.au - provides up-to-date information on South Australian Government assistance and programs for communities, clubs and individuals
- Community Grants Hub - www.communitygrants.gov.au - provides a current list of grant opportunities from the Australian Commonwealth Government.

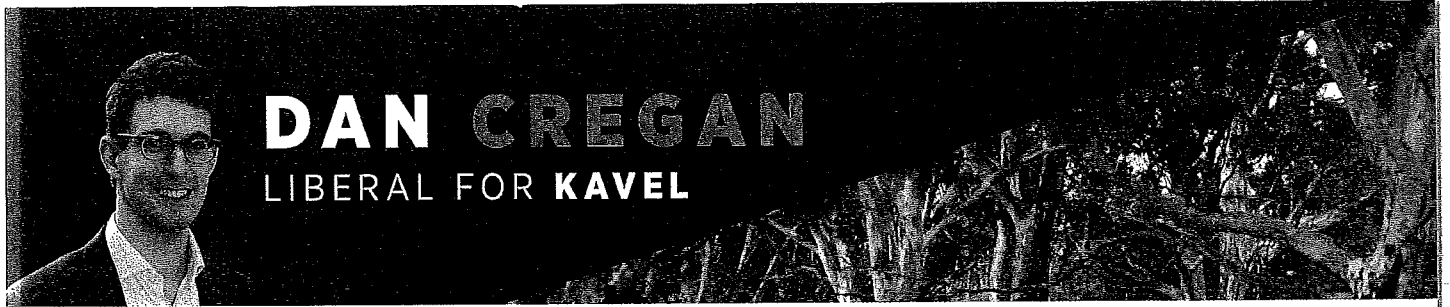
Thank you for writing to me regarding this matter, and I trust that this information will be helpful in regards to your meeting with ac.care.

Yours sincerely



Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

9 / 7 / 2018



06 APR 2018

Document 3

Hon Michelle Lensink MLC
State Minister for Human Services
Parliament House
North Terrace
ADELAIDE SA 5000

Dear Minister

Re Carer Payments for Host Family Placements – [REDACTED]

I write to raise with you serious concerns held by my community, and in particular [REDACTED] as to whether the National Disability Insurance Agency may cease to fund care payments for Therapeutic Host Family Care.

Background

[REDACTED] provides Therapeutic Host Family Care to [REDACTED] was subject to a guardianship order until age 18. State Disability Services have continued to fund [REDACTED] out of home care package through Life Without Barriers. I am informed that Life Without Barriers and [REDACTED] care team recognise that he requires ongoing Therapeutic Host Family Care and that, while a transition to independent living may at some point be possible and desirable, it is not presently possible or desirable.

I enclose with this correspondence a detailed and very useful letter I have received from [REDACTED] circumstances.

Matters for Advice

We seek your urgent advice and guidance in relation to whether [REDACTED] Therapeutic Host Family Care will be—

1. Funded by the NDIS under NDIS Support Item [REDACTED] or a similar reference number;
2. The scope and nature of any payments as may ultimately be available for [REDACTED] care;



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Po Box 1414, Mt Barker SA 5251

3. Any other arrangements as may be put in place to transition Therapeutic Host Family Care generally to the NDIS system;
4. Any state funding which may continue and the nature and scope of that funding.

The present lack of clarity in respect of future payments for Therapeutic Host Family Care is causing great anxiety. Accordingly, and so that I may offer timely support to [REDACTED] and to my community generally, I would be most grateful for any advice and guidance within 45 days.

Yours sincerely



DAN CREGAN MP
Member for Kavel

29 March 2018

[REDACTED]



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Minister for Human Services

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18MDIS/0307

Mr Dan Cregan MP
PO Box 1414
MOUNT BARKER SA 5251

Dear Mr Cregan */ Dan,*

Thank you for your letter dated 29 March 2018 on behalf of your constituent, [REDACTED] regarding host family placements under the National Disability Insurance Scheme (NDIS). [REDACTED] concerns with me in writing, and I have responded to her directly.

While the NDIS is the responsibility of the Federal Government, my office is able to make enquiries on behalf of South Australian participants.

At present, the National Disability Insurance Agency (NDIA) does not fund services provided by a carer to someone living in the carer's home. Therefore, to ensure the stability of these placements, the Department for Human Services (DHS) is continuing to make carer payments when people in existing placements transition to the NDIS.

DHS is currently working with the NDIA and the Commonwealth Government's Department of Social Services on an evidence-informed resolution that would allow for an ongoing host family carer program within the NDIS. I expect the NDIA to provide further advice on this in the near future.

Thank you for raising this issue with me and I trust this information is of assistance.

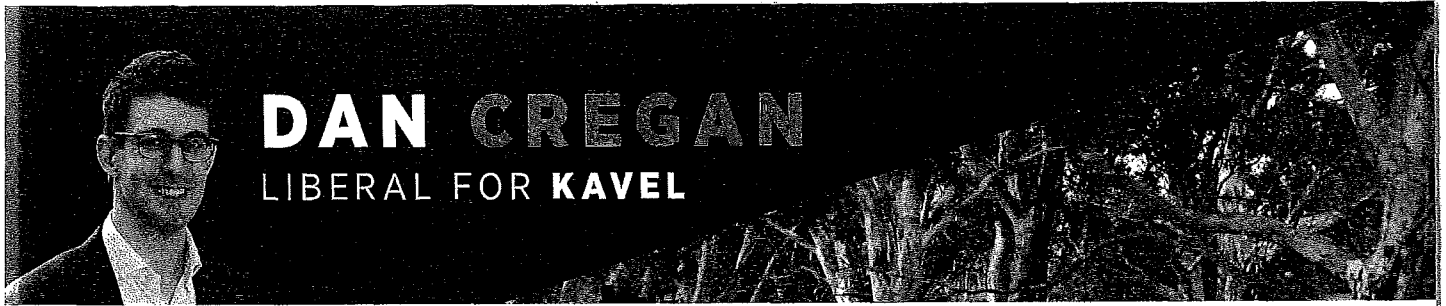
Yours sincerely

Michelle Lensink

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

11/6 /2018





Document 5

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

Our Reference: 180025

Dear Minister

A constituent [REDACTED] has contacted me seeking assistance to find his [REDACTED]
[REDACTED]

I am informed that [REDACTED] was taken into state care many years ago and that [REDACTED]
[REDACTED] in about June 2016.

[REDACTED] has contacted me in the hope that your Department may be able to assist him
with his search to find his [REDACTED]

Your advice in relation to this matter is appreciated.

Yours sincerely

DAN CREGAN MP
Member for Kavel

10 April 2018



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18MDIS/0348

Mr Dan Cregan MP
PO Box 1414
MOUNT BARKER SA 5251

Dear Mr Cregan *Dan,*

Thank you for your letter on behalf of your constituent, [REDACTED] requesting assistance from Disability SA to locate [REDACTED]

While I do appreciate it is difficult to find relatives when contact has been lost over the years, Disability SA has a duty of care to their clients to maintain confidentiality at all times. As such, Disability SA advises they are unable to disclose details as to whether [REDACTED] is a client of their service.

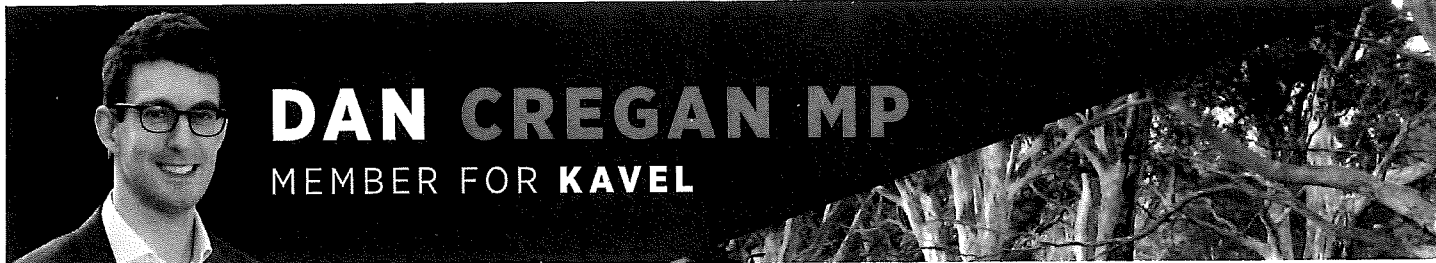
Yours sincerely

Michelle Lensink

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

14/6 /2018





Document 7

Our reference: 180478

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



Dear Minister

RE: [REDACTED] – Taxis Subsidy

I have been contacted by [REDACTED] within my electorate [REDACTED]

[REDACTED] provides ongoing care to her [REDACTED] who has an intellectual disability. I am informed that [REDACTED] is unable to read or write and lacks any real situational awareness. She is unable to interpret complex directions. Accordingly, [REDACTED] is unable to use public transport.

An application was recently made on [REDACTED] to continue to access the South Australian Transport Subsidy Scheme (SATSS) for taxis. In a letter dated 17 September 2018, [REDACTED] SATSS Administrator has advised [REDACTED] that –

Based on the information provided regarding your impairment(s) and your current functional capacity to use public transport, you have been assessed as no longer eligible for SATSS at this time.

I am informed that [REDACTED] has received a subsidy since 1999 and there has been no improvement in [REDACTED] functional capacity. Understandably, [REDACTED] seeks an urgent review of this decision.

I understand that [REDACTED] has contacted the Department and received advice that the subsidy is only available to recipients with a physical disability.

I would be grateful for your advice in relation to this important matter.

Yours sincerely

DAN CREGAN MP
Member for Kavel

21 November 2018



08 8391 5599



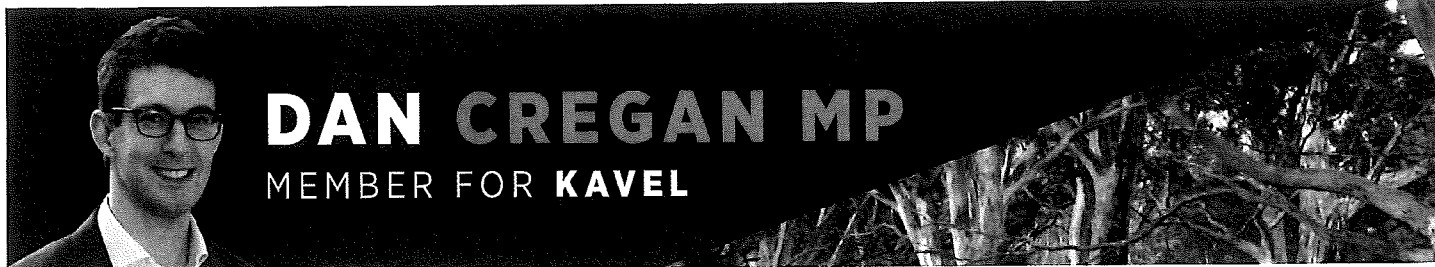
kavel@parliament.sa.gov.au



www.dancregan.com.au



48 Hutchinson Street, Mount Barker SA 5251



Document 8

Our reference: 180456

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



Dear Minister

RE: Homelessness and Housing Security Issues

I have been contacted by a number of residents concerned by the number of people sleeping rough in Mount Barker.

I understand that housing and homelessness services in South Australia will receive \$118 million per year under the recently signed National Housing and Homelessness Agreement between the State and Federal governments (*the Agreement*). Pursuant to the Agreement, I am advised that the Federal Government will contribute \$108 million and the State Government will contribute \$9.6 million towards homelessness funding, providing help to some of the state's most vulnerable people.

I am further advised that the Agreement will improve access to affordable, safe and sustainable housing across the housing spectrum by supporting those in need including vulnerable families, low income households and people at risk of homelessness. The State Government will partner with sector and community stakeholders to co-design a future housing and homelessness strategy.

I would be grateful for your advice on how the Agreement will be implemented and whether it will be possible to increase the level of services to better support those sleeping rough or at risk of homelessness in Mount Barker.

Yours sincerely

DAN CREGAN MP
Member for Kavel

9 November 2018

Enc:



08 8391 5599



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48 Hutchinson Street, Mount Barker SA 5251



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18MHA/0298

Mr Dan Cregan MP
Member for Kavel
48 Hutchinson Street
MOUNT BARKER SA 5251

Dear Mr Cregan *Dan*

Thank you for your letter regarding rough sleepers and people experiencing homelessness in Mount Barker.

The National Housing and Homelessness Agreement (NHHA) commenced on 1 July 2018 and commits \$540 million of funding over five years to the housing and homelessness sector in South Australia. NHHA aims to contribute to improving access to affordable, safe and sustainable housing, including homelessness prevention and intervention and to support social and economic participation.

SA Housing Authority (SAHA) funds two specialist homelessness services through NHHA that provide services in Mount Barker. The Murray Mallee and Adelaide Hills Domestic Violence Service, delivered by Centacare, supported 439 clients across the service region in 2017-18 with crisis, transitional and supportive accommodation and case management services.

The Southern Country Generic Homelessness Service, delivered by Anglican Community Care, which services Murray Bridge and the Adelaide Hills supported 414 clients across the service region with transitional and supportive accommodation and case management services.

A total of 63 rough sleepers from the entire region received support from these services. The combined funding for these services for the 2018-19 financial year will be over \$1.4 million.

SAHA will be partnering closely with key stakeholders to develop a new State Housing and Homelessness Strategy. The system-wide strategy will consider current housing challenges and set a future vision for housing for South Australians.

All stakeholders, including the wider community, will have the opportunity to participate in the engagement process to shape the new strategy in 2019. I welcome your constituents' contributions during this consultation process.

Yours sincerely

A handwritten signature in cursive script that reads "Michelle Lensink".

Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

3 / 1 / 2018



DAN CREGAN MP

MEMBER FOR KAVEL



Document 11

Our reference: 180045

Hon. Michelle Lensink MLC
Minister for Human Services
PO BOX 2832
ADELAIDE SA 5001



Dear Minister

RE: Waiting Times for DHS Screening Checks

A local early learning centre (**ELC**) director, [REDACTED] has contacted me regarding the waiting times for Department of Human Services (**DHS**) screening checks.

[REDACTED] has informed me that the policy at her ELC states that an individual cannot work without a DHS screening check being completed in order to protect the children in their care.

I am informed that an employee at the ELC lodged her paperwork four weeks prior to her previous check expiring but is still waiting for the DHS to approve the check. I am further informed that another employee had to wait 3 months for her check to be approved.

The lengthy delays in processing applications affects the operation of the ELC as [REDACTED] is required to find replacement educators for those who are unable to work.

[REDACTED] has asked me to raise her concerns with you in the hope that action can be taken to reduce the waiting times for DHS screening checks.

I would be grateful for your advice in relation to this important matter.

Yours sincerely

DAN CREGAN MP
Member for Kavel

23 April 2018



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18MHS/0245

Hon Dan Cregan MP
Member for Kavel
PO Box 1414
MOUNT BARKER SA 5251

Dear Mr Cregan 

Thank you for your letter on behalf of your constituent, Early Learning Centre Director, [REDACTED] regarding the time taken to process Department for Human Services (DHS) screening checks.

The time taken to process screening applications depends on the relevance, complexity and amount of any relevant background information identified during the screening in relation to an applicant. This includes any relevant criminal history information and information from courts, police agencies or other sources.

If no risk is identified requiring further assessment, the turnaround time to obtain a clearance is usually within three weeks. Most applicants will receive a clearance within this timeframe for a straightforward check.

However, if an applicant's name registers as a match in any of the databases assessed by the DHS Screening Unit, or there is relevant criminal history, processing the application may take longer. Time taken to obtain relevant information from other agencies across Australia, including police agencies or further information from the applicant can delay the finalisation of an application.

In these cases, the processing time will depend on the relevance, complexity, and amount of information to be assessed.

As your letter does not identify individual employee names, it is not possible to provide information around individual circumstances. However, should you supply the employees' names, I'd be happy to seek further clarification from my Department.



This Government is committed to reducing current wait times for screening clearances. Many improvements to screening processes are continuing to reduce the time it takes to get a check completed. I am monitoring this work closely to ensure applications are processed in a timely manner and with minimal impact on individuals and employers.

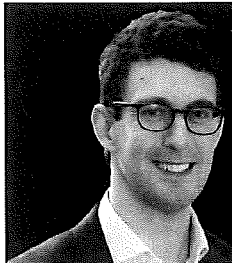
I trust this information assists you in responding to [REDACTED]

Yours sincerely



Hon Michelle Lensink MLC
MINISTER FOR HUMAN SERVICES

11 / 6 / 2018



DAN CREGAN MP

MEMBER FOR KAVEL

Document 13

Our reference: 190026

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



Michelle

Dear Minister

RE: Application process for State Government concessions

I have been contacted by [REDACTED] regarding the application process for State Government concessions.

[REDACTED] have recently applied for a number of State Government concessions. I am informed that [REDACTED] found the application process to be confusing and difficult to understand. [REDACTED] have informed me that they believe that the application process should be simplified.

I would appreciate your advice in relation to this matter.

Yours sincerely

DAN CREGAN MP
Member for Kavel

22 January 2019



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