

Sackley, Pip

From: Wilson, Sharon
Sent: Friday, 14 March 2014 3:44 PM
To: Petrelli, John
Subject: RE: Complaint - Customer service [SEC=UNCLASSIFIED]

JP

Thanks – appreciate your help.

Sharon Wilson | Ipswich Regional Director
Ipswich HMC | Defence Housing Australia
Shop 12 Yamanto Shopping Centre
CNR Warwick Road and Powells Road Yamanto QLD 4305
Tel: 07 [REDACTED] | Mobile: [REDACTED]
email: [REDACTED]@dha.gov.au | www.dha.gov.au

From: Petrelli, John
Sent: Friday, 14 March 2014 2:43 PM
To: Wilson, Sharon
Subject: RE: Complaint - Customer service [SEC=UNCLASSIFIED]

Hi Sharon

Added couple minor things. By the way Ryan Van Engelen knew about this case as well and has already spoken to DRH about it so it won't come as a shock to them.

John Petrelli | National Client Relations Manager
Property & Tenancy Services | Defence Housing Australia

26 Brisbane Avenue Barton ACT 2612
Tel: 02 [REDACTED] | Fax 02 6222 2220
Mob: [REDACTED]
email: [REDACTED]@dha.gov.au

From: Wilson, Sharon
Sent: Friday, 14 March 2014 2:57 PM
To: Petrelli, John
Subject: FW: Complaint - Customer service [SEC=UNCLASSIFIED]

JP

Can you please cast your eyes over this please – I want to get it exactly right as he is very pedantic.

[REDACTED]

Your email has been forwarded to me as the Ipswich Regional Director for response.

The requirement for the members on RA to provide a rental receipt is part of the RA administration process undertaken by DHA under its contract with Defence. The Services Agreement and Allocations and Tenancy Management contracts between DHA and Defence are high level documents which do not contain the specific process level detail that you are seeking to clarify.

These agreements are controlled commercial-in-confidence documents which I am unable to provide. Should you wish to submit an FOI request the links below provide information on how to lodge an application.

<http://www.dha.gov.au/about-us/customer-relations/freedom-of-information>

foi@dha.gov.au

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I understand that this requirement has been the subject of discussion and review by DRH in recent years but remains unchanged. Unless directed by Defence to the contrary, DHA will continue to seek supporting documentation for the payment and cessation of RA allowance.

If you require further documentation on this requirement you will need to contact the DRH direct.

Sharon Wilson | Ipswich Regional Director
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Shop 12 Yamanto Shopping Centre
CNR Warwick Road and Powells Road Yamanto QLD 4305
Tel: 07 [REDACTED]
email [REDACTED]@dha.gov.au | www.dha.gov.au

From: [REDACTED]
Date: 12 March 2014 10:13:02 am AEST
To: "Morrow, Kim" <[REDACTED]@dha.gov.au>
Subject: RE: Complaint - Customer service [SEC=UNCLASSIFIED]

UNCLASSIFIED

Kim,

I feel you may misunderstand the situation.

An simple apology would have accepted as a suitable response; however the response received states "I am sorry that we did not get off on the right foot in our initial conversation". This is not an apology for any action or behaviour, specifically as it does not state the behaviour for which was inappropriate; at best its a statement that it was not a positive encounter. The least of which I would expect would be an acknowledgement that it is not appropriate to hang up on a customer seeking further information! This is further compounded by the subsequent statement "*It is unfortunate that you were not aware that you already had the signed lease and the receipt necessary to commence your RA.*" which I can only infer in the intent of this statement to mean 'it is unfortunate you are an idiot for not realising you had the documents you needed'. This is despite the fact that the the receipt I did have was clearly explained during the telephone conversation and the subsequent email complaint which stated "*As discussed, the initial rent receipt could be provided; however it does not state the dates it covers*" and therefore does not comply with DHA 'policy'. As such, I do not see how the the response from Sue Wise could be considered an apology. As a result, it was not an apology that escalated the situation; but a distinct lack of respect for a customer, a subsequent insinuation and an answer that relied on a policy which was not provided (except to the extent it is stated on an application form).

Nonetheless, an apology at this point would be somewhat meaningless given the preceding correspondence from both Sue Wise and yourself which at best offer platitudes that 'it could have been done better'. Indeed neither of your responses actually mention hanging up on a customer.

In relation to the 'policy' (as described by Sue Wise) or the 'contractual requirement' between Defence and DHA (as described by you), please provide a copy of the policy or contract. If you are unable or unwilling to complete this request, please provide sufficient information for me to request this information through the Freedom of Information Act (such as the name of the contract, the date it was signed, the parties it was signed by, who is in possession of the contract or where is contract currently held). As you have 'confirmed' this as a contractual requirement, I presume you have sighted this document recently in order to provide such a response.

Regards,

[REDACTED]

[REDACTED]

"Few will have the greatness to bend history itself, but each of us can work to change a small portion of events. It is from numberless diverse acts of courage and belief that human history is shaped. Each time a man stands up for an ideal, or acts to improve the lot of others, or strikes out against injustice, he sends forth a tiny ripple of hope, and crossing each other from a million different centers of energy and daring those ripples build a current which can sweep down the mightiest walls of oppression and resistance." - Robert F. Kennedy

From: Morrow, Kim [mailto:[REDACTED]@dha.gov.au]
Sent: Tuesday, 11 March 2014 14:47
To: [REDACTED]
Subject: FW: Complaint - Customer service

Good afternoon [REDACTED]

Your complaint has been escalated to me for response. Firstly, I would like to confirm that your RA has been processed and completed, and should be in your pay of 27/3/2014, and backdated to your date of occupancy.

I have spoken to Sue Wise about the telephone conversation that you refer to and she has expressed regret at her frustration in being unable to satisfactorily answer your queries. She has requested that I pass on her apologies for being unable to reach a positive outcome and suitable answers to your questions on the phone. She initially responded to your complaint in an attempt to clear up the misunderstanding that had occurred, and thought that you would not require the complaint to be escalated as the matter had been resolved. However, she now agrees that her initial apology only served to further aggravate the situation. This was certainly not her intent.

In regards to your original request about the rental agreement not being sufficient evidence for RA commencement I can confirm that it is a contractual requirement between defence and DHA for the supply of a rental statement. In this instance the Ipswich housing allocation team have implemented the policies correctly as per defence specifications. If you

disagree or wish to have further clarification as to why this policy is in place you can refer this to policy.inquiry@defence.gov.au.

Trusting that this adequately addresses the issues raised in your complaint regarding customer service and policy.

Kind Regards

Kim Morrow | Property and Tenancy Manager

Ipswich HMC | Defence Housing Australia
Shop 12 Yamanto Shopping Centre
CNR Warwick Road and Powells Road Yamanto QLD 4305
Tel: 07 [REDACTED] | Mobile: [REDACTED]
email: [REDACTED]@dha.gov.au | www.dha.gov.au

From: [REDACTED]
Sent: Tuesday, 25 February 2014 4:18 PM
To: Wise, Sue
Subject: RE: Complaint [SEC=UNCLASSIFIED]

UNCLASSIFIED

Sue,

It is unfortunate that that the most basic level of customer services skills could not be afforded by the customer relations officer of a branch. Equally so, that you would consider that it is appropriate to answer a complaint which you are the subject of.

The receipt, to the extent required by DHA, was not in my possession (as explained in the email below) and was sought after you decided it was appropriate to hang up on me. The receipt I did have (and was sent to you on 21/02/14) was from the online banking receipt transferring funds to the account stipulated on the lease. I acquired the detailed receipt required by DHA simply because its easier to do so than deal with a problematic person and delay the approval of the application. The core of my question was why a receipt to this extent required, which your response does not address. You have simply stated 'its required because its on the form'.

The purpose of the inquiry was simply to understand why it was necessary for an initial rent receipt to the detail required by DHA as the lease provides legal basis for payment of the allowance pursuant to PACMAN. Because it appeared unnecessary, I did not want to seek another receipt from the real estate. This was a simple inquiry that only occurred because I was already on the phone to you in relation to submitting an application and was not an issue. Any simple response would have been sufficient to avoid this issue such as:

- Its our policy at the moment, but I will forward your feedback to head office for consideration; or
- The reason we require additional information is people have forged leases before and this receipt verifies the information (or whatever the actual reason for this requirement is); or
- I'm not sure why its required but I can see if I can find out for you; or
- Maybe we don't need it, but there is a process to follow in order to change our internal requirements and I am unable to change that in time to process your application; or
- Just about any other response other than hang up.

Please pass this response to your next level supervisor or advise the appropriate address to send this complaint.

I do look forward to a positive relationship with DHA; however this experience with your branch has only reinforced the negative perception of DHA and the service it provides.

Regards,

[REDACTED]

[REDACTED]

[REDACTED]

“Few will have the greatness to bend history itself, but each of us can work to change a small portion of events. It is from numberless diverse acts of courage and belief that human history is shaped. Each time a man stands up for an ideal, or acts to improve the lot of others, or strikes out against injustice, he sends forth a tiny ripple of hope, and crossing each other from a million different centers of energy and daring those ripples build a current which can sweep down the mightiest walls of oppression and resistance.” - Robert F. Kennedy

From: Wise, Sue [mailto:[REDACTED]@dha.gov.au]
Sent: Tuesday, 25 February 2014 15:17
To: [REDACTED]
Subject: RE: Complaint [SEC=UNCLASSIFIED]

Good afternoon [REDACTED]

I am sorry that we did not get off on the right foot in our initial conversation. It is unfortunate that you were not aware that you already had the signed lease and the receipt necessary to commence your RA. The requirement for a receipt stating the dates is outlined in the paper version of the RA application and the online RA application form. It is not a PACMAN reference, but rather part of the internal policy that is agreed between DHA and Defence as to how we conduct our business.

Thanks for providing all the information required in order for us to process your RA. We will get this done in time to meet pay cut-off of 13/3/2014. We are unable to change your categorisation in the system without creating a new case for you – this is what we are doing now.

We will send you a letter outlining your RA amounts, once completed, and hope we can look forward to a good working relationship in the future.

Thanks and regards

Sue

Sue Wise | Housing Team Leader

Ipswich HMC | Defence Housing Australia
Shop 12 Yamanto Shopping Centre

CNR Warwick Road and Powells Road Yamanto QLD 4305

Tel: 07 [REDACTED] | Fax: 02 6222 2203

email: [REDACTED]@dha.gov.au | www.dha.gov.au

Applying for Rent Allowance? Apply the no fuss way using DHA's Online Services DHA Online Services Available 24 hours a day, 7 days a week.

From: [REDACTED]
Sent: Friday, 21 February 2014 11:00 AM
To: Ipswich Housing
Subject: Complaint [SEC=UNCLASSIFIED]

UNCLASSIFIED

To whom it may concern,

Please explain why it is appropriate for a team leader to hang up on a Defence member who is seeking further information in relation to the requirements?

This incident occurred through a routine inquiry to submit an RA application as:

- The website would not function through the DRN;
- My marital status was incorrectly recorded despite recent interactions in the past two weeks to have this corrected; and
- Using a mobile to submit the application froze during the process.

On contacting the Ipswich office, your advisor (Sue Wise) stated that she required an initial rent receipt to state the dates which that amount covered. This is not a requirement of PACMAN, nor is it covered in DHA online guidance. The online guidance for what is required states:

- A copy of the full lease document (or a Member/Owner statement form for private arrangements), and
- The initial rent receipt or tenant payment ledger.

As discussed, the initial rent receipt could be provided; however it does not state the dates it covers. As it is the initial rent receipt, which can be checked by reviewing the lease and ensuring it matches the payment details, I fail to see why it would require these further details. When I requested further detail on the policy that required this further detail, your agent became abrupt, argumentative and hung up.

I would note that your agent specifically stated to 'just go and get a tenant ledger from the real estate'. However as the lease was only signed on Wednesday afternoon and the initial payment made subsequently, this is not yet available. As the lease is to take effect as of next Thursday the 27th and the Defence pay system has a lead time in order to process payments. I would seek to complete this application ASAP.

I fail to see why DHA cannot assist in this matter, nor how this behaviour is acceptable in a professional organisation.

Regards,

[REDACTED]

[REDACTED]

[REDACTED]

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intmr02.dha.gov.au[6431820]

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intmr02.dha.gov.au[6592177]

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Sackley, Pip

From: Wilson, Sharon
Sent: Friday, 14 March 2014 3:44 PM
To: Wise, Sue
Subject: FW: Complaint - Customer service [SEC=UNCLASSIFIED]

JP's amendments are below.

Sharon Wilson | Ipswich Regional Director
Ipswich HMC | Defence Housing Australia
Shop 12 Yamanto Shopping Centre
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Tel: 07 [REDACTED] Mobile: [REDACTED]
email [REDACTED]@dha.gov.au | www.dha.gov.au

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From: [REDACTED]
Date: 12 March 2014 10:13:02 am AEST
To: "Morrow, Kim" <[REDACTED]@dha.gov.au>
Subject: RE: Complaint - Customer service [SEC=UNCLASSIFIED]

UNCLASSIFIED

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Sent: Tuesday, 11 March 2014 14:47

To: [REDACTED]

Subject: FW: Complaint - Customer service

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Kim Morrow | Property and Tenancy Manager

Ipswich HMC | Defence Housing Australia
Shop 12 Yamanto Shopping Centre
CNR Warwick Road and Powells Road Yamanto QLD 4305
Tel: 07 [REDACTED] Mobile: [REDACTED]
email: [REDACTED]@dha.gov.au | www.dha.gov.au

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Sent: Tuesday, 25 February 2014 4:18 PM
To: Wise, Sue
Subject: RE: Complaint [SEC=UNCLASSIFIED]

UNCLASSIFIED

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Please pass this response to your next level supervisor or advise the appropriate address to send this complaint.

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Regards,

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Sent: Tuesday, 25 February 2014 15:17
To: [REDACTED]
Subject: RE: Complaint [SEC=UNCLASSIFIED]

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We will send you a letter outlining your RA amounts, once completed, and hope we can look forward to a good working relationship in the future.

Thanks and regards

Sue

Sue Wise | Housing Team Leader

Ipswich HMC | Defence Housing Australia
Shop 12 Yamanto Shopping Centre

CNR Warwick Road and Powells Road Yamanto QLD 4305

Tel: 07 3 [REDACTED] | Fax: 02 6222 2203

email [REDACTED]@dha.gov.au | www.dha.gov.au

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From: [REDACTED]
Sent: Friday, 21 February 2014 11:00 AM
To: Ipswich Housing
Subject: Complaint [SEC=UNCLASSIFIED]

UNCLASSIFIED

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- The website would not function through the DRN;
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I fail to see why DHA cannot assist in this matter, nor how this behaviour is acceptable in a professional organisation.

Regards,

[REDACTED]

[REDACTED]

[REDACTED]

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Sackley, Pip

From: Wilson, Sharon
Sent: Friday, 14 March 2014 4:20 PM
To: [REDACTED]
Cc: Wise, Sue; Morrow, Kim; [REDACTED]
Subject: Request for clarification of rental allowance policy

[REDACTED]

Your email has been forwarded to me as the Ipswich Regional Director for response.

The requirement for members commencing RA to provide a rental receipt is part of the RA administration process undertaken by DHA under its contract with Defence. The Services Agreement and Allocations and Tenancy Management contracts between DHA and Defence are high level documents which do not contain the specific process level detail that you are seeking to clarify.

These agreements are controlled commercial-in-confidence documents which I am unable to provide. Should you wish to submit an FOI request the links below provide information on how to lodge an application.

<http://www.dha.gov.au/about-us/customer-relations/freedom-of-information>

foi@dha.gov.au

The requirement for the rental receipt is part of the RA administration process. The Directorate of Relocations and Housing (DRH) within the Department of Defence requires DHA to provide this rental receipt as part of its audit and fraud control process in order to properly acquit the allowance payment. For this reason the initial rent receipt is required from the agent/owner providing all of the information outlined on the Application for Rent Allowance including the amount of rental and period of payment.

I understand that this requirement has been the subject of discussion and review by DRH in recent years but remains unchanged. Unless directed by Defence to the contrary, DHA will continue to seek supporting documentation for the payment and cessation of RA allowance.

If you require further documentation on this requirement you will need to contact the DRH direct.

Regards

Sharon Wilson | Ipswich Regional Director
 Ipswich HMC | Defence Housing Australia
 Shop 12 Yamanto Shopping Centre
 CNR Warwick Road and Powells Road Yamanto QLD 4305
 Tel: 07 [REDACTED]
 email: [REDACTED]@dha.gov.au | www.dha.gov.au

From: Morrow, Kim
Sent: Wednesday, 12 March 2014 12:08 PM
To: Wilson, Sharon; Wise, Sue
Subject: Fwd: Complaint - Customer service [SEC=UNCLASSIFIED]

Begin forwarded message:

From: [REDACTED]
Date: 12 March 2014 10:13:02 am AEST

To: "Morrow, Kim" <[REDACTED]@dha.gov.au>
Subject: RE: Complaint - Customer service [SEC=UNCLASSIFIED]

UNCLASSIFIED

Kim,

I feel you may misunderstand the situation.

An simple apology would have accepted as a suitable response; however the response received states "I am sorry that we did not get off on the right foot in our initial conversation". This is not an apology for any action or behaviour, specifically as it does not state the behaviour for which was inappropriate; at best its a statement that it was not a positive encounter. The least of which I would expect would be an acknowledgement that it is not appropriate to hang up on a customer seeking further information! This is further compounded by the subsequent statement "*It is unfortunate that you were not aware that you already had the signed lease and the receipt necessary to commence your RA.*" which I can only infer in the intent of this statement to mean 'it is unfortunate you are an idiot for not realising you had the documents you needed'. This is despite the fact that the the receipt I did have was clearly explained during the telephone conversation and the subsequent email complaint which stated "*As discussed, the initial rent receipt could be provided; however it does not state the dates it covers*" and therefore does not comply with DHA 'policy'. As such, I do not see how the the response from Sue Wise could be considered an apology. As a result, it was not an apology that escalated the situation; but a distinct lack of respect for a customer, a subsequent insinuation and an answer that relied on a policy which was not provided (except to the extent it is stated on an application form).

Nonetheless, an apology at this point would be somewhat meaningless given the preceding correspondence from both Sue Wise and yourself which at best offer platitudes that 'it could have been done better'. Indeed neither of your responses actually mention hanging up on a customer.

In relation to the 'policy' (as described by Sue Wise) or the 'contractual requirement' between Defence and DHA (as described by you), please provide a copy of the policy or contract. If you are unable or unwilling to complete this request, please provide sufficient information for me to request this information through the Freedom of Information Act (such as the name of the contract, the date it was signed, the parties it was signed by, who is in possession of the contract or where is contract currently held). As you have 'confirmed' this as a contractual requirement, I presume you have sighted this document recently in order to provide such a response.

Regards,

[REDACTED]

[REDACTED]

"Few will have the greatness to bend history itself, but each of us can work to change a small portion of events. It is from numberless diverse acts of courage and belief that human history is shaped. Each time a man stands up for an ideal, or acts to improve the lot of others, or strikes out against injustice, he sends forth a tiny ripple of hope, and crossing each other from a million different centers of energy and daring those ripples build a current which can sweep down the mightiest walls of oppression and resistance." - Robert F. Kennedy

Sackley, Pip

From: Wilson, Sharon
Sent: Tuesday, 18 March 2014 10:04 AM
To: Morrow, Kim; Wise, Sue
Cc: [REDACTED]
Subject: FW: Request for information under the Freedom of Information Act [SEC=UNCLASSIFIED]
Attachments: Complaint [SEC=UNCLASSIFIED]

FYI

Sharon Wilson | Ipswich Regional Director
Ipswich HMC | Defence Housing Australia
Shop 12 Yamanto Shopping Centre
CNR Warwick Road and Powells Road Yamanto QLD 4305
Tel: 07 [REDACTED] Mobile: [REDACTED]
email: [REDACTED]@dha.gov.au | www.dha.gov.au

From: Freedom of Information
Sent: Tuesday, 18 March 2014 9:02 AM
To: Wilson, Sharon
Subject: FW: Request for information under the Freedom of Information Act [SEC=UNCLASSIFIED]

Dear Sharon

DHA has received a Freedom of Information request, from [REDACTED] regarding all documentation created on or after Friday 21 February 2014 that relates to the member. He has requested any correspondence from or between you, Sue Wise, Kim Morrow and [REDACTED]

As per the Freedom of Information Act, DHA has 30 days after the day the request was received to provide a response to [REDACTED]. However, I will require the information as soon as possible to ensure I have enough time to consult with any 3rd parties and to investigate possible exemptions, if any.

If you could please provide a complete copy of the documents after the submission of his complaint it would be very much appreciated.

Should you have any questions please do not hesitate to contact me.

Kind regards

Pip

Pip Sackley
Executive Officer
Governance and Company Secretary's Office
Defence Housing Australia

26 Brisbane Avenue Barton ACT 2600
Tel: 02 [REDACTED] | Fax: 02 6222 2262
[REDACTED]@dha.gov.au | www.dha.gov.au

Sackley, Pip

From: Wilson, Sharon
Sent: Tuesday, 18 March 2014 10:11 AM
To: Freedom of Information
Subject: RE: Request for information under the Freedom of Information Act [SEC=UNCLASSIFIED]

Pip

A lot of this material is already in the complaints system – CMP 9734.

It should not take us long to pull all the information requested together.

Cheers

Sharon Wilson | Ipswich Regional Director
Ipswich HMC | Defence Housing Australia
Shop 12 Yamanto Shopping Centre
CNR Warwick Road and Powells Road Yamanto QLD 4305
Tel: 07 [REDACTED] | Mobile: [REDACTED]
email: [REDACTED]@dha.gov.au | www.dha.gov.au

From: Freedom of Information
Sent: Tuesday, 18 March 2014 9:02 AM
To: Wilson, Sharon
Subject: FW: Request for information under the Freedom of Information Act [SEC=UNCLASSIFIED]

Dear Sharon

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If you could please provide a complete copy of the documents after the submission of his complaint it would be very much appreciated.

Should you have any questions please do not hesitate to contact me.

Kind regards

Pip

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