

**Netting, Jason**

**From:** Netting, Jason  
**Sent:** Friday, 11 July 2014 9:03 AM  
**Subject:** How was your DHA investment experience?



Good Morning.

As a part of DHA's ongoing commitment to improved service, it is important for us to get feedback from you as a lessor.

This is in respect to your DHA contracted sales consultant and the level of service you received during the purchasing phase of your DHA investment property. Understanding your time is important, I have generated a list of 6 questions which can be answered on a simple 1-10 scale. (10 being most satisfied)  
Your anonymous responses will also be used towards final performance measurement in 2013-2014 FY for your sales consultant.  
Please feel free to comment, though it is not necessary. Thank you in advance and I am looking forward to your responses.

QUESTION	RATING
1. How would you rate the level of service you received from your sales consultant?	

	2. How would you rate the communication between your sales consultant and yourself?	
	3. How would you rate your sales consultant in respect to keeping you informed in the whole process?	
	4. How would you rate your consultant in being up front and knowledgeable about DHA?	
	5. Overall how would you rate your experience with your sales consultant?	
	6. How likely is it that you would recommend DHA to a friend or colleague?	

Kind Regards,

**Jason Netting** | National Sales Manager  
 Sales & Portfolio Management | Defence Housing Australia  
 26 Brisbane Avenue Barton ACT 2600  
 Tel: 02 6270 6072 | Fax: 02 6222 2269 | Mobile: [REDACTED]  
[jason.netting@dha.gov.au](mailto:jason.netting@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

**Netting, Jason**

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**From:** Netting, Jason  
**Sent:** Wednesday, 20 August 2014 1:59 PM  
**To:** Carton, Daniel  
**Subject:** Net Promoter Score for [REDACTED]

Hi Dan,

As discussed, the reason that a Net Promoter Score bonus has not been paid for [REDACTED] is there has not been an acceptable amount of responses.

The minimum amount required was 15, currently [REDACTED] only has 7.

Kind Regards,

**Jason Netting** | National Sales Manager  
Sales & Portfolio Management | Defence Housing Australia  
26 Brisbane Avenue Barton ACT 2600  
Tel: 02 6270 6072 | Fax: 02 6222 2269 | Mobile: [REDACTED]  
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**Netting, Jason**

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**From:** Netting, Jason  
**Sent:** Wednesday, 6 August 2014 11:39 AM  
**To:** [REDACTED]  
**Subject:** Net Promoter Score

Hi Everyone,

I would like to let you all know that your Net Promoter Score bonus' will be paid this month.

In short the scoring and comments were excellent!

Over the next few days I will piece together all of the anonymous comments and provide them to you.

Kind Regards,

**Jason Netting** | National Sales Manager  
Sales & Portfolio Management | Defence Housing Australia  
26 Brisbane Avenue Barton ACT 2600  
Tel: 02 6270 6072 | Fax: 02 6222 2269 | Mobile: [REDACTED]  
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**Netting, Jason**

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**From:** Carton, Daniel  
**Sent:** Tuesday, 2 September 2014 3:43 PM  
**To:** Netting, Jason  
**Subject:** RE: [REDACTED] - Net Promoter Score bonus

Approved

**Dan Carton** | Head of Sales & Portfolio Management  
**Defence Housing Australia**

26 Brisbane Avenue Barton ACT 2600  
Tel: 02 6270 6039 | Fax: 02 6222 2269 | Mob: [REDACTED]  
[daniel.carton@dha.gov.au](mailto:daniel.carton@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

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**From:** Netting, Jason  
**Sent:** Tuesday, 2 September 2014 3:29 PM  
**To:** Carton, Daniel  
**Subject:** [REDACTED] - Net Promoter Score bonus

Hi Dan,

I am seeking your approval to pay the Net Promoter Score bonus for [REDACTED].

Currently the verbal marks that have been set in respect to respondents, though the ones that have, the overall score is good.

I will be sending out a new email to lessors shortly to gain further feedback, please advise.

Kind Regards,

**Jason Netting** | National Sales Manager  
Sales & Portfolio Management | Defence Housing Australia  
26 Brisbane Avenue Barton ACT 2600  
Tel: 02 6270 6072 | Fax: 02 6222 2269 | Mobile: [REDACTED]  
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**Netting, Jason**

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**From:** Netting, Jason  
**Sent:** Tuesday, 5 August 2014 3:50 PM  
**To:** [REDACTED]  
**Subject:** RE: [REDACTED] July payments

Hi Ingrid,

Could you please remove Net Promoter Score bonus, not enough information has been gathered for this yet.

Could you please add in Performance Bonus of \$9,000 for reaching 36 mil

Kind Regards,

**Jason Netting** | National Sales Manager  
Sales & Portfolio Management | Defence Housing Australia  
26 Brisbane Avenue Barton ACT 2600  
Tel: 02 6270 6072 | Fax: 02 6222 2269 | Mobile: [REDACTED]  
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**From:** [REDACTED]  
**Sent:** Friday, 1 August 2014 4:48 PM  
**To:** Tyrrell, Sarah; Netting, Jason  
**Cc:** Wood, Rochelle  
**Subject:** [REDACTED] July payments

Hi Sarah and Jason

I have attached [REDACTED] July commissions invoice as well as the net promoter invoice.

As we do not have access to settlement information please advise if there are any changes thank you.

**Netting, Jason**

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**From:** Carton, Daniel  
**Sent:** Thursday, 14 August 2014 1:04 PM  
**To:** Netting, Jason  
**Subject:** RE: Payment of [REDACTED] invoice

Approved

Thanks  
Dan

**Dan Carton** | Head of Sales & Portfolio Management  
**Defence Housing Australia**

26 Brisbane Avenue Barton ACT 2600  
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[daniel.carton@dha.gov.au](mailto:daniel.carton@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

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**From:** Netting, Jason  
**Sent:** Thursday, 14 August 2014 1:03 PM  
**To:** Carton, Daniel  
**Subject:** Payment of [REDACTED] Invoice

Hi Dan,

As discussed regarding [REDACTED] and her claim via the Fair Work Commission and the outstanding [REDACTED] invoice.

I have received verbal confirmation from Minter Ellison of ok to pay the invoice for [REDACTED]. They believe as our position is quite clear - [REDACTED] was a contracted sales consultant and not an employee therefore to pay the invoice.

Please confirm that you are happy for the invoice to be paid.

Kind Regards,

**Jason Netting** | National Sales Manager  
Sales & Portfolio Management | Defence Housing Australia  
26 Brisbane Avenue Barton ACT 2600  
Tel: 02 6270 6072 | Fax: 02 6222 2269 | Mobile: [REDACTED]  
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## Netting, Jason

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**From:** Netting, Jason  
**Sent:** Thursday, 21 August 2014 8:06 AM  
**To:** [REDACTED]  
**Subject:** RE: [REDACTED] July payments

Hi [REDACTED]

DHA have all intentions of paying the invoices for [REDACTED] you are referring to.

DHA's entire payment system is currently down. Once this is rectified payments will be processed.

As previously advised, not enough data has been gathered for a Net Promoter score as yet.

Could you please inform [REDACTED] that as he is not the specified under the signed 2013-2014 contract for [REDACTED] [REDACTED] DHA will no longer be responding to any form of correspondence from him.

Sarah Tyrrell has also requested that she is not sent or cc'd into any further emails.

Kind Regards,

**Jason Netting** | National Sales Manager  
 Sales & Portfolio Management | Defence Housing Australia  
 26 Brisbane Avenue Barton ACT 2600  
 Tel: 02 6270 6072 | Fax: 02 6222 2269 | Mobile: [REDACTED]  
[jason.netting@dha.gov.au](mailto:jason.netting@dha.gov.au) | [www.dha.gov.au](http://www.dha.gov.au)

**From:** [REDACTED]  
**Sent:** Wednesday, 20 August 2014 8:36 AM  
**To:** Netting, Jason; Tyrrell, Sarah  
**Cc:** Wood, Rochelle  
**Subject:** Re: [REDACTED] July payments

Jason & Sarah,

I refer to the below emails and [REDACTED] unpaid invoices for July settlement commissions and subsequent Performance Bonus for reaching \$36m.

Why have these invoices not been paid within 14 days of receipt (July 1 & July 5), as required under the terms of the contract covering sales in FY14?

Given that you, Jason, requested [REDACTED] submit the \$9k bonus invoice and thus acknowledged receipt of her commissions invoice, DHA's failure to either dispute or pay these invoices clearly indicates continued intimidation and adverse action against [REDACTED]

Furthermore, we understand that all agents, bar [REDACTED] have received the Net Promoter Score bonus for last year, can you please explain why [REDACTED] has not, as this demonstrates discrimination and further adverse action against [REDACTED] on the part of DHA.

As DHA will be appearing before the Fair Work Commission next week in relation to these matters, we are astonished that DHA would act so blatantly.



I expect a prompt response today with clarification of DHA's position, or we will be adding this to the other matters before the Fair Work Commission and the courts.

Regards,



Begin forwarded message:

**From:** "Netting, Jason" <jason.netting@dha.gov.au>  
**Subject:** RE: [REDACTED] July payments  
**Date:** 5 August 2014 3:50:29 pm AEST  
**To:** [REDACTED]

Hi [REDACTED]

Could you please remove Net Promoter Score bonus, not enough information has been gathered for this yet.

Could you please add in Performance Bonus of \$9,000 for reaching 36 mil

Kind Regards,

**Jason Netting** | National Sales Manager  
Sales & Portfolio Management | Defence Housing Australia  
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**From:** [REDACTED]  
**Sent:** Friday, 1 August 2014 4:48 PM  
**To:** Tyrrell, Sarah; Netting, Jason  
**Cc:** Wood, Rochelle  
**Subject:** [REDACTED] July payments

Hi Sarah and Jason

I have attached [REDACTED] July commissions invoice as well as the net promoter invoice.

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