

NSW Ambulance
Government Information (Public Access) Act 2009
Annual reporting 2016/17

1. Review of proactive release program - Clause 7(a)

The NSW Ambulance program for the proactive release of information involves the regular review by the Right to Information Officer of information produced by the agency to identify whether it can be proactively released. This includes a review of new and updated policy directives and operating procedures, new publications, and an overview of corporate information. The most accessible way for the public to access this information continues to be via the NSW Ambulance website.

NSW Ambulance will soon be releasing the NSW Ambulance Year in Review 2016/17 and updated Fact Sheets. Regular information has also been published in the form of latest news (Hot Topics), Frequently Asked Questions (Charges and Fees), community awareness and education programs, health messages, Community Sirens and NSW Ambulance media releases.

In addition, with over 90,550 Facebook, 27,500 Twitter, and 11,000 Instagram followers, NSW Ambulance regularly posts a variety of information on these sites which both informs and educates the community, with posts such as the 2017 Appreciation Day reaching more than 200,000 individuals. During 2016/17, the following items were published via a range of mediums including the NSW Ambulance website, Community Sirens Magazines and NSW Ambulance's social media accounts:

- New Helicopter contracts and bases - Southern Zone contract launch between NSW Ambulance and Toll
- Northern zone contract launch between NSW Ambulance and Westpac Rescue Helicopter
- Launch of Belmont Helicopter Base
- Launch of Lismore Helicopter Base
- NSW Ambulance Staff Wellbeing & Resilience Summit (2016)
- Bureau of Health Information figures – Quarter 1 & 2
- NSW Upper House Parliamentary Inquiry into Emergency Services
- Paramedic Response Network (PRN) activation including Bankstown , Kogarah, Blacktown and Liverpool
- PRN site announcements – Haberfield
- NSW Ambulance Kempsey station opening
- Wear it Purple day
- RU OK? Day
- Regional Ambulance Infrastructure Reconfiguration (RAIR) program site announcements and updates
- Roll out of RAIR's blended staffing model at Coolamon Ambulance Station
- Volunteers and Community First Responders Conferences
- NSW Ambulance communication education programs
- NSW Ambulance Graduation 2016
- New Year's Eve operational wrap-up
- Recruitment campaigns for paramedic and control centre staff
- Winter community campaign *Is Your Urgency an Emergency?*
- Paramedic Ambulance Service Medal, bravery and community service awards, Order of Australia presentation

- Community recipient awards, e.g. NSW Ambulance Commendation for Courage (Community) Award and Star Awards
- NSW Ambulance station profiles
- NSW Ambulance participation in community events, e.g. Bstreetsmart, U-Turn the Wheel, Royal North Shore and Liverpool Hospitals PARTY program, Red Cross Emergency Service Challenge, Pride of Australia Awards, Triple Zero (000) Heroes, patient/paramedic reunions, Take Heart Australia Day, Pride of Australia Awards, Rotary NSW Emergency Services Awards, Young Drivers Expo
- NSW Ambulance health safety campaigns, e.g. 2016 winter flu, wild weather, horse riding, City 2 Surf, Christmas holiday safety, rural residents don't drive yourself to hospital, hot weather health warnings
- Mardi Gras 2017
- Volunteer Training
- Medical Team training
- Flight Nurse training
- Rescue Paramedic training
- Special Operations Team (SOT) training
- Anzac Day
- Remembrance Day 2016
- Close The Gap Day 2017
- Commissioner's station visits
- Sydney Royal Easter Show
- White Ribbon Day
- Schoolies 2016
- KidZFix Charity Rally
- Council of Ambulance Authorities Awards
- MOUs with six after-hours services
- Lucas 2 trial

2. Number of access applications received – Clause 7(b)

During the reporting period, our agency received a total of **64** formal access applications (including withdrawn applications but not invalid applications).

3. Number of refused applications for Schedule 1 information – Clause 7(c)

During the reporting period, **no** formal access applications were refused by NSW Ambulance because the information requested was information referred to in Schedule 1 to the GIPA Act.

4. Statistical information about access applications – Clause 7(d) and Schedule 2

Table A: Number of applications by type of applicant and outcome*								
	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	2	1	0	0	0	1	0	0
Members of Parliament	1	0	0	0	0	0	0	0
Private sector business	1	0	0	0	0	0	0	0
Not for profit organisations or community groups	0	0	0	0	0	0	0	0
Members of the public (application by legal representative)	14	18	0	3	3	0	0	1
Members of the public (other)	20	2	0	1	0	2	0	0

*More than one decision can be made in respect of a particular access application. If so, a recording must be made in relation to each such decision. This also applies to Table B.

Table B: Number of applications by type of application and outcome								
	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications*	34	19	0	3	2	1	0	1
Access applications (other than personal information applications)	4	1	0	1	0	2	0	0
Access applications that are partly personal information applications and partly other	1	0	0	0	1	0	0	0

*A **personal information application** is an access application for personal information (as defined in clause 4 of Schedule 4 to the Act) about the applicant (the applicant being an individual).

Table C: Invalid applications

Reason for invalidity	Number of applications
Application does not comply with formal requirements (section 41 of the Act)	4
Application is for excluded information of the agency (section 43 of the Act)	0
Application contravenes restraint order (section 110 of the Act)	0
Total number of invalid applications received	4
Invalid applications that subsequently became valid applications	4

**Table D: Conclusive presumption of overriding public interest against disclosure:
matters listed in Schedule 1 of the Act**

	Number of times consideration used*
Overriding secrecy laws	0
Cabinet information	0
Executive Council information	0
Contempt	0
Legal professional privilege	0
Excluded information	0
Documents affecting law enforcement and public safety	0
Transport safety	0
Adoption	0
Care and protection of children	0
Ministerial code of conduct	0
Aboriginal and environmental heritage	0

**More than one public interest consideration may apply in relation to a particular access application and, if so, each such consideration is to be recorded (but only once per application). This also applies in relation to Table E.*

**Table E: Other public interest considerations against disclosure:
matters listed in table to section 14 of the Act**

	Number of occasions when application not successful
Responsible and effective government	0
Law enforcement and security	0
Individual rights, judicial processes and natural justice	20
Business interests of agencies and other persons	0
Environment, culture, economy and general matters	0
Secrecy provisions	0
Exempt documents under interstate Freedom of Information legislation	0

Table F: Timeliness

	Number of applications
Decided within the statutory timeframe (20 days plus any extensions)	64
Decided after 35 days (by agreement with applicant)	1
Not decided within time (deemed refusal)	0
Total	65

Table G: Number of applications reviewed under Part 5 of the Act (by type of review and outcome)

	Decision varied	Decision upheld	Total
Internal review	0	0	0
Review by Information Commissioner*	0	0	0
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
Total	0	0	0

*The Information Commissioner does not have the authority to vary decisions, but can make recommendation to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made.

Table H: Applications for review under Part 5 of the Act (by type of applicant)

	Number of applications for review
Applications by access applicants	0
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0