

NSW Ambulance
Government Information (Public Access) Act 2009
Annual reporting 2015/16

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.

During the reporting period, NSW Ambulance reviewed this program by looking at the type of information being requested and viewing the disclosure log for the type of information being released. There were no multiple requests identified that related to the same (non-personal) information, and that could be considered for proactive release. The NSW Ambulance Right to Information Policy Directive indicates the need for compliance with the requirements of the GIPA Act for the proactive release of government information. NSW Ambulance senior managers are asked to consider publishing any additional information concerning our primary functions and operations. All staff are encouraged to take the initiative and notify their managers about any information prepared in the course of their duties which would be appropriate to publish on the NSW Ambulance website.

As a result of the most recent review, we released the NSW Ambulance Year in Review 2014/15, additional Fact Sheets, and response performance figures for the previous financial year. Regular information was also published in the form of latest news (Hot Topics), Frequently Asked Questions (Charges and Fees), community awareness and education programs, health messages; Community Sirens newsletter (monthly), and NSW Ambulance media releases.

In addition, with over 81,950 Facebook, 22,600 Twitter, and 7940 Instagram followers, NSW Ambulance regularly posts a variety of information on these sites which both informs and educates the community. During 2015/16, items published in Community Sirens, on the NSW Ambulance website, and on social media included the following:

- National Volunteer Appreciation Week
- Volunteers and Community First Responders Conference
- Thank a Paramedic Day
- 2015 Graduation
- Appreciation Day
- NSW flood updates
- Deployment to WA and Tasmania fires
- AUSMAT contingent to assist in Fiji following cyclone
- NSW Ambulance communication education programs
- NSW Ambulance Graduation
- New Year's Eve operational wrap-up
- NSW Health Awards
- Opening of new Bega Station
- Paramedic assault campaign
- Recruitment campaigns for paramedic and control centre staff

- Winter community campaign *Is Your Urgency an Emergency?*
- Control Centre community campaign *No Excuse for Triple Zero (000) Abuse*
- 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 2016
- Volunteer Training
- Medical Team training
- Flight Nurse training
- Rescue Paramedic training
- Special Operations Team (SOT) training
- Anzac Day
- Sydney Siege Anniversary
- Remembrance Day 2015
- Police Remembrance Day 2015
- Close The Gap Day and NAIDOC Week 2015
- Commissioner's station visits
- Paramedic Response Network, e.g. announcement of four additional superstations, \$73 million budget announcement
- Rural Ambulance Infrastructure Reconfiguration, e.g. \$16.5 million budget announcement, construction on track for completion of Wagga Wagga Station
- Sydney Royal Easter Show
- White Ribbon Day
- Schoolies 2015
- KidZFix Charity Rally.

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

During the reporting period, our agency received a total of **66** 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	3	1	0	0	0	1	0	1
Members of Parliament	1	0	0	1	0	0	0	0
Private sector business	0	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)	5	10	0	3	1	0	0	3
Members of the public (other)	23	6	1	1	3	1	0	2

*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*	28	13	0	3	3	1	0	4
Access applications (other than personal information applications)	4	4	0	2	1	1	0	2
Access applications that are partly personal information applications and partly other	0	0	1	0	0	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)	3
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	3
Invalid applications that subsequently became valid applications	3

**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	5
Law enforcement and security	0
Individual rights, judicial processes and natural justice	14
Business interests of agencies and other persons	1
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)	0
Not decided within time (deemed refusal)	0
Total	64

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	2	1	3
Review by Information Commissioner*	0	1	1
Internal review following recommendation under section 93 of Act	0	0	0
Review by ADT	0	0	0
Total	2	2	4

*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	3
Applications by persons to whom information the subject of access application relates (see section 54 of the Act)	0