



SA Ambulance Service  
205 Greenhill Road  
Eastwood SA 5063  
GPO Box 3  
Adelaide SA 5001  
Tel 1300 136 272  
Fax 08 8271 4844  
ABN 42 875 540 856  
www.saambulance.com.au

[Redacted]

Dear [Redacted]

I am writing in relation to your application made under the *Freedom of Information Act 1991* (the FOI Act) received on 30 April 2021 seeking a copy of:

*“SA Ambulance Performance Data Reports including the below data;*

- *Monthly Metropolitan Emergency Crew Utilisation*
- *Monthly Metropolitan Emergency Crew Crib Performance for late and missed Crib Breaks*
- *Monthly Triple Zero Call Volume vs % Answered in 10 Seconds*
- *Monthly Response Time Performance (Priority 1, Priority 2)*
- *Monthly Response Time Target Performance (Priority 3, 4 & 5)*
- *Monthly Lost Hours due to Transfer of Care Delays (Ramping)*
- *Monthly Overtime & Dropped Shifts reports for Career Emergency Operations (Country & Metropolitan)*
- *Monthly Overtime & Dropped Shift reports for Emergency Operations Centre”*

I apologise for the delay in responding to your application.

We have undertaken a comprehensive search of SA Ambulance Service (SAAS) files and found that six (6) documents exist within the scope of your application. The documents are identified in the attached schedule.

I note that response time performance is only recorded by SAAS for the Adelaide Metropolitan Region and urban centres with a population greater than 10,000 as at the 2016 Census of Population and Housing.

Documents 1, 2, 3, 4, 5, & 6

I have determined these documents should be released in full.

#### Appeal Rights

If you are dissatisfied with this determination, you are entitled to exercise your rights of review and appeal as outlined in the attached fact sheet. Should you have any enquiries in relation to this matter, please do not hesitate to contact the Freedom of Information Officer on (08) 8274 0305 or email [Health.SAASFOI@sa.gov.au](mailto:Health.SAASFOI@sa.gov.au).

#### Freedom of Information Disclosure Log

In accordance with the requirements of Premier and Cabinet Circular PC045, details of the documents to which you are given access to may be published on SAAS’s Freedom of Information Disclosure Log.

The Disclosure Log is published online on our website. Non-electronic copied of the Log can be obtained by contacting our Freedom of Information Officer on (08) 8274 0305 or email [Health.SAASFOI@sa.gov.au](mailto:Health.SAASFOI@sa.gov.au).

Individuals will be able to request a copy of all documents provided to you as part of your application's determination. This includes the determination letter which was sent to you. Your personal details, such as your name and address, will be reacted and not released.

Yours sincerely



Robert Cox  
**Accredited Freedom of Information Officer**  
SA Ambulance Service

18 May 2022

Enc. Document Schedule  
Freedom of Information: Your Rights to Review and Appeal

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## DOCUMENT SCHEDULE

## Freedom of Information application by [REDACTED]

“SA Ambulance Performance Data Reports including the below data;

- *Monthly Metropolitan Emergency Crew Utilisation*
- *Monthly Metropolitan Emergency Crew Crib Performance for late and missed Crib Breaks*
- *Monthly Triple Zero Call Volume vs % Answered in 10 Seconds*
- *Monthly Response Time Performance (Priority 1, Priority 2)*
- *Monthly Response Time Target Performance (Priority 3, 4 & 5)*
- *Monthly Lost Hours due to Transfer of Care Delays (Ramping)*
- *Monthly Overtime & Dropped Shifts reports for Career Emergency Operations (Country & Metropolitan)*
- *Monthly Overtime & Dropped Shift reports for Emergency Operations Centre”*

Document Number	Description	Determination
1.	SA Ambulance Service Emergency Operations Centre Monthly Overtime and Dropped Shifts, December 2020 – April 2021	Released in full
2.	SA Ambulance Service Business Intelligence Unit Monthly Metropolitan Emergency Crew Utilisation, December 2020 – March 2021	Released in full
3.	SA Ambulance Service Business Intelligence Unit Monthly Metropolitan Emergency Crew Crib Performance for Late and Missed Crib Breaks, December 2020 – March 2021	Released in full
4.	SA Ambulance Service Business Intelligence Unit Triple Zero Calls Answered by EOC and Calls Answered in 10 Seconds, December 2020 – March 2021	Released in full
5.	SA Ambulance Service Business Intelligence Unit Monthly Response Time Performance (Priority 1, 2, 3, & 4) – Statewide (Urban Centres), December 2020 – March 2021	Released in full
6.	SA Ambulance Service Business Intelligence Unit Hours Lost Due to Transfer of Care Delays Greater than 20 Minutes – Metropolitan Public Hospitals, December 2020 – March 2021	Released in full

# Freedom of Information: Your Rights to Review and Appeal

## Internal Review

If you are dissatisfied or concerned with a determination made by SA Ambulance Service (SAAS) in relation to a Freedom of Information application for access to a document, or a request for amendment to your personal records, you are entitled to apply for an Internal Review of that determination.

To make an application for an Internal Review you must write a letter or lodge an internal review application form with SAAS, and include the application fee where applicable. Please address correspondence to: Freedom of Information Internal Review, SA Ambulance Service, GPO Box 3 Adelaide SA 5001, or email [Health.SAASFOI@sa.gov.au](mailto:Health.SAASFOI@sa.gov.au).

In some cases, the fee for an Internal Review can be waived. If you are the holder of a current concession card or if you can satisfy the agency that the payment of the fee would cause financial hardship, the agency must waive or remit (reduce or refund) the application fee. If you are a concession cardholder you will need to provide evidence, e.g. you should attach a copy of your concession card when you make the application. Alternatively, you will need to give written reasons as to why the payment of a fee would cause you financial hardship.

If you wish to make an application for Internal Review you need to do so within 30 calendar days after being notified of the determination. You will be advised of the outcome of your Internal Review application within 14 calendar days of it being received by the agency. If SAAS does not deal with your Internal Review application within 14 calendar days you are entitled to an External Review by the Ombudsman SA.

If the determination was made by the Chief Executive Officer, rather than an Accredited Freedom of Information Officer within SAAS, and you are dissatisfied with that determination you cannot apply for an Internal Review. However, you can apply for an External Review by the Ombudsman SA or the South Australian Civil and Administrative Tribunal (SACAT).

## External Review

After an Internal Review has been completed, or where you are unable to apply for an Internal Review, and you are dissatisfied with the decision, you have the right to apply for an External Review. Applications for External Review should be made to the Ombudsman SA.

If you wish to make an application for an External Review you must do so within 30 calendar days after being notified of the determination. There is no fee or charge for investigations undertaken by Ombudsman SA.

As per the *Freedom of Information Act 1991*, if you are dissatisfied with determination made by Ombudsman SA, you are entitled to exercise your rights of review with SACAT.

## Appeal to SACAT

If you are dissatisfied with a determination not subject to Internal Review, e.g. extensions to deal with an application, an Internal Review determination, or the outcome of a review by Ombudsman SA, you have the right to appeal to SACAT. If you wish to appeal to SACAT you must do so within 30 calendar days after being advised of the determination or the results of the review.

**Overtime & Dropped Shifts Dec 20 - Apr 21**

<b>EOC Overtime Hours Claims</b>		<b>EOC Dropped Hours Claims</b>	
<b>Enter Date eg: December 2020</b>		<b>Enter Date eg: December 2020</b>	
ADMIN Overtime Claims Total	0.00	ADMIN Dropped Hours Total	44.50
EMD Team Leader Overtime Claims Total	0.00	EMD Team Leader Dropped Hours Total	0.00
EMDSO Team Leader Overtime Claims Total	24.50	EMDSO Team Leader Dropped Hours Total	0.00
PTS Overtime Claims Total	59.00	PTS Dropped Hours Total	17.00
EMD Overtime Claims Total	517.25	EMD Dropped Hours Total	110.00
EMDSO Overtime Claims Total	37.50	EMDSO Dropped Hours Total	12.00
HNC Overtime Claims Total	44.00	HNC Dropped Hours Total	7.00
<b>EOC Overtime Hours Grand Total</b>	<b>682.25</b>	<b>EOC Dropped Hours Grand Total</b>	<b>190.50</b>

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**Overtime & Dropped Shifts Dec 20 - Apr 21**

<b>EOC Overtime Hours Claims</b>		<b>EOC Dropped Hours Claims</b>	
<b>Enter Date eg: January 2021</b>		<b>Enter Date eg: January 2021</b>	
ADMIN Overtime Claims Total	0.00	ADMIN Dropped Hours Total	28.50
EMD Team Leader Overtime Claims Total	1.00	EMD Team Leader Dropped Hours Total	0.00
EMDSO Team Leader Overtime Claims Total	24.00	EMDSO Team Leader Dropped Hours Total	0.00
PTS Overtime Claims Total	69.00	PTS Dropped Hours Total	10.50
EMD Overtime Claims Total	398.50	EMD Dropped Hours Total	107.75
EMDSO Overtime Claims Total	315.50	EMDSO Dropped Hours Total	12.25
HNC Overtime Claims Total	25.00	HNC Dropped Hours Total	1.00
<b>EOC Overtime Hours Grand Total</b>	<b>833.00</b>	<b>EOC Dropped Hours Grand Total</b>	<b>160.00</b>

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### Overtime & Dropped Shifts Dec 20 - Apr 21

EOC Overtime Hours Claims		EOC Dropped Hours Claims	
Enter Date eg: February 2021		Enter Date eg: February 2021	
ADMIN Overtime Claims Total	0.00	ADMIN Dropped Hours Total	24.75
EMD Team Leader Overtime Claims Total	22.00	EMD Team Leader Dropped Hours Total	10.00
EMDSO Team Leader Overtime Claims Total	0.00	EMDSO Team Leader Dropped Hours Total	4.00
PTS Overtime Claims Total	41.50	PTS Dropped Hours Total	28.00
EMD Overtime Claims Total	381.75	EMD Dropped Hours Total	74.50
EMDSO Overtime Claims Total	86.50	EMDSO Dropped Hours Total	25.25
HNC Overtime Claims Total	53.50	HNC Dropped Hours Total	22.00
<b>EOC Overtime Hours Grand Total</b>	<b>585.25</b>	<b>EOC Dropped Hours Grand Total</b>	<b>188.50</b>

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**Overtime & Dropped Shifts Dec 20 - Apr 21**

<b>EOC Overtime Hours Claims</b>		<b>EOC Dropped Hours Claims</b>	
<b>Enter Date eg: March 2021</b>		<b>Enter Date eg: March 2021</b>	
ADMIN Overtime Claims Total	0.00	ADMIN Dropped Hours Total	176.00
EMD Team Leader Overtime Claims Total	0.00	EMD Team Leader Dropped Hours Total	0.00
EMDSO Team Leader Overtime Claims Total	0.00	EMDSO Team Leader Dropped Hours Total	0.00
PTS Overtime Claims Total	85.00	PTS Dropped Hours Total	13.00
EMD Overtime Claims Total	322.00	EMD Dropped Hours Total	102.50
EMDSO Overtime Claims Total	44.20	EMDSO Dropped Hours Total	2.00
HNC Overtime Claims Total	49.75	HNC Dropped Hours Total	
<b>EOC Overtime Hours Grand Total</b>	<b>500.95</b>	<b>EOC Dropped Hours Grand Total</b>	<b>293.50</b>

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**Overtime & Dropped Shifts Dec 20 - Apr 21**

<b>EOC Overtime Hours Claims</b>		<b>EOC Dropped Hours Claims</b>	
<b>Enter Date eg: April 2021</b>		<b>Enter Date eg: April 2021</b>	
ADMIN Overtime Claims Total	0.00	ADMIN Dropped Hours Total	89.25
EMD Team Leader Overtime Claims Total	14.00	EMD Team Leader Dropped Hours Total	22.00
EMDSO Team Leader Overtime Claims Total	0.00	EMDSO Team Leader Dropped Hours Total	0.00
PTS Overtime Claims Total	82.00	PTS Dropped Hours Total	23.00
EMD Overtime Claims Total	595.25	EMD Dropped Hours Total	104.00
EMDSO Overtime Claims Total	45.00	EMDSO Dropped Hours Total	0.00
HNC Overtime Claims Total	89.25	HNC Dropped Hours Total	61.00
<b>EOC Overtime Hours Grand Total</b>	<b>825.50</b>	<b>EOC Dropped Hours Grand Total</b>	<b>299.25</b>

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# South Australian Ambulance Service

Business Intelligence Unit

Email: HealthSAASOperationalInformationUnit@sa.gov.au

## Monthly Metropolitan Emergency Crew Utilisation

	Utilisation
Dec-20	67.7%
Jan-21	68.0%
Feb-21	70.4%
Mar-21	70.2%

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3.

**Monthly Metropolitan Emergency Crew Crib  
Performance for late and missed Crib Breaks**

	Late and Missed Crib Performance
Dec-20	52.00%
Jan-21	52.90%
Feb-21	60.60%
Mar-21	58.10%

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4.



**South Australian Ambulance Service**  
Business Intelligence Unit  
Email: HealthSAASOperationalInformationUnit@sa.gov.au

**Triple Zero Calls Answered by EOC and Calls answered in  
10 Seconds  
December 2020 to March 2021**

	000 Calls	% Calls answered 10 Sec
Dec-20	23,406	94.9%
Jan-21	23,565	95.7%
Feb-21	21,618	94.4%
Mar-21	23,893	94.3%

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# South Australian Ambulance Service

Business Intelligence Unit

Email: HealthSAASOperationalInformationUnit@sa.gov.au

## Monthly Response Time Performance (Priority 1, 2, 3 & 4) Statewide (Urban Centres) December 2020 to March 2021

	Priority 1	Priority 2	Priority 3	Priority 4
Dec-20	69.5%	68.4%	45.9%	66.4%
Jan-21	69.0%	68.8%	46.8%	69.6%
Feb-21	66.1%	65.6%	44.3%	65.6%
Mar-21	68.7%	61.9%	44.3%	65.0%

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**Hours Lost due to Transfer of Care Delays  
Greater than 30 Minutes**  
- Only includes 7 Metropolitan Public  
Hospitals  
- December 2020 to March 2021  
- Incident Priority 1 to 5

	Lost Hours due to delays in TOC
Dec-20	1361
Jan-21	1719
Feb-21	1992
Mar-21	2098

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