



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

Dear [Redacted]

RE: SA Ambulance Service Call Outs, 1 January 2020 to 23 November 2021

I am writing in relation to your application made under the Freedom of Information Act 1991 (the FOI Act) received by SA Ambulance Service (SAAS) on 1 December 2021 seeking a copy of:

"The number of ambulance call outs between 1 January 2020 and 31 December 2020.

The number of ambulance call outs between 1 January 2021 and 23 November 2021.

The number of ambulance call outs between 1 March 2021 and 23 November 2021 to attend those who have had a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine.

The number of ambulance call outs between 1 March 2021 and 23 November 2021 to attend those who have had a side effect from Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine."

SAAS can confirm the following figures for the periods you have requested:

Table with 3 columns: Category, 2020, 2021. Row 1: Number of Call Outs, 335,108, 286,547

Please note, the figure above for 2021 are up to and including 23 November 2021.

We also note that SAAS does not collect data on patients who are, or are not, vaccinated. Nor do we collect data on ambulance incidents which feature patients who have had a side effect from any vaccination.

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 Cathie Seal, Manager, Business Services and Improvement, on (08) 8274 0568.

Freedom of Information Disclosure Log

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



The Disclosure Log is published online on our website ([www.SAAmbulance.com.au](http://www.SAAmbulance.com.au)). Non-electronic copies can be obtained by contacting our Freedom of Information Officer on (08) 8274 0305 or by emailing [Health.SAASFOI@sa.gov.au](mailto:Health.SAASFOI@sa.gov.au).

Yours sincerely



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

8 March 2022

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

# 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.