



OFFICIAL: Sensitive

Our Ref: 23-2340
Telephone: 7322 3347
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Re: Freedom of Information Act application

In reference to your application made pursuant to the *Freedom of Information Act 1991* (FOI Act), access was sought to:

“1. Provide all the SAPOL general orders/code of conduct in regards to the handling of emails, receiving, replying and sending of emails. 2. Provide all the SAPOL general orders/code of conduct in regards to answering phone calls and making phone calls.”

South Australia Police (SAPOL) has located a document that falls within the scope of your request. The document is numbered and described in the following schedule. The schedule contains the details of the determination in compliance with section 23.

| SA POLICE - FREEDOM OF INFORMATION UNIT SCHEDULE | | |
|--|--|--------------|
| No. | Document Description | Status |
| 1 | General Order 8450 Information Technology Management, Email | Full Release |
| 2 | Service Delivery Charter | Full Release |

Note: SAPOL do not hold a general order specific to the answering and making of phone calls, however it is expected SAPOL employees will adhere to the Service Delivery Charter which includes providing a polite, courteous and respectful service to the community and other SAPOL employees.

Yours sincerely

Senior Sergeant Kelly Johnson
Freedom of Information Unit
(Accredited Freedom of Information Officer)

23 May 2023

