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Our Ref: 26-0992
 Your Ref: 22262674
 Telephone: 8207 5555



Re: Freedom of Information Act application

Dear 

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

“Can you please provide all documents including, but not limited to, correspondence, emails, notes of phone calls and feedback of any sort sent to and from SAPOL regarding the disruption of Optus emergency calls on September 18, 2025.”

On the 2nd of October 2025 you clarified your request as follows:

“Corporate level communications between SAPOL and Optus or relevant government agencies or ministers in relation to a) the evolution and resolution of the outage b) the resulting investigation into the causation, ramifications and resolutions.”

SAPOL has located documents that fall within the scope of your request. The documents are numbered and described in the following schedule. The schedule contains the details of the determination in compliance with section 23 of the FOI Act.

SA POLICE - FREEDOM OF INFORMATION UNIT SCHEDULE			
No.	Document Description	Status	Act
1	Text Message between SAPOL and Optus 1945 18092025	Full Release	
2	Text Message between SAPOL and Optus 1956 18092025	Partial Release	Clauses 6(1)
3	Text Messages between SAPOL and Optus 1922 19092025	Full Release	
4	Text Messages between SAPOL and Optus 1929 19092025	Full Release	
5	Text Messages between SAPOL and Optus 1025 21092025	Full Release	

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SA POLICE - FREEDOM OF INFORMATION UNIT SCHEDULE			
No.	Document Description	Status	Act
6	Audio recording SAAS 1321 180925	Full Release	
7	Audio recording SAAS 1340 180925	Full Release	
8	Audio recording OPTUS 1344 180925	Full Release	Some audio content has been excluded as 'out of scope'. As no exemptions are claimed this is still regarded as a full release of this document.
9	Audio recording SAAS 1348 180925	Full Release	
10	Audio recording SAAS 1416 180925	Full Release	
11	Audio recording SAAS 1458 180925	Full Release	
12	Audio recording SA FIRE 1459 180925	Full Release	
13	Audio recording SAAS 2009 180925	Full Release	
14	Audio recording SA FIRE 2013 180925	Full Release	
15	Emails	Partial Release	Clauses 16(1)(a)(iv) & (b)
16	Emails	Partial Release	Clauses 16(1)(a)(iv) & (b)
17	Emails	Partial Release	Clause 6(1), 16(1)(a)(iv) & (b)
17a	ACTIVE CUSTOMER CONTACT LIST 18092025 CYCLE 1 - SA WELFARE CHECK	Partial Release	Clause 6(1)
18	Email	Full Release	
18a	ACTIVE CUSTOMER CONTACT LIST 19092025 CYCLE 1 - SA WELFARE CHECK	Partial Release	Clauses 6(1)
19	Emails	Partial Release	Clauses 16(1)(a)(iv) & (b)
19a	Emails	Partial Release	Clauses 16(1)(a)(iv) & (b)
20	Email	Partial Release	Clauses 6(1), 16(1)(a)(iv) & (b)
20a	Optus media release	Full Release	
21	Emails	Partial Release	Clauses 6(1), 16(1)(a)(iv) & (b)

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SA POLICE - FREEDOM OF INFORMATION UNIT SCHEDULE			
No.	Document Description	Status	Act
22	Email	Partial Release	Clauses 16(1)(a)(iv) & (b)
23	Emails	Partial Release	Clauses 6(1), 16(1)(a)(iv) & (b)
24	Emails	Full Refusal	Clauses 9(1)(a)(i) & (b)
24a	DPC proposed response to Director Public Interest Development SECRB SAAS edits	Full Refusal	Clauses 9(1)(a)(i) & (b)
25	Emails	Full Refusal	Clauses 9(1)(a)(i) & (b)
26	Emails	Full Refusal	Clauses 9(1)(a)(i) & (b)
26a	DPC proposed response to Director Public Interest Development Strategy ECRFB - SAPOL Supported	Full Release	
27	Email	Full Refusal	Clauses 9(1)(a)(i) & (b)
27a	DPC proposed response to Director Public Interest Development Strategy consolidated edits	Full Refusal	Clauses 9(1)(a)(i) & (b)
28	Email	Full Refusal	Clauses 9(1)(a)(i) & (b)
28a	DPC proposed response to Director Public Interest Development Strategy consolidated edits	Full Refusal	Clauses 9(1)(a)(i) & (b)
29	Email	Partial Release	Clauses 16(1)(a)(iv) & (b)
30	Email	Partial Release	Clauses 16(1)(a)(iv) & (b)
31	Emails	Partial Release	Clauses 1(1)(a), 9(1)(a)(i), 9(1)(b) & 16(1)(a)(iv) & (b)
31a	Draft Letter	Full Refusal	Clause 1(1)(a)
32	Email	Partial Release	Clauses 1(1)(a), 16(1)(a)(iv) & (b)
32a	Preliminary Timeline	Full Refusal	Clause 1(1)(a)
33	33 Audio Recording OPTUS 1323 HRS 180925	Full Release	

CLAUSES FOR REFUSAL

Clause 1(1)(a) of Schedule 1 of the FOI Act which states:

“A document is an exempt document if it is a document that has been specifically prepared for submission to Cabinet (whether or not it has been so submitted); or if it contains matter the disclosure of which would disclose information concerning any deliberation or decision of Cabinet.”

Clause 6(1) of Schedule 1 of the FOI Act which states:

“A document is an exempt document if it contains matter the disclosure of which would involve the unreasonable disclosure of information concerning the personal affairs of any person (living or dead).”

Clause 9(1)(a)(ii) of Schedule 1 of the FOI Act which states:

“A document is an exempt document if it contains matter that relates to any consultation or deliberation that has taken place in the course of, or for the purpose of, the decision-making functions of the Government, a Minister or an agency.”

Clause 9(1)(b) Schedule 1 of the FOI Act which states:

“A document is an exempt document if it contains matter the disclosure of which would, on balance, be contrary to the public interest.”

Clause 16(a)(iv) of Schedule 1 of the FOI Act which states:

“A document is an exempt document if it contains matter the disclosure of which could reasonably be expected to have a substantial adverse effect on the effective performance by an agency of the agency's functions; and would, on balance, be contrary to the public interest.”

Clause 16(b) of Schedule 1 of the FOI Act states:

“A document is an exempt document if it contains matter the disclosure of which would, on balance, be contrary to the public interest.”

Clause 1(1)(a)

These documents were submitted to the Premier of South Australia, as leader of Cabinet, for the purpose of briefing him on an ongoing situation. They contain a timeline of actions taken by government agencies, including South Australia Police and the South Australian Ambulance Service, as well as a recommended response for the Premier.

Both documents include opinions, advice, and recommendations provided by an Assistant Commissioner of Police to the Premier. These contributions were prepared to assist the Premier in the decision-making process. The opinions and recommendations address potential impacts and risks to the agency, individuals, and the public, ensuring that decision-makers, including Ministers and Cabinet members, are fully informed of relevant considerations before making decisions.

Given the nature of these documents, containing pre-decisional advice and recommendations as part of a deliberative process, their disclosure could reasonably be expected to inhibit the free and frank exchange of advice necessary for effective decision making. For these reasons, I consider the documents exempt from disclosure under Clause 1(1)(a).

Clause 6(1)

A portion of the redacted material contains the personal affairs of third parties. This includes details such as names, addresses, and telephone numbers of Optus clients affected by the incident. In my view, disclosure of this information would be unreasonable, given the need to protect individuals' privacy and safeguard their personal information.

A portion of the redacted material contains personal affairs including the mobile telephone numbers of Optus employees and names, telephone numbers and email addresses of federal government employees. It is deemed unreasonable to release this information to the general public as to do so would unnecessarily invade their privacy and could incite communications with these people in a harassing manner.

Clause 9(1)(a)(ii) and 9(1)(b)

In this case, the material includes opinions and advice prepared as part of internal deliberations concerning the incident and its management. These opinions were developed to assist the agency in forming decisions and strategies. Disclosure of such information would reveal the thought processes and evaluative considerations underpinning internal decision-making.

The exemption exists to protect the integrity of governmental decision-making by ensuring that officers can provide frank and candid advice without concern that their views will be exposed publicly. If such information were routinely disclosed, it could inhibit the willingness of staff to provide robust advice, thereby diminishing the quality of future decision-making.

While the completed document should be assessed on its own merits for potential release, drafts or documents in their preliminary stages should not be subject to disclosure.

A public interest test has been applied in accordance with Clause 9(1)(b). While transparency and accountability are important considerations, in this instance, disclosure would, on balance, be contrary to the public interest because it would compromise the confidentiality of internal deliberations and potentially prejudice the effectiveness of future decision-making processes.

Clause 16(1)(a)(iv) & 16(b)

This information concerns the telephone numbers of senior government employees, which are not publicly available. Releasing these numbers broadly could lead to misuse, with members of the public attempting to resolve issues or lodge complaints through unofficial channels, bypassing established processes. Such disclosure could reasonably result in unnecessary harassment or hinder these employees' ability to perform essential functions of the agency.

A public interest test has been applied under clause 16(b), weighing the arguments for and against disclosure. In this instance, the information relates to telephone numbers that do not need to be accessible to the general public. While transparency in government operations is important, this level of disclosure exceeds what is reasonably expected by the public. I deem it not in the public interest to release these details.

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Disclosure Log

In accordance with the requirements of Premier and Cabinet Circular PC045, details of your FOI application, along with any documents or information you are granted access to, will be published on SAPOL's Disclosure Log. A copy of PC045 is available at:

https://www.dpc.sa.gov.au/_data/assets/pdf_file/0019/20818/PC045-Disclosure-Logs.pdf.

If you object to publication, please advise the undersigned in writing by the 9th of January 2025.

Yours sincerely

A handwritten signature in black ink, appearing to be 'CA', written in a cursive style.

Acting Senior Sergeant Christian Ainley

Freedom of Information Unit

(Accredited Freedom of Information Officer)

2 December 2025