



SOUTH AUSTRALIA POLICE
KEEPING SA SAFE

Your Ref:

Our Ref: 21/1414

Enquiries:

Telephone: 7322 3347

Facsimile: 7322 4180

Ms Alison Sandy
Seven Network
560 Sir Samuel Griffith Drive
MOUNT COOT-THA QLD 4066

Email: asandy@seven.com.au

Dear Ms Sandy

Re: Freedom of Information Act application

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

"I am seeking access to documents since 1 January, 2020, specifically reports, briefings, audits, AV material, reviews and statistics relating to the police assistance line. I would expect to capture statistics such as how many calls received, how many actioned, how many had resources deployed, how many were abandoned, how many reviewed/investigated. I would also expect to capture the grade of service and any audio of calls (and transcripts of that audio if it exists) that were reviewed. If audio is captured, please limit to the first 10 located. Please exclude duplicates, documents that have already been publicly released, media reports/articles/releases and correspondence with media. Please note, I do not consent to documents being deemed irrelevant without consultation and I do consent to edited copies of documents with exempt material redacted or blurred/pixelated. Time span 1 January 2020 to 21 January 2021."

On 25 February 2021 Sergeant Watson spoke with you regarding the scope of your application. You refined the scope to seeking access to:

"Statistical data of calls received, how many actioned, how many were abandoned, how many had resources deployed, how many were reviewed, percentage of calls answered and audio material of the 1st ten (10) call received as at 0001 1 January 2020. Please exclude duplicates, documents that have already been publicly released, media reports/articles/releases and correspondence with media. Please note, I do not consent to documents being deemed irrelevant without consultation and I do consent to edited copies of documents with exempt material redacted or blurred/pixelated. Time span 1 January 2020 to 21 January 2021."

On 8 April 2021 Sergeant Watson spoke with you via telephone to clarify part of the scope, specifically, "statistical data of how many had resources deployed". You agreed it was unreasonable for South Australia Police (SAPOL) to manually review all calls made to SAPOL Call Centre and requested "holistic statistics."



In relation to the following part of your request:

"Statistical data of calls received..."

It is determined that between 1 January 2020 and 21 January 2021 six hundred and sixteen thousand seven hundred and fifty three (616,753) calls were received by the SAPOL Call Centre. This information was correct as at 18 February 2021.

In relation to the following part of your request:

"...how many actioned..."

It is determined that between 1 January 2020 and 21 January 2021 five hundred and eighty one thousand three hundred and six (581,306) calls were actioned. This information was correct as at 18 February 2021.

In relation to the following part of your request:

"...how many were abandoned..."

It is determined that between 1 January 2020 and 21 January 2021 thirty five thousand four hundred and forty seven (35,447) calls were abandoned. It must be noted that abandoned calls result from the caller disconnecting before being answered by a Police Call Centre operator. This information was correct as at 18 February 2021.

In relation to the following clarified part of your request:

"holistic statistics"

SAPOL do not maintain or collate holistic statistics.

In relation to the following part of your request:

"...how many were reviewed..."

It is determined that between 1 January 2020 and 21 January 2021 five hundred eighty one thousand three hundred and six (581,306) calls were reviewed. This information was correct as at 18 February 2021.

In relation to the following part of your request:

"...percentage of calls answered..."

It is determined that between 1 January 2020 and 21 January 2021 80.93% of calls were answered within twenty (20) seconds by the SAPOL Call Centre. This information was correct as at 18 February 2021.

In relation to the following part of your request:

"...audio material of the 1st ten (10) calls received as at 0001 1 January 2020. Please exclude duplicates, documents that have already been publicly released, media reports/articles/releases and correspondence with media. Please note, I do not consent to documents being deemed irrelevant without consultation and I do consent to edited copies of documents with exempt material redacted or blurred/pixelated"

SAPOL has located documents that fall within this part 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. In particular, note the grounds on which access has been refused, including the reasons which are contained in the schedule.

SA POLICE - FREEDOM OF INFORMATION UNIT SCHEDULE				
No.	Document Description	Status	Act	Reason
1	Audio of call received by SAPOL Call Centre Wednesday 1 January 2020 at 00:00:07	Part Release	Clause: 6(1)	The redacted sounds are the personal affairs of parties other than Ms Alison Sandy. The redacted sounds relates to a voice of a third party, including details such as name and address. I am of the view, in all of the circumstances, that disclosure of such information is unreasonable.
2.	Audio of call received by SAPOL Call Centre Wednesday 1 January 2020 at 00:00:16	Part Release	Clause: 6(1)	The redacted sounds are the personal affairs of parties other than Ms Alison Sandy. The redacted sounds relates to a voice of a third party, including details such as name, address and descriptions. I am of the view, in all of the circumstances, that disclosure of such information is unreasonable.
3	Audio of call received by SAPOL Call Centre Wednesday 1 January 2020 at 00:00:19	Part Release	Clause: 6(1)	The redacted sounds are the personal affairs of parties other than Ms Alison Sandy. The redacted sounds relates to a voice of a third party, including details such as name and address. I am of the view, in all of the circumstances, that disclosure of such information is unreasonable.
4	Audio of call received by SAPOL Call Centre Wednesday 1 January 2020 at 00:00:47	Part Release	Clause: 6(1)	The redacted sounds are the personal affairs of parties other than Ms Alison Sandy. The redacted sounds relates to a voice of a third party, including details such as name address and locations. I am of the view, in all of the circumstances, that disclosure of such information is unreasonable.

5	Audio of call received by SAPOL Call Centre Wednesday 1 January 2020 at 00:00:50	Part Release	Clause: 6(1)	The redacted sounds are the personal affairs of parties other than Ms Alison Sandy. The redacted sounds relates to a voice of a third party. I am of the view, in all of the circumstances, that disclosure of such information is unreasonable.
6	Audio of call received by SAPOL Call Centre Wednesday 1 January 2020 at 00:00:55	Part Release	Clause: 6(1)	The redacted sounds are the personal affairs of parties other than Ms Alison Sandy. The redacted sounds relates to a voice of a third party. I am of the view, in all of the circumstances, that disclosure of such information is unreasonable.
7	Audio of call received by SAPOL Call Centre Wednesday 1 January 2020 at 00:00:56	Part Release	Clause: 6(1)	The redacted sounds are the personal affairs of parties other than Ms Alison Sandy. The redacted sounds relates to voices of a third party, including details such as name, address, relationship details and personal circumstances. I am of the view, in all of the circumstances, that disclosure of such information is unreasonable.
8	Audio of call received by SAPOL Call Centre Wednesday 1 January 2020 at 00:00:57	Part Release	Clause: 6(1)	The redacted sounds are the personal affairs of parties other than Ms Alison Sandy. The redacted sounds relates to a voice of a third party, including details such as name and address. I am of the view, in all of the circumstances, that disclosure of such information is unreasonable.
9	Audio of call received by SAPOL Call Centre Wednesday 1 January 2020 at 00:01:02	Part Release	Clause: 6(1)	The redacted sounds are the personal affairs of parties other than Ms Alison Sandy. The redacted sounds relates to a voice of a third party, including details such as name, address, mobile phone number and other identifying information. I am of the view, in all of the circumstances, that disclosure of such information is unreasonable.
10	Audio of call received by SAPOL Call Centre Wednesday 1 January 2020 at 00:01:10	Part Release	Clause: 6(1)	The redacted sounds are the personal affairs of parties other than Ms Alison Sandy. The redacted sounds relate to a voice of

				a third party, including details such as name, address and mobile phone number. I am of the view, in all of the circumstances, that disclosure of such information is unreasonable.
--	--	--	--	---

CLAUSE FOR REFUSAL

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)."

In accordance with the requirements of Premier and Cabinet Circular PC045, details of your FOI application, and the documents to which you are given access, will be published on the SAPOL website Disclosure Log. A copy of PC045 can be found at https://www.dpc.sa.gov.au/data/assets/pdf_file/0019/20818/PC045-Disclosure-Log-Policy.pdf. If you disagree with publication, please advise the undersigned in writing by **20 May 2021**.

Your rights to review

If you are dissatisfied with the determination you are entitled to exercise your right of internal review in accordance with section 29(1) of the FOI Act by completing a PD362 Application for Internal Review form which can be downloaded from <https://www.police.sa.gov.au/services-and-events/freedom-of-information> or available upon request at your nearest police station. Alternatively an application may be made in writing to the SAPOL Freedom of Information Unit. This application must be lodged within 30 (calendar) days after you received this letter with a fee of \$37.50 if applicable.

Yours sincerely,


 Senior Sergeant First Class Tracy Gentgall
 Officer in Charge
Freedom of Information Unit
 (Accredited Freedom of Information Officer)

21 April 2021