

Freedom of Information: Information Statement 2024-2025

This statement is published in accordance with Section 9(2) of the *Freedom of Information Act* 1991 (FOI Act). Subject to certain restrictions, the FOI Act gives members of the public a legally enforceable right to access information held by SA Ambulance Service (SAAS).

Further useful information around the aims and objectives of the FOI Act can be found on the [State Records website](#).

Structure and functions of SAAS

SAAS provides South Australians with emergency ambulance services and pre-hospital medical care, non-emergency patient transport and other associated services.

Often the first point of contact for people needing care, SAAS has a diverse team of highly skilled clinicians and a range of clinical services to meet the changing needs of the SA community.

For further information please refer to our:

- [‘About Us’ page on our website](#)
- [Annual Reports](#)
- [Strategic plan 2023-2027](#)

SAAS and members of the public

For more information on how our functions affect SA communities please refer to our [website](#).

For information on how you can get involved in shaping the delivery of our services and policies please refer to our [website](#).

Documents held by SAAS

Examples of documents held by SAAS include:

- Agendas, minutes and correspondence
- Contracts, procurement and tender information
- Financial expenditure, invoices and statements
- Framework, guidelines, policies, procedures and reports
- Incident dispatch records
- Patient clinical records
- SAAS employee and volunteer records

OFFICIAL

Examples of documents and information held by SAAS which are publicly available:

- [Ambulance waiting times, response times and delayed transfer of care \(ramping\) data](#)
- [Operational Growth Plan](#)
- [Resources](#)
- [Strategic plan 2023-2027](#)

Making an application for access to documents

You have a legal right to:

- seek access to documents held by SAAS
- request amendments to documents held by SAAS relating to you that are incomplete, incorrect, out-of-date or misleading.

Before making an application, you may wish to speak to our Freedom of Information Officer to determine if making an FOI application is the best approach in accessing or amending documents.

A SAAS Freedom of Information application form, along with further information about making an application, is available on our [website](#).

The online application form, along with further information about making an application, is available on the [sa.gov.au website](#).

SAAS' Freedom of Information Officer can be contacted by:

Email: Health.SAASFOI@sa.gov.au

Phone: (08) 8274 0305

Post: Freedom of Information Officer
SA Ambulance Service
GPO Box 3
ADELAIDE SA 5001