



**ACT**  
Government

Justice and Community Safety

Trim Reference: 2015/00037-001



Dear 

**FREEDOM OF INFORMATION REQUEST**

I refer to your application under section 14 of the ACT *Freedom of Information Act* 1989 (the Act), received by the Directorate on 9 March 2015, in which you sought access to the call scripts used for call-takers on the Ambulance Emergency line (000).

I am the officer authorised under section 22 of the Act to make a decision in relation to your request. Although the Act facilitates the objective of public access to documents, access is subject to a number of exemption provisions as set out by the Act. I have decided that documents are to be fully released. Please see the attached schedule detailing what will be released to you.

I have also assessed your request for information under the ACT Government's Online Freedom of Information Publication Policy and have determined that the documents relevant to your request, not including your original application, **will** be published online. For more information about the ACT Government's Online Freedom of Information Publication Policy, visit [http://www.cmd.act.gov.au/open\\_government/report/freedom\\_of\\_information\\_online](http://www.cmd.act.gov.au/open_government/report/freedom_of_information_online)

You have the right to seek a review of this outcome under section 59 of the Act within 28 days from the date of this letter, or such other period as the Director-General permits. This right of review extends to a review of the adequacy of the search for documents undertaken by the Directorate. If you wish to seek a review you should write to:

The Director-General  
ACT Justice and Community Safety Directorate  
C/- Freedom of Information Officer  
GPO Box 158  
CANBERRA ACT 2601

You also have the right to complain to the Ombudsman about the processing of your request. If you wish to lodge a complaint you should write to:

The Ombudsman  
GPO Box 442  
CANBERRA ACT 2601

If you have any queries concerning this Directorate's processing of your request, or would like further information, please contact the FOI Contact Officer, Victor Khaw on (02) 6207 0167.

Yours sincerely,

Dominic Lane AFSM  
Commissioner  
ACT Emergency Services Agency

7 April 2015