



**ACT**  
Government

Justice and Community Safety

Trim Reference: FOI:2015/00037-001

Mr Ben Fairless  
[foi+request-1008-26b27931@righttoknow.org.au](mailto:foi+request-1008-26b27931@righttoknow.org.au)

Dear Mr Fairless,

### **FREEDOM OF INFORMATION REQUEST**

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

The Directorate is now processing your request and in accordance with section 18 of the FOI Act, we are required to complete your request within 30 days of receipt, being 8 April 2015.

### **Charges**

Please be aware that processing charges may be payable in relation to your request. Should you be liable to pay a processing charge, you will be notified in writing of the preliminary assessment and given an opportunity to make an application that the charge should be remitted in whole or in part. This may affect the time within which your application must be processed.

Any charges that may be payable in relation to your request will be assessed in accordance with the Attorney General (Fees) Determination 2013. Further information about freedom of information requests, including the relevant legislation and some helpful guidelines, are available online at:

[http://www.justice.act.gov.au/protection\\_of\\_rights/freedom\\_of\\_information](http://www.justice.act.gov.au/protection_of_rights/freedom_of_information)

### **Online FOI Policy**

I would also like to inform you that under the ACT Government's Online FOI Publication Policy, information released to you under this freedom of information application may be released on the internet. However, personal information or information pertaining to business affairs will not be made available under this policy. If you think the content of your request would contain such information, please inform the FOI contact officer at your earliest convenience.

A copy of the policy, with details about what information may be published on the internet, is available online at:

[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)

Should you have any queries in relation to your request please contact the FOI Contact Officer,  
Victor Khaw on (02) 6207 0167.

Yours sincerely,



Raouf Amin  
Manager  
Emergency Services Agency Executive  
23 March 2015