



In reply please quote 2019/09652/01

Mr Peter Malinauskas MP
Member for Croydon
GPO Box 572
ADELAIDE SA 5001

PEOPLE AND BUSINESS
DIVISION

77 Grenfell Street
Adelaide SA 5000

GPO Box 1533
Adelaide SA 5001

Telephone: 08 8343 2222
Facsimile: 08 8204 8740

ABN 92 366 288 135

Dear Mr Malinauskas,

**NOTICE OF DETERMINATION - REQUEST FOR ACCESS TO DOCUMENTS
UNDER THE FREEDOM OF INFORMATION ACT 1991**

I refer to your application made under the *Freedom of Information Act 1991* (the Act) which was received by the Department of Planning, Transport and Infrastructure on 25 July 2019.

You have requested access to:

"A monthly breakdown of average wait times for callers to 13 10 84 Service SA number for the financial year 2017/18 and 2018/19. A breakdown of the number of calls received per month to the 13 10 84 Service SA number for the financial year 2017/18 and 2018/19. A list of the top 5 reasons for a call to the 13 10 84 Service SA number for the financial year 2017/18 and 2018/19."

I have determined that access to all in scope information is granted and copies are enclosed.

The tables produced are based on the raw data that was available for FY19. Unfortunately the reporting server hosting this data no longer contains data prior to 01/07/2018 - therefore data is not available for the FY18 period requested.

In accordance with Premier and Cabinet Circular PC045, if you are given access to documents as a result of this FOI application, details of your application, and the documents to which access is given, will be published in the agency's disclosure log within 90 days from the date of this determination. Any private information will be removed. A copy of PC045 can be found at <http://dpc.sa.gov.au/what-we-do/services-for-government/premier-and-cabinet-circulars>. If you have any objection to this publication, please contact us within 30 days of receiving this determination.

Attached is an explanation of the provisions of the Act which details your rights to review this determination, and the process to be followed.

Should you have any enquiries concerning your application please contact

Yours sincerely



Sam Rodrigues
Accredited Freedom of Information Officer

19 August 2019

RELEASED UNDER FOI ACT

YOUR RIGHTS TO REVIEW

INTERNAL REVIEW

If you are dissatisfied or concerned with the decision of this Agency regarding access to documents or the request for amendment to your personal records, you can apply for an Internal Review of that decision.

To apply for an Internal Review you must write a letter addressed to the Principal Officer or lodge an Internal Review application form with the Principal Officer of this Agency. The legislated application fee must accompany all applications, unless the fee was waived in the original Freedom of Information application, in which case there would be no fee payable for the application. The application must be lodged within 30 days after being notified of the decision.

The Agency will undertake the Internal Review and advise you of its decision within 14 days of receipt of the application.

Where the decision was made by the Minister or Principal Officer of the Agency, you are unable to request an Internal Review but you can apply for an External Review by the Ombudsman, or the South Australian Civil and Administrative Tribunal.

You are unable to apply for an Internal Review regarding a decision to extend the time limit for dealing with an application but you can apply for an External Review.

EXTERNAL REVIEW BY THE OMBUDSMAN

If the Agency does not deal with your Internal Review application within 14 calendar days (or you remain unhappy with the outcome of the Internal Review) you are entitled to an External Review by the Ombudsman SA.

You may also request an External Review by the Ombudsman if you have no right to an Internal Review.

The application for review by the Ombudsman should be lodged within 30 days after the date of a determination. The Ombudsman's Office, at their discretion, may extend this time limit.

Investigations by the Ombudsman are free. Further information is available from the Office of the Ombudsman by telephone on 8226 8699 or toll free 1800 182 150 (within SA).

APPEAL TO THE SOUTH AUSTRALIAN CIVIL AND ADMINISTRATIVE TRIBUNAL (SACAT)

If you are still dissatisfied with the decision made by this Agency after an Internal Review or after a review by the Ombudsman, you can request a review from SACAT.

You must exercise your right of review to SACAT within 30 calendar days after being advised of the determination or the results of any other Internal or Ombudsman Review. Any costs will be determined by SACAT, where applicable. For more information, contact;

South Australian Civil and Administrative Tribunal (SACAT)
Phone: 1800 723 767
Email: sacat@sacat.sa.gov.au

SCHEDULE OF DOCUMENTS - FREEDOM OF INFORMATION APPLICATION NUMBER 2019/09652/01

Document Number	Description of Document	Date of Document	Author	Determination Release / Refuse Access	Schedule Clause Applied
1	FOI - Service SA 131084 statistics FY19	05-August-2019	DPTI	Release	N/A

RELEASED UNDER FOI ACT

NOTES

These notes should be read when considering the enclosed statistical information

- a) The enclosed data is for Financial Year FY19 (01/07/2018 to 30/06/2019 inc).
- b) Data for the previous FY18 period is not readily available and is NOT included in this dataset
- c) Our telephony platform does not currently capture the reason for the customers call, therefore the 'Call Driver' reflects the queue the call was assigned to based on the customer selection within the IVR on 131084

Service SA 13 10 84 Call Statistics

Month	Volume of calls to 13 10 84	Average Speed of Answer (ASA)
Jul 18	46,013	04:32
Aug 18	45,392	04:43
Sep 18	39,387	04:22
Oct 18	45,136	05:22
Nov 18	43,658	05:07
Dec 18	36,707	05:16
Jan 19	47,800	09:56
Feb 19	42,296	07:45
Mar 19	42,127	07:02
Apr 19	39,500	08:38
May 19	43,571	08:14
Jun 19	38,529	08:04
FY19	510,116	06:29

Service SA 13 10 84 Call Drivers

Queue Name	Volume of calls to 13 10 84	Percentage of Calls to 13 10 84
General Registration	230,110	45.1%
General Licence	167,325	32.8%
Licence Bookings	44,542	8.7%
Direct Debit	37,078	7.3%
MVI Bookings	31,041	6.1%
EZYReg Help Desk	20	0.0%
FY19	510,116	

UNDETERMINED UNDER FOIA ACT