



LEGISLATIVE ASSEMBLY FOR THE AUSTRALIAN CAPITAL TERRITORY

SELECT COMMITTEE ON ESTIMATES 2022-2023

Mr James Milligan MLA (Chair), Mr Andrew Braddock MLA (Deputy Chair),
Dr Marisa Paterson MLA

ANSWER TO QUESTION TAKEN ON NOTICE DURING PUBLIC HEARINGS

Asked by James Milligan MLA on Monday, 29 August 2022: Neil Gaughan, Chief Police Officer – ACT Policing took on notice the following question(s):

[Ref: Hansard Transcript Monday, 29 August 2022 [PAGE 120]]

In relation to:

THE CHAIR: I have a question I would like to know and it is in relation to 000 calls. And I just wanted to know how long does it take for someone to get through to a police operator.

Mr Gentleman: Thanks very much, Chair, and can I too acknowledge the privilege statement and the implications of that privilege statement. Thanks very much for the question. Just before I pass over to CPO to give you the detail of that can I just let you know that of course we have two numbers for ACT Policing.

131 444 for the operational—

THE CHAIR: I want to know both actually.

Mr Gentleman: Yes.

THE CHAIR: So, that would be really good if you did that.

Mr Gentleman: And 000 calls as well. So, there is more impetus of course and responsibility for the 000 calls but again 131 444 will get you through to police operations as well. I will now ask the CPO to provide some detail.

Dep Commissioner Gaughan: I understood the privilege statement. Thank you. Just some context in relation to the amount, which I suppose helps in relation to the actual answer to your question. During the first five months of 2022, ACT Policing received, on average, about 22,000 calls per month, including, on average, 3,000 000 calls and 11,000 calls to 131444. Of the 000 calls received between January and May 2022, 90 per cent were answered within 11 seconds. I might add that we are currently recruiting additional operators, and indeed I think eight additional operators started today. So, basically, we answer as soon as we possibly can.

THE CHAIR: So, we have covered both 000 and 131444 in terms of time—how long it takes to get through to an operator. It was 11 seconds for which number?

Dep Commissioner Gaughan: For the 000 calls.

THE CHAIR: And for the 131444?

Dep Commissioner Gaughan: I do not have that with me. We might have to take that one on notice.

Mick Gentleman MLA, Minister for Police and Emergency Services: The answer to the Member's question is as follows: –

Between 1 January and 30 June 2022, ACT Policing received 55,391 calls to 131 444. On average, calls during this period were answered in two minutes and 12 seconds.

During the same period, there were 14,965 calls to Triple-Zero. On average, Triple-Zero calls were answered during this period in 9 seconds.

Approved for circulation to the Select Committee on Estimates 2022-2023

Signature: 

Date: 6/9/2022

By the Minister for Police and Emergency Services, Mick Gentleman MLA