



# Inquiry into annual and financial reports 2024–2025

## Answer to question on notice

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Asked by: Ms Deborah Morris MLA

Addressed to: Minister for Police, Fire and Emergency Services

Reference: ACT Police

Hearing: 20 November 2025

In relation to: Police Assistance Line

Question received: 27/11/2025

Answer Due: 04/12/2025

1. What is the average response time target for taking calls on the nonemergency police assistance line?
2. Has the average response time changed since 2020?
3. What is the average response time for taking calls on the non-emergency police assistance line in the calendar years (a) 2020, (b) 2021, (c) 2022, (d) 2023, (e) 2024 and (f) 2025 year-to-date?
4. What is the total number of staff who operate the non-emergency police assistance line at any given time in the calendar years (a) 2020, (b) 2021, (c) 2022, (d) 2023, (e) 2024 and (f) 2025 year-to-date?

DR MARISA PATERSON MLA: The answer to the Member's question is as follows:

1. There is no specific response time target for answering calls to the non-emergency police assistance line. ACT Policing's Communications Team strives to answer every call in a timely manner to ensure all callers are afforded the opportunity to speak with police.

Calls for police assistance must be prioritised and triaged. Emergency Triple Zero (000) calls are always taken first, with calls for 131 444 and then Crime Stoppers answered and triaged after that. ACT Policing Communications is constantly triaging calls, even while existing calls are on hold.

Priority will always be given to incidents where a person is in immediate danger and during such times, call wait times may increase.

2. Yes the average response time for answering calls to the non-emergency police assistance line has changed since 2020. In 2020 ACT Policing changed from the NEC system to Avaya meaning data cannot be obtained from the year 2020 and prior. In 2021 the average response time for answering calls to the non-emergency police assistance line was 1 minute and 42 seconds. In 2025 (1 January to 28 November 2025), the average response time for answering calls to the nonemergency police assistance line was 5 minutes and 19 seconds.

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ACT Policing do acknowledge that while call wait times have increased, there are alternative methods for engaging with ACT Policing services including the online reporting portal. This initiative aims to provide more accessible options for the community.

ACT Policing remains committed to enhancing the accessibility of our services for the wider ACT community while recognising that further improvement is needed to expedite non-emergency police response times.

- The table below outlines the average response time for calls taken, inclusive of calls abandoned, from the 131 444 police assistance line.

*Please note: Due to ACT Policing changing from NEC system to Avaya at the end of 2020, data cannot be obtained prior to 2021.*

<b>AVERAGE RESPONSE TIME FOR ANSWERING CALLS TO THE NONEMERGENCY POLICE ASSISTANCE LINE (131 444)</b>		
<b>Year</b>	<b>Total Inbound Calls*</b>	<b>Average Speed Call Answered**</b>
<b>2021</b>	180,799	1 min 42 secs
<b>2022</b>	151,001	1 min 54 secs
<b>2023</b>	148,257	1 min 45 secs
<b>2024</b>	150,673	1 min 57 secs
<b>2025***</b>	129,229	5 mins 19 secs

\*Total Inbound Calls includes calls that have been abandoned by the caller.

\*\*The Average Speed Call Answered only relates to calls that have been answered by the call taker.

\*\*\*1 January to 28 November 2025

- The total number of staff who operate the ACT Policing Communications Centre which is responsible for taking calls to the non-emergency police assistance line is outlined in the table below.

<b>HEADCOUNT OF ACT POLICING COMMUNICATIONS* AS AT 1 JULY EACH YEAR</b>	
<b>Year</b>	<b>Headcount</b>
<b>2020</b>	59
<b>2021</b>	53
<b>2022</b>	45
<b>2023</b>	58
<b>2024</b>	61
<b>2025</b>	40*

Headcount is at 1 July each year (noting this is a point in time measure).

\*ACT Policing currently has 13 members participating in a training course to become call takers or radio operators. At the completion of this course, staff numbers will increase to approximately 53.

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Approved for circulation to the Standing Committee on Legal Affairs

Signature: *M. Paterson*

Date: *8/1/26*

By the Minister for Police, Fire and Emergency Services, Dr Marisa Paterson MLA