




Speech By
Hon. Mark Ryan

MEMBER FOR MORAYFIELD

Record of Proceedings, 21 March 2017

MINISTERIAL STATEMENT

Emergency Service Assistance, Delays; Further Answer to Question

 **Hon. MT RYAN** (Morayfield—ALP) (Minister for Police, Fire and Emergency Services and Minister for Corrective Services) (7.42 pm): I rise to make a ministerial statement. This morning the member for Currumbin asked the Premier a question without notice in relation to triple 0 calls. I can advise that I have raised this matter with the Queensland Police Commissioner, who has advised that on occasions mobile phone usage near the border is picked up by a telecommunications tower in New South Wales. The commissioner's advice is that when a Telstra operator receives a triple 0 call from a mobile phone user close to the border they will look at it and determine it is a New South Wales tower and the call will go to New South Wales police. When this happens, each state has protocols in place to send the information back to the receiving state as quickly as possible. I am advised that generally it takes less than a minute for this process to happen.

Further, the Queensland Police Service has advised that there are no known specific or recent incidents where there have been any delays. Should the member for Currumbin have any details of any specific incidents of concern, I encourage her to bring the matter to my attention and I will make arrangements for the Queensland Police Service to look into the matter.

I am also advised that landline calls to triple 0 services are not affected in that they are fixed-line calls and Telstra operators know the address from which these calls are coming. I take this opportunity to commend our triple 0 operators for the work they do. Their jobs are challenging and we owe them a great debt of gratitude for what they do.