

Question on Notice
No. 110
Asked on 14 February 2019

MRS S WILSON ASKED MINISTER FOR POLICE AND MINISTER FOR CORRECTIVE SERVICES (HON M RYAN)—

QUESTION:

Will the Minister advise for 2014 to 2018 (reported separately year) how many (a) calls were (i) received by PoliceLink, (ii) abandoned or not ever responded to, (b) FTE officers are assigned to specifically take PoliceLink calls, and (c) of those FTE officers at (b) are sworn officers as opposed to civilian support staff?

ANSWER:

Policelink offers an important service to the community by responding to non-life-threatening calls from the public. The focus of Policelink operators is to resolve the individual concerns of each caller. This means taking the time to listen to callers concerns, take notes, and find information to meet their needs.

The QPS has provided the following table in response to the Member's question:

Year	Calls received	Calls unanswered or disconnected
2014	1,000,712	26,555
2015	994,279	38,172
2016	1,013,226	71,518
2017	1,124,516	87,982
2018	1,173,170	197,648

I am advised by the Queensland Police Service (QPS) calls to Policelink may be abandoned for a number of reasons including:

- Callers who hang up and call Triple Zero as suggested by the recorded message.
- Callers who lodge their report using one of the online reporting options on the QPS website (as also suggested by the recorded message).

Policelink offers a number of services online, including forms for reporting poor driver behaviour, noise complaints, traffic crashes, fare evasion, wilful damage and graffiti, drug dealers, cyclist complaints, cybercrimes, lost property and safe party registration, to name a few. This list of services continues to grow and as such, the QPS expects more callers to use the online reporting options in the future.

I am advised by QPS that recent strategies introduced at Policelink such as side-by-side coaching and investing in new technologies, has seen the average call handling time reduce by 1 minute per call. As a result, there has been a reduction in unanswered or disconnected calls from November 2018 to January 2019 of 12 percent.

I am further advised that Policelink calls and the processing of digital contacts is undertaken by Client Service Officers (CSO) who are unsworn (civilian) staff. Sworn police officers work in collaboration with CSOs to provide operational advice.

I am informed that CSOs and sworn police officers are also supported by team leaders, and administrative staff.

The QPS has provided the following table which represents Policelink FTEs from 2014:

Year	Civilian Staff	Sworn Officers	Total
2014	301.87	21.63	323.50
2015	300.82	20.63	321.45
2016	307.83	22.37	330.20
2017	299.75	21.37	321.12
2018	301.35	21.37	322.72
2019 (as at 28 February 2019)	309.15	21.37	330.52

I am advised that 11 new Client Service Officers (CSO) recently joined operational teams at Policelink and that a further 16 participants are in their ninth week of training and are expected to join their operational teams mid-year.