

Question on Notice
No. 1763
Asked on 15 November 2018

MR MCDONALD ASKED MINISTER FOR POLICE AND MINISTER FOR CORRECTIVE SERVICES (HON M RYAN)—

QUESTION:

With reference to the management of 000 calls referred to the Gold Coast District Tasking and Coordination Centre (DTACC)—

Will the Minister (a) confirm (i) that all calls are being appropriately actioned and not arbitrarily reclassified to improve the reported statistics and (ii) all callers followed up to ensure their complaints were actually closed, resolved and not ignored and (b) advise how many district duty officers are based at the DTACC?

ANSWER:

I can advise the Member that Triple Zero (000) calls within the Gold Coast Police District are managed by the South Eastern Region Police Communications Centre, and not the District Tasking and Coordination Centre (DTACC).

The DTACC, on the other hand, is responsible for the coordination and deployment of all officers and resources within the Gold Coast Police District. The DTACC encompasses modern policing, combining the latest technology and the best police officers to keep communities safe. It means police can be in the right place at the right time more effectively, as officers on the ground are being guided from location to location by the DTACC. It's putting the more than one thousand police officers on the Gold Coast where they are needed, when they are needed.

QPS advises that in 12 months, the DTACC has helped resolve nearly four thousand cases and assisted in around five thousand other cases.

I am further advised by QPS that one district duty officer is based at the DTACC each shift.

These officers work in partnership with officers on the road to provide a coordinated approach to the allocation of police personnel as they address calls for service.

In addition, where operationally appropriate, the DTACC will contact callers to ensure their complaint has been resolved.

Further, through Palaszczuk Government funding, police can continue to use the latest cutting edge technology to deliver a world class policing service in Queensland.