

Question on Notice
No. 136
Asked on 14 February 2019

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

QUESTION:

With reference to the Minister's answer to Question on Notice No. 1502 of 2018 and waiting times and unanswered calls to Policelink—

Will the Minister provide (a) a progress update on client service improvement strategies and (b) a breakdown of wait times and unanswered calls for (i) Policelink and (ii) Queensland Police Service 000 calls?

ANSWER:

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

I am advised by the Queensland Police Service (QPS) that strategies 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, I am informed that there has been a 12 percent reduction in unanswered or disconnected calls from November 2018 to January 2019.

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.

With regards to wait times for Policelink, I refer you to my previous response to Question on Notice No. 1502.

I am advised that all Triple Zero calls are continually re-routed within the network. Procedures are also in place for caller information to be manually provided to a Triple Zero call taker by Telstra. This means, should any calls not be re-routed a Triple Zero call taker will return the call.

The QPS has advised that, based on statistics in the below table provided by Telstra, the QPS received an average of 52,189 calls per month in the 2017-18 financial year, with an average 99.56% of calls answered within the first 60 seconds.

QLD	Total Police	Police %							
	Calls (1)	5 sec	10 sec	15 sec	20 sec	25 sec	30 sec	60 sec	>60 sec
Jul-17	46,492	0.49	9.55	40.29	28.09	9.44	4.29	7.37	0.48
Aug-17	48,789	0.42	9.74	41.82	28.14	8.93	3.81	6.67	0.46
Sep-17	51,864	0.53	9.25	40.74	28.86	9.42	4.01	6.72	0.46
Oct-17	54,530	0.47	9.69	41.47	28.20	9.14	3.81	6.74	0.47
Nov-17	52,840	0.43	9.65	41.77	28.50	9.04	3.83	6.35	0.42
Dec-17	61,889	0.45	10.95	41.83	27.15	8.72	3.77	6.57	0.57
Jan-18	56,826	0.49	11.21	43.43	26.43	8.05	3.53	6.27	0.59
Feb-18	50,662	0.40	10.65	43.27	27.01	8.54	3.44	6.05	0.63
Mar-18	54,861	0.42	10.66	44.38	28.14	8.16	3.26	4.65	0.33
Apr-18	50,059	0.44	11.12	44.83	28.14	7.90	3.11	4.17	0.30
May-18	48,699	0.42	9.82	43.68	29.36	8.65	3.28	4.46	0.33
Jun-18	48,756	0.38	9.72	42.92	29.81	9.10	3.39	4.45	0.22

