

Question on Notice
No. 33
Asked on 4 February 2020

MR L MILLAR ASKED THE MINISTER FOR FIRE AND EMERGENCY SERVICES (HON C CRAWFORD) —

QUESTION:

With reference to fire communication emergency call centres—

Will the Minister outline (reported separately by year for 2015 to 2019) (a) the total number of 000 calls directed to the call centres, (b) the number of 000 calls directed to the call centres that were failed to be answered, (c) the number of actual Fire Communications Officers reported in FTEs; and (d) how many of the 12 extra fire communications officers promised before the 2017 election have been delivered as of 3 February 2020?

ANSWER:

I thank the Member for the question.

I am advised by Queensland Fire and Emergency Services (QFES) that Telstra receives the Triple 0 calls and presents them to a QFES call centre.

(a) The following table details the total number of Triple 0 calls directed to the call centres in 2015 to 2019 by year:

Year	Total Triple 0 calls answered
2015	38,727
2016	*49,787
2017	65,716
2018	76,235
2019	81,690
Total	312,155

* Indicates approximation as some data was not captured due to unplanned outages or Business Continuity plans being actioned.

(b) The number of Triple 0 calls directed to call centres that were failed to be answered is zero.

- (c) The following table shows the number of Fire Communications paid staffing full-time equivalents (FTEs) from 2015 to 2019:

End of Financial Year	Actual Paid FTE
30 June 2015	124.56
30 June 2016	125.32
30 June 2017	119.87
30 June 2018	128.95
30 June 2019	118.93

I am advised that the variance in FTE numbers from 2015 to 2019 is due to the number of casual employees placed against an FTE position. Casual employee numbers fluctuate due to persons leaving the organisation and variations in the hours casual employees are required to fill to maintain the service.

- (d) The recruitment of the 12 fire communications officers as part of the election commitment is expected to commence by 1 April 2020, and once regional allocation has been finalised, all 12 communications officers are expected to be appointed by 30 June 2020. The election commitment was to employ 12 fire communications officers by June 2021.