

Question on Notice
No. 726
Asked on 27 May 2021

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

QUESTION:

Will the Minister provide an update for 2020-21 (to date, reported separately by year) (a) how many calls were received by Policelink, (b) how many FTE officers are assigned to specifically take Policelink calls, (c) of those FTE officers, how many are sworn officers as opposed to civilian staff and (d) the longest time a person can be on hold?

ANSWER:

I am advised by the Queensland Police Service (QPS) that the number of calls received by Policelink for the period in question is 1,210,718.

I am further advised by the QPS that as of 31 May 2021, the approved number of permanent positions for Policelink is 21 sworn officers and 331 staff members. All personnel can be assigned to take calls and/or provide advice for callers.

I am advised that the amount of time a call is on hold is unable to be measured, as the Policelink call system only recognises whether the call is active and not whether the call is on hold.

I am further advised the main reason callers are placed on hold would be for the operator to obtain advice to better respond to and meet the caller's needs.