

Question on Notice
No. 316
Asked on 29 March 2023

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

QUESTION:

Will the Minister advise for 2018 to 2022 (reported separately by year) how many

(a) calls were

(i) received by Police Link and

(ii) abandoned or not ever responded to,

(b) how many online contacts were made to Police Link,

(c) how many FTE officers were assigned to specifically take Police Link calls and

(d) of those FTE officers at (c), how many were sworn officers as opposed to civilian support staff?

ANSWER:

I am advised by the Queensland Police Service (QPS) that the Policelink calls received and abandoned, as well as the online contacts for the period 2018 to 2022 is provided below.

For 2018 there were 1,173,170 calls made to Policelink, 17.5% of which were received by Policelink but subsequently abandoned for whatever reason by the caller and 452,393 online contacts made.

For 2019 there were 1,534,272 calls made to Policelink, 10.1% of which were received by Policelink but subsequently abandoned for whatever reason by the caller and 473,757 online contacts made.

For 2020 there were 1,492,925 calls made to Policelink, 5.9% of which were received by Policelink but subsequently abandoned for whatever reason by the caller and 488,891 online contacts made.

For 2021 there were 1,279,014 calls made to Policelink, 5.01% of which were received by Policelink but subsequently abandoned for whatever reason by the caller and 566,768 online contacts made.

For 2022 there were 1,169,423 calls made to Policelink, 6.3% of which were received by Policelink but subsequently abandoned for whatever reason by the caller and 633,702 online contacts made.

I am advised by the QPS that all calls which are made to Policelink and are answered by a Client Service Officer are responded to.

Regarding calls which are received by Policelink and terminated by the caller, I understand that some callers may be prank or nuisance callers and some callers hang up and call Triple Zero as suggested by the introductory Policelink recorded message. Similarly, some people choose to terminate their call after hearing the introductory Policelink recorded

message and instead log their report using one of the popular online reporting options on the QPS website.

I am further advised by the QPS that, as at 31 December 2022, there were 305 approved permanent Client Service Officers taking Policelink calls. All 305 Client Service Officer positions are staff member positions.