

Question on Notice
No. 931
Asked on 21 August 2024

MRS L GERBER ASKED MINISTER FOR POLICE AND COMMUNITY SAFETY (HON M RYAN)—

QUESTION:

With reference to calls for service to the Queensland Police Service in the 2022-23 and 2023-24 financial years—

Will the Minister provide (reported separately by region and priority code), (a) the total number of calls for service, (b) the number of calls for service that were not attended to and (c) the number of calls for service that did not meet the target response time?

ANSWER:

I am advised by the Queensland Police Service (QPS) that to accurately confirm which calls for service are triaged to require a crew attendance and which are subsequently not attended for all priority codes would require a manual qualitative review of the entries made in the system and examination of an enormous number of records which is considered by the QPS to be an unjustifiable use of police resources at this time.

The Member should also note that where a call for service is logged initially as one priority code and is subsequently re-categorised (which may result in a police attendance no longer being required), then the QPS only records the call for service at the latest priority code. To verify all of these instances would again require a manual qualitative review of the entries made in the system and examination of an enormous number of records which is considered by the QPS to be an unjustifiable use of police resources at this time.

I am further advised by the QPS that some calls for service may not be attended to within the target response time for a number of reasons including traffic conditions and the remoteness of the geographic location, among other things. It is important to note that these calls for service are still attended to by police (unless otherwise stated) but the target response time may not have been met. It is also important to note that some calls for service may be subsequently cancelled because other emergency services have determined that police attendance is no longer required or the circumstances for the call for service cannot be identified due to the misuse of the Triple Zero service (in other words, a “prank” call). To exclude these call types would require a manual qualitative review of the entries made in the system and examination of an enormous number of records which is considered by the QPS to be an unjustifiable use of police resources at this time.