

Question on Notice
No. 1014
Asked on 16 September 2024

MR P RUSSO ASKED MINISTER FOR POLICE AND EMERGENCY SERVICES (HON D PURDIE)—

QUESTION:

With reference to the 2025 Estimates and the advice that 3,336 calls to the SES on 132 500 were not answered— Will the Minister provide (a) a full breakdown of those calls, (reported separately by reason for cancellation or rejection) and (b) the total number of calls received by the SES in that same time period?

ANSWER:

During the 2025 Estimates Hearing, State Emergency Service (SES) provided advice on the number of calls identified as cancelled or rejected for the period of 1 November 2024 to 30 June 2025.

I am advised Task and Management System (TAMS) requests for assistance may be listed as cancelled for a number of reasons. This can include the caller advising the request is no longer needed, or by SES contacting the resident in question and being advised the request is no longer needed. In some cases, calls are cancelled as they are identified as duplicate requests. A TAMS request is rejected if it is identified that it is not an SES task and referred to another agency.

I am further advised that due to the various methods by which a call can be cancelled, such as residents contacting the call centre or using the mobile app to withdraw their request, this information is recorded across different systems which do not all transfer to TAMS.

I am advised by the Queensland Police Service (QPS) that to provide a detailed breakdown of the 3,336 calls and the reasons for their cancellation or rejection would require a manual examination of the data. This is considered to be an unjustifiable use of police resources at this time.

I am informed for the period of 1 November 2024 to 30 June 2025, the total number of calls received by the SES was 21,108.