



# LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

No. 183

## WRITTEN QUESTION

J Davis to the Minister for Fire and Emergency Services, Hon Lia Finocchiaro MLA:

### **Alice Springs 000 (Triple Zero) Operations**

- 1. What are the operating hours of the Alice Springs 000 (Triple Zero) call-taking service? Is it staffed 24 hours a day, seven days a week, or during business hours (e.g. Monday–Friday, 8 am – 4 pm)?**

The Alice Springs Police Communications Centre (ASPCC) is staffed from 8am to 4pm Monday to Friday, including public holidays.

The pilot centre is designed to enhance local call-taking, CCTV monitoring, and operational coordination for the Alice Springs and Barkly Regions. An extension of the ASPCC trial for a further six months has been approved, continuing until 30 September 2026. During these six months, a revised roster has been introduced that incorporates evening and weekend shifts to better reflect demand for emergency services.

The pilot centre will complement the existing capability at JESCC in Darwin and will assess whether a regionally based communications model improves response coordination, situational awareness and community outcomes.

- 2. Who is responsible for staffing the Alice Springs 000 service, and what classifications or roles do they hold?**

The ASPCC is staffed by a Sergeant (supervisor) and two Police Auxiliary call takers. Additionally, an Aboriginal Liaison Officer is rostered to assist with Aboriginal language speakers. Auxiliary relief staff are rostered as required.

- 3. Have the staff working at the Alice Springs 000 centre received any specialist domestic and family violence training? If so, please provide details of the training provided.**

Yes. All sworn police officers complete domestic and family violence training as part of their initial core induction training course, including the ASPCC staff. The Northern Territory Police Force is currently rolling out Prevent, Assist and Respond Training (PART) to all police members. All police and relief staff who are rostered in the ASPCC have completed the PART.