

ESTIMATES COMMITTEE
Question Taken on Notice

Question Number: 5.9

Output Number: Whole of Government

Date: 18 June 2024

From: Mrs Lia Finocchiaro

To: Hon Brent Potter

Portfolio: Minister for Police

Agency: NT Police

Subject: Triple zero calls not answered

QUESTION

Could you please provide the number of calls to 000 that go unanswered, which does not include calls where the person calling has disconnected the call?

ANSWER

There is no way to determine the difference between when the person disconnects a call and a call that goes unanswered by the Joint Emergency Services Communication Centre (JESCC).

There were 24,174 Triple Zero calls abandoned on receipt from the National Triple Zero Call Centres.

There is also no way to determine if the abandoned calls have called back.