

ESTIMATES COMMITTEE

Question Taken on Notice

Question Number: 5.10

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 answered interstate

QUESTION

Please provide the number of instances that a call by a Territorian to 000 was answered by someone interstate.

ANSWER

Triple Zero calls presented to the Joint Emergency Services Communication Centre (JESCC) by the National Triple Zero Call Centres do not return to another jurisdiction for answering.

Triple Zero calls may be answered by an interstate operator **only when** the caller specifically requests to speak to another jurisdiction.

The call will cycle through six Triple Zero queues until either answered, abandoned or Telstra pulls it back if not answered within four minutes.

Where Telstra pulls the call back, impacting on the National Triple Zero Call Centre's ability to continue to hold calls, Telstra* will invoke the four-minute rule which means Telstra calls the JESCC supervisor during which time they will seek clarification on why the call is not answered. Telstra will also provide contact details Caller Line Identification (CLI) of the caller via police email. A member of the JESCC will then conduct a call back.

*Telstra continue to maintain responsibility for Triple Zero calls until answered by the JESCC or unless invoking the four-minute rule.